

Entitlement

Policy

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2.03	08/04/2024	Operational Policy	Inclusive social housing language
2.02	30/03/2022	Operational Policy	Rebranded
2.01	14/12/2016	Director Policy	Editorial amendments
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1.00	26/06/2013	Executive Director, Housing Operational Client Services	New separate policy derived from Housing Services Operational Policy Manual, Chapter 3

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1. Policy statement

Social housing providers offer a range of accommodation types and sizes across the Northern Territory. Eligible clients applying for social housing owned by, or under the management of, the CEO (Housing) will be allocated a premises following a wait time, relevant to their current needs. The entitlement of a household refers to the type of premises and number of bedrooms they may be considered for.

2. Purpose

This policy aims to ensure urban housing stock meets the needs of tenants and is used effectively.

3. Scope

This policy applies to all social housing clients, including applicants on the wait list and those with existing tenancies.

4. Roles and responsibilities

Roles	Responsibilities
Front line staff	<ul style="list-style-type: none"> • Apply entitlement criteria as outlined in this policy • Consider policies relating to access and equity • Identify where discretion to entitlement should be considered and escalate to appropriate senior staff to consider a discretionary decision

5. Policy details

The entitlement of a household depends upon the number of people within it, the relationships between the people, and the age and gender of any children. Household members who are not permanent residents of Australia are not recognised as household members for the purpose of calculating entitlement.

Household members include:

- tenants who sign (or will sign) a tenancy agreement; and
- recognised occupiers who live (or will live) at the premises.

Applications for housing below the calculated entitlement may be approved if this is suitable to the family circumstances and at the discretion of the social housing provider.

5.1. Standard Bedroom Entitlements

Household Composition	Bedroom Entitlement
Single person	1
Couple	2
Sole parent with one dependant	2
Two singles	2
Couple with up to four dependants	3
Sole parent with two to four dependants	3
Couple with up to two additional adults	3
Three singles	3
Sole parent or a couple with five or more dependants	4
Sole parent or a couple with three dependants and one single	4

The standard entitlement may be increased or reduced by the social housing provider to better reflect the household, including issues such as pregnancy of more than 7 months, gender ratio of children, age of children and the presence of tenants with a disability or medical condition. It may also be varied in smaller centres where there are very few available properties.

5.2. Foster care

Tenants providing foster care (including kinship care) may be approved for accommodation above entitlement. Documentation must be provided advising care is being provided on a continuing basis for a minimum of 8 weeks.

5.3. Child custody

Non-custody parents who regularly have their children stay overnight may be entitled to an extra bedroom at the discretion of the social housing provider. Joint-custody parents may be both entitled to an extra bedroom at the discretion of the social housing provider.

5.4. Boarding school

Children at boarding school are included in entitlement if documentation can be provided to prove enrolment.

5.5. Family or Group Tenancies

Applications may be accepted from any family group type who resides together on a permanent basis, including groups of singles up to a maximum of 3 adults.

If an applicant is claiming dependants other than their own children, documentation must be provided to prove custody, including Centrelink payments.

The social housing provider has discretion to allow applications from groups of adult relatives, bearing in mind that overcrowding may require groups of adults to apply for social housing separately.

5.6. Designated Complexes

Some complexes have been designed for specific groups of tenants, such as those over the age of 55 or tenants with disabilities. Refer to the Designated Complexes policy for further information.

6. Decision-Making (delegation and discretion)

The CEO (Housing) may Delegate a power or function under the *Housing Act 1982* or other Acts.

Delegated officers make decisions in line with 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 delegations and legislative obligations.

Please refer to the Discretionary Decision Making policy for more information.

7. Complaints and/or Appeals

If a client is not satisfied with either a decision or action of the CEO (Housing), they can access the CEO (Housing)'s complaints and/or appeals processes. Please refer to the Complaints and Appeals policies for more information.

The CEO (Housing)'s Complaints and Appeals policies relate to CEO (Housing) actions and decisions.

Complaints relating to either a decision or action of other social housing providers, will be referred directly to the relevant social housing provider and managed in line with the specific providers policies. The Department is not responsible for registering or investigating a complaint regarding decisions or actions of other social housing providers.

8. References

8.1. Policies

Designated Complexes policy

Identification and Documentation policy

Visitor Management policy