

Support Agencies and Health Professionals

Every year thousands of people in the Northern Territory apply for a variety of services from the Department of Territory Families, Housing and Communities.

The Department requires supporting documentation from Support Agencies and Health Professionals to provide the most appropriate services to a client.

This usually includes information about a client's:

- Social circumstances
- Physical health
- Mental health
- Circumstances putting them at risk of homelessness
- Special accessibility or alterations they require to a property.

Minimum required information

Below is a list of the minimum information the Department requires when assessing a client's needs:

- How long have you been treating or providing support services to the client?
- The kind of services the client is receiving and when you expect to cease involvement.
- What is the client's condition and prognosis? I.e. is this a permanent or temporary condition?
- How does the lack of housing impact the client's health or wellbeing?
- In your professional opinion how will housing impact the client?
- What modifications may be required to accommodate the client's need or condition? I.e. ground level accommodation.
- Authorisation from the client that you may share this information with the Department.
- A declaration of any real or perceived conflict of interest.

Please ensure the letter of support includes the client's full name, date of birth and is legible on the relevant organisation's letterhead.

Where can I find more information?

Contact your local Housing office or visit tfhc.nt.gov.au.

Alice Springs	(08) 8951 5344	Nhulunbuy	(08) 8987 0533
Arafura Region	(08) 8995 5122	Palmerston	(08) 8999 4767
Greater Darwin	(08) 8999 8814	Tennant Creek	(08) 8962 4497
Katherine	(08) 8973 8513		

Disclaimer

The Department of Territory Families, Housing and Communities collects only personal information about a client which is necessary to provide housing assistance under the *Housing Act 1982* and its Regulations.

If you do not provide the requested information we may not be able to provide your client or patient with assistance. The information collected will not be disclosed to any other person or agency without your client's or patient's consent unless it is required or authorised by law or for research purposes in accordance with the Information Privacy Principles at Schedule 2 of the *Information Act (NT) 2002*. Your client or patient has a right to access and correct the information held about them.

If you have any queries or concerns please contact the Information Access Unit on (08) 8999 8490, email infoact.tfhc@nt.gov.au or write to GPO Box 37037, Winnellie NT 0821.