

# Entitlement

## Policy

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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

The Department of Territory Families, Housing and Communities ('the Department) offers a range of accommodation types and sizes across the Northern Territory and supplies accommodation relevant to the current needs of tenants, which may change as the tenant's circumstances change.

## 2. Purpose

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

## 3. Scope

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

## 4. Roles and responsibilities

Roles	Responsibilities
Front - line staff	<ul style="list-style-type: none"> <li>• Apply entitlement criteria as outlined in this policy</li> <li>• Bear in mind policies relating to access and equity, as well as discretion</li> <li>• Forward difficult or unusual cases to the Delegate</li> </ul>
Delegate	<ul style="list-style-type: none"> <li>• Has the discretion to decide the correct entitlement for a client</li> </ul>

## 5. Policy details

The entitlement of a household depends upon the number of people within it, the relationships between the people, and the 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 clients who sign (or will sign) a tenancy agreement, and recognised occupiers who live (or will live) at the premises.

Applications for housing below entitlement may be approved at the discretion of the Delegate.

## 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 varied by the Delegate to better reflect the household, including issues such as pregnancy, gender ratio 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 may be approved for accommodation above entitlement so long as documentation is provided and care is being provided on a continuing basis for a minimum of eight weeks.

## 5.3. Child custody

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

## 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 who resides together on a permanent basis, including groups of singles up to a maximum of three adults. If an applicant is claiming dependants other than their own children, documentation must be provided to prove custody.

The Delegate has discretion to allow applications from groups of adult relatives, bearing in mind that overcrowding may require groups of adults to apply for public 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. References

### 6.1. Policies

Designated Complexes policy

Identification and Documentation policy

Visitor Management policy