

Designated complexes

Policy

Document title	Designated complexes	Version 3.0
Contact details	Territory Families, Housing and Communities Operational Policy housing.policy@nt.gov.au	
Approved by	Executive Leadership Board	
Date approved	13/12/2022	
Document review	24 months from date of approval	
TRM number	HSG2016/01837	

Version	Active from	Author	Changes made
3.00	13/12/2022	Operational Policy	Changes to 2.3 Types of complex
2.00	25/08/2022	Operational Policy	Editorial amendments
1.02	30/03/2022	Operational Policy	Rebranded
1.01	14/12/2016	Director Policy	Editorial amendments
1.00	2/09/2013	Executive Director, Housing Operational Client Support	New separate policy derived from Housing Services Operational Policy Manual, Chapter 3

Contents

1. Purpose	4
2. Policy details	4
2.1. Eligibility and entitlement.....	4
2.2. Complexes	4
2.3. Types of complexes	4
2.4. Moving to designated complexes	5
2.5. Visitor management.....	5
3. Discretionary decision making	5
4. Review	5
5. References	5
5.1. Policies.....	5

1. Purpose

This policy outlines the types of designated public housing complexes available and establishes the eligibility criteria for tenants to live in these complexes.

2. Policy details

The CEO (Housing) provides designated public housing complexes for specific groups of tenants. These complexes allow access to specific facilities that support people's capacity to live independently as their needs change.

2.1. Eligibility and entitlement

To be eligible to reside in a designated complex applicants must meet the public housing eligibility and entitlement criteria set out in the Eligibility for Public Housing and Entitlement policies and meet the criteria in paragraph 2.3. Types of complexes.

Tenants may be allocated housing above their entitlement, so an extra room can be available for an overnight or live in carer, or to store necessary medical equipment or mobility aids.

2.2. Complexes

A complex is a residential development which includes two or more dwellings on the same allotment. Designated complexes provide appropriate housing to groups of people with specific or similar needs.

Access to the complex or dwelling, and fixtures and fittings may be specifically designed or more readily adaptable for people living with disability or to improve the lifestyles and mobility of residents as their needs change.

2.3. Types of complexes

2.3.1. Seniors Village

A Seniors Village has been designed specifically for people aged 55 and over. The purpose of these complexes is to encourage people of similar age and stage of life to create their own community. All residents must be over the age of 55. Residents may be receiving an Aged Pension or equivalent and may apply to have a co-tenant, carer or family member who is not receiving an aged pension with them on a permanent basis. This is subject to a formal application with supporting documentation and delegate approval.

2.3.2. Age Pensioner Complex

An Age Pensioner complex has been designed specifically for people who are receiving an Age Pension or equivalent for example veteran payment. The tenant may apply to have a co-tenant, carer or family member who is not a person receiving an Age Pension reside with them on a permanent basis. This is subject to a formal application with supporting documentation and delegate approval.

2.3.3. Other designated complexes

Other designated complexes provide tenants with a level of support appropriate to their needs, such as specific amenities for people living with a disability. Units within these complexes are generally designed to

provide improved access and ease of use for residents. For example, they may include a modified kitchen or bathroom to facilitate wheelchair access or the use of other mobility aids or contain fixtures and fittings that can be more readily adapted should the needs of the tenant change in the future.

2.4. Moving to designated complexes

Designated complexes are provided for a specific purpose and for a specific target group.

Public housing tenants may request a transfer or be offered the opportunity to move from their current public housing premises to a designated complex. Transfer requests will only be accepted if the applicant meets the eligibility criteria of the complex. The transfer request is managed in accordance with the Transfers within Public Housing policy.

2.5. Visitor management

Visitor Management policies are strictly applied to designated complexes, to ensure that the needs of all residents are considered, and the objectives of providing designated complexes are met.

3. Discretionary decision making

The CEO (Housing) may delegate a power or a function under the *Housing Act 1982*. Delegated officers may make decisions on behalf of the CEO (Housing) as detailed in the CEO (Housing)'s Housing Delegations and Financial Management Delegations.

A discretionary decision may be made outside the general application of policy if it supports the policy intent, will prevent a client from being unfairly disadvantaged, and is in line with the CEO (Housing)'s delegations and legislative obligations.

Refer to the Discretionary Decision Making policy.

4. Review

This policy will be reviewed and amended at any time the legislative, operating or funding environment is so altered that the policy is no longer appropriate in its current form.

5. References

5.1. Policies

Allocation and commencement of a tenancy policy

Discretionary decision making policy

Eligibility for public housing policy

Entitlement policy

Remote and town camps visitor management policy

Termination of a tenancy policy

Transfers within public housing policy

Urban visitor management policy