

Steps Program

The Department of Territory Families, Housing and Communities works to support affordable and secure urban public housing.

The Steps Program ensures:

- public housing remains affordable and secure for households in urban public housing
- household vulnerability and circumstances are considered before requesting households move out of public housing.

This program is about working with households that exceed the public housing threshold but might not be ready to make the move into private rentals. Recognising other factors and situations can influence whether or not a household is able to transition into the private rental market.

How does the program work?

There are two parts to the program, Step Up, and Step Out. The Department will assess your household for the program against the income and assets limits for public housing. There are two parts to the program:

You will be considered for Step Up if:

- your household income exceeds the public housing income limits by up to \$385 per week; or
- your household assets exceed the public housing assets limits, but your household income does not exceed the income limits.

You will be considered for Step Out if:

- your household income exceeds the public housing income limits by \$386 per week or more.

Step Up

If you are participating in Step Up, your rent will be calculated at 30% of household income, or full rent, whichever is the lesser amount.

You will not be required to move out of public housing, however you may be required to transfer to another public housing premises in line with the Entitlement policy and the Public Housing Transfers policy.

Step Out

If you are participating in Step Out, you will be charged full rent and will be transitioned out of public housing into more independent forms of housing.

The Department will work closely with you to identify other housing options. Household circumstances will be considered when determining a reasonable timeframe to move out of public housing.

The Department will consider your ability to access and sustain stable housing outside of public housing before you are asked to move out.

What if I don't provide current income and asset information?

The Steps Program will not be applied if the Department cannot assess your current income and asset information. This will mean you cannot prove you are able to participate in the Steps Program. The Department will charge you full rent and may ask you to leave public housing.

Where can I get more information?

Please contact your local Housing office or visit tfhc.nt.gov.au

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