

Change from Public Housing Safety Officers to Police Public Safety Officers

What is changing?

Public Housing Safety Officers, known as PHSOs, are transitioning to a new NT Police role called Police Public Safety Officers, or PPSOs.

This change is part of a new frontline safety model being rolled out across the Northern Territory to improve visibility and response to antisocial behaviour.

Safety services are still in place, and community safety remains a priority. NT Police now lead responses through PPSOs, providing a stronger and more visible presence.

What this means for tenants and the community

You will start to see PPSOs instead of PHSOs in some areas.

Depending on the nature of the disturbance, general duties NT Police or PPSOs will respond to incidents.

The change will have minimal impact on how tenants and members of the public report concern or ask for help.

What PPSOs will do

PPSOs will support community safety through high-visibility patrols and frontline responses.

Their role includes:

- Proactive patrols
- alcohol enforcement
- Banned Drinker Register referrals
- proactive engagement with the community
- targeted responses in identified hotspots.

What Housing will continue to do

The Department of Housing, Local Government and Community Development will continue to manage public housing tenancies and antisocial behaviour complaints.

Housing will continue to:

- manage tenancies in line with our tenant accountability policy statement
- investigate antisocial behaviour complaints
- support at-risk tenancies
- manage tenancy actions through the Northern Territory Civil and Administrative Tribunal
- work with NT Police and partner agencies to maintain community safety.

What has not changed?

- Safety services are continuing.
- Housing will continue to manage tenancies and complaints.
- Community safety remains a priority.
- Tenants and the community should continue to use the same contact numbers to report incidents or concerns.

Who do I contact?

Reporting incidents has not changed.

For incidents, call NT Police on **131 444**.

In an emergency, or if the situation is violent, call **000**.

For ongoing antisocial behaviour complaints, contact Housing.

How do I make a complaint about antisocial behaviour?

If the matter does not require urgent assistance, you can report it to the 24/7 Complaints Resolution Team.

Phone: 1800 685 743

Email: publichousingsafety@nt.gov.au

Online: Use the online antisocial behaviour [complaint form](#)

Where can I get more information?

To find out more contact your local Housing office:

Barkly	(08) 8962 4497	Big Rivers	(08) 8973 8513
Central Australia	(08) 8951 5344	East Arnhem	(08) 8987 0533
Top End	(08) 8995 5122	Greater Darwin	(08) 8999 8814