

Public Housing Safety Officers

Public Housing Safety Officers help to promote a safe and secure community in and around public housing. They work with people and organisations in the community to help reduce antisocial behaviour.

What is the role of Public Housing Safety Officers?

Public Housing Safety Officers engage with tenants, neighbours and visitors to resolve and reduce antisocial behaviour in and around public housing. They act on complaints of antisocial behaviour in and around public housing.

Public Housing Safety Officers work closely with other government agencies and community service providers to ensure a coordinated approach to addressing antisocial behaviour. They undergo specialised training and are appointed under the *Housing Act 1982*.

What authority do Public Housing Safety Officers have?

Although their primary function is to engage and communicate with tenants and their visitors, under the *Housing Act 1982* Public Housing Safety Officers can assist the NT Police to manage antisocial behaviour in and around public housing.

The legal authorities of Public Housing Safety Officers include the ability to:

- Issue a Notice of Direction to tenants or occupiers when witnessing antisocial behaviour
- Request the name and address of a person and evidence of their details
- Direct people to stop antisocial behaviour in and around public housing premises
- Direct people who are not tenants or recognised occupiers to leave a public housing property
- Ban people from entering public housing properties for up to 12 months
- Dispose of any alcohol found
- Seize dangerous items.

In case of physical domestic violence or any physical violence, NT Police are the only entity authorised to intervene. Public Housing Safety Officers will assist and help NT Police investigating, but will not stop domestic violence.

How to identify a Public Housing Safety Officer

Public Housing Safety Officers use vehicles that are clearly marked Public Housing Safety. They wear a dark uniform labelled Public Housing Safety. Each officer will also have an identity card.

Public Housing Safety Officers are equipped with body worn video cameras, attached to the front of their uniform. Footage collected from the cameras help in providing accurate records of events, improving accountability and transparency and assisting in the resolution of disputes.

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 Housing complaints line on 1800 685 743.

For assistance after hours contact the NT Police on 131 444.

If the situation is an emergency or is violent call the NT Police on 000.

Where can I get more information?

To find out more, visit the website nt.gov.au or contact your local Housing office:

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