

How to report antisocial behaviour

Report antisocial behaviour in and around public housing
1800 685 743

Information for people affected by antisocial behaviour

Territory Families, Housing and Communities takes community safety in and around public housing seriously.

The department promotes community safety and works closely with the Northern Territory Police, and other government agencies to manage antisocial behaviour.

What is antisocial behaviour?

Antisocial behaviour is when another person's behaviour causes a nuisance or interferes with the reasonable peace and privacy of others. Examples of antisocial behaviour include:

- excessive noise from a television, radio or party
- moderate damage to property that is intentionally caused
- verbal abuse
- vandalism
- abusive, aggressive and/or frightening behaviour directed at others
- threats to the health or safety of a person
- physical assaults and violent acts
- extensive or intentional property damage.

When to make a complaint about antisocial behaviour

In emergencies always dial 000 and ask for police assistance. Emergencies include life threatening or physically violent behaviour.

You can make a complaint to the department after an incident of antisocial behaviour, in or around public housing premises, by calling 1800 685 743 Monday to Friday from 8am to 4pm.

You can call the Northern Territory Police Assistance Line on 131 444, to ask for Police Officers or Public Housing Safety Officers to attend the premises. Please let the call taker know that the incident is happening at a public housing premises. This will help the call taker dispatch the appropriate officers, depending on what may be happening.

What information do I need to provide with my complaint?

If you are affected by antisocial behaviour you are encouraged to keep a record of incidents and record the following details:

- The date and time
- A description about the incident
- How long it lasted
- How it impacted on your peace and privacy
- Whether it made you feel scared, intimidated or any other fearful feelings.

What does the department do once a complaint is received?

All complaints of antisocial behaviour are investigated by the department.

In some circumstances the complaint may be referred to the police. Referrals to police will occur when the complaint is related to criminal activity, or legally required because of mandatory reporting purposes.

If the department can substantiate the antisocial behaviour incident occurred, further action may result in any of the following:

- Demerit points issued to the public housing tenancy
- Issue of a notice to the household to enter into an Acceptable Behaviour Agreement
- Immediate termination of the tenancy agreement due to serious breaches.

Where can I find more information?

For further information you can contact a local Housing office or visit nt.gov.au

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

