

Code of Practice

The following principles outline the level of services you can expect to receive when dealing with the Department of Housing, Local Government and Community Development.

Courteous Service

You can expect staff to:

- Be friendly and courteous
- Treat you with dignity and respect
- Treat you fairly
- Address you in the correct manner, and
- Respect your privacy and treat information about you confidentially.

Efficient service

You can expect staff to:

- Answer your telephone call as quickly as practical and tell you their name and work area
- Respond to telephone messages by the next working day
- Reply to written correspondence within 5 working days
- Ensure that counter areas are attended
- Help identify and define your needs, and
- Suggest alternative solutions on sources of information if we are unable to provide assistance.

Accurate information at all times

You can expect staff to be:

- Trained to deal with your enquiries, and
- Fully informed about policies and procedures.

Prompt repairs

When repairs, which are the Department's responsibility, are needed to your rental property we aim to meet the following time frames:

- Immediate – 4 hours
- Urgent – 2 working days
- Routine – 10 working days.

When you contact us, we will tell you which category your request falls into, however please note these time frames may vary in remote areas.

Information

Providing accurate information is vital to ensure that members of the public have access to appropriate housing assistance.

Easy to read and up to date information including brochures, fact sheets and publications are available at all Housing offices or via our online website dhlgcd.nt.gov.au.

As a tenant you will receive a welcome kit which includes all relevant information in regard to your new tenancy.

Advice

We strive to provide the right information the first time.

To achieve this, we ensure that staff:

- Understand policy guidelines and how they affect you and your housing assistance needs
- Are trained to deal with your questions in a courteous and efficient way
- Provide information and advice which is accurate, clear and concise, and
- Inform you of any decision made relating to your application or tenancy.

On request, staff will arrange an interpreter if you have a hearing disability or English is not your first language.

Our performance

It is important for us to know how our clients view our products and services. Customer feedback provides us with a measure of our performance and helps us respond to your needs.

You can assist us with feedback by:

- Contacting the Complaints Officer to register your satisfaction or dissatisfaction with our service
- Discussing any issues or problems with the appropriate Client Services Manager, and
- Responding to Customer Satisfaction Surveys.

Complaints handling

If you wish to make a complaint about any aspect of our services, you may discuss it with the person who made the decision that you are unhappy about. You may also phone the Complaints Officer, who will listen to you and try to resolve the problem.

If you wish to make a formal complaint about an administrative decision, which you consider to be wrong or unfair, you may have your case reviewed through the Northern Territory Housing Complaints and Appeals Mechanism. If you are still dissatisfied, you may make a further complaint to the:

- Northern Territory Ombudsman, and/or

- The Anti-Discrimination Commission.

Your help

You can help us meet your needs by:

- Letting us know of any special needs you may have
- Letting us know if you do not understand any information that we have given you
- Providing accurate, honest and up to date information when requested
- Letting us know if your income details, address or circumstances change, and
- Treating our staff with the same courtesy and respect you expect of them.

Our commitment

We are committed to helping people obtain appropriate and affordable housing.

Our code of practice highlights the standard of services you can expect and our commitment to continually monitor and improve our service. It also outlines your rights and responsibilities in dealing with us.

Our Objectives

Our aim is to provide the best housing outcomes for Territorians who are most in need of assistance by:

- Providing assistance consistent with identified needs
- Supporting customers in maintaining successful tenancies
- Increasing home ownership
- Developing appropriate information technology supportive of business, and
- Maintaining a work environment and practices that complements our business.

Where can I get more information?

For further information, visit the website or contact your Housing office:

Alice Springs	(08) 8951 5344	Nhulunbuy	(08) 8987 0533
Arafura Region	(08) 8995 5122	Yarrowonga	(08) 8999 8814
Greater Darwin	(08) 8999 8814	Tennant Creek	(08) 8962 4497
Katherine	(08) 8973 8513		
Maintenance Call Centre	1800 104 076		
Complaints line	1800 301 167		