

Action Plan 2022-23



Growing our footprint

Territory Families, Housing and Communities is heading into its third year of operation. We continue to support Territorians to access a range of services and programs, and partner with families, communities and providers to build safe, strong and thriving communities where Territorians are empowered, valued and able to participate in Territory life.

Alongside delivery of our daily services to individuals, families and communities, we have identified a set of dedicated actions that will help us progress our vision across 2022-23 to achieve:

- **Connected Communities**
- **Thriving Places**
- **Empowered Territorians.**

Through these actions over the next 12 months, we will work to consolidate, embed and continue to deliver key reforms, including the regionalisation of our services.

We will focus on growing our footprint across the Northern Territory and tailor our responses to specific community needs and aspirations, while continuing to build business efficiency and workforce capacity and culture.

Acknowledgement of Country

Territory Families, Housing and Communities acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands and waters. We pay our respects to ancestors and Elders past, present and emerging. Our agency is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

GOAL 1	Communities are engaged, diverse and vibrant places where everyone belongs.
1.1	Progress the development of the State Square Art Gallery, National Aboriginal Art Gallery and the Education Community Precinct.
1.2	Develop a Northern Territory wide Arts Strategy.
1.3	Review the Connected Communities Strategy and Public Library Funding Agreement model.
1.4	Deliver the Sport Volunteer Strategy.
1.5	Review the Remote Sport Voucher program.
1.6	Implement the Northern Territory Seniors' Policy.
1.7	Grow membership of the Northern Territory Seniors' Concession Scheme in regional and remote locations and support vulnerable people to access the scheme.
1.8	Deliver and implement the Northern Territory Disability Strategy 2022-32 and first Action Plan.
1.9	Provide opportunities for the disability sector to construct Specialist Disability Accommodation.
1.10	Implement the Gender Equality Action Plan 2022-2025.
1.11	Release and implement a Men's Places Policy and Program.
1.12	Develop a Northern Territory wide Youth Strategy and three-year action plan.

GOAL 1	Communities are engaged, diverse and vibrant places where everyone belongs.
1.13	Transition all remote public housing dwellings to a simplified, consistent rent model.
1.14	Incorporate a sustainable rent collection model into a centralised Government Employee Housing program.
1.15	Reinvigorate the Homelands Policy in partnership with the Australian Government and Land Councils.
1.16	Develop a long-term Multicultural Infrastructure Plan through the Minister's Advisory Council on Multicultural Affairs.
1.17	Undertake community engagement for a purpose-built youth services hub and drop-in centre in Darwin's northern suburbs.
1.18	Complete a further survey dive on the <i>I-124</i> submarine, the Japanese submarine wreck dating back to the Second World War.

GOAL
2

All Territorians are safe, and can access services to enhance their lives.

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| 2.1 | Finalise and implement the Strategic Asset Management Plan to support the planning and management of housing assets used in service delivery. |
| 2.2 | Support improved management of anti-social behaviour in public housing through responding effectively to incidents, complaints and compliance and supporting tenancies to succeed. |
| 2.3 | Develop the Community Housing Industry Development Plan. |
| 2.4 | Implement Phase 1 of the Northern Territory Community Housing Growth Strategy 2022-32 to grow the community housing sector and attract more non-government investment for social and affordable housing. |
| 2.5 | Develop a visitor and accommodation model to support a new homelessness strategy. |
| 2.6 | Embed the domestic and family violence risk assessment and management framework into government and community sector operations. |
| 2.7 | Invest in Women's Safe House upgrades at Dawn House, Darwin Aboriginal and Islander Women's Service and Katherine Women's Crisis Centre. |
| 2.8 | Implement a Youth Detention Centre Model of Care alongside the delivery of purpose-built youth detention facilities in Darwin and Alice Springs. |
| 2.9 | Implement Signs of Success practice framework in community youth justice, youth detention and through care. |

GOAL
2**All Territorians are safe, and can access services to enhance their lives.**

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| 2.10 | Deliver Barkly Youth Justice Accommodation Facility infrastructure and program. |
| 2.11 | Implement more timely, efficient and streamlined processes to support effective youth diversion, in collaboration with agencies, service providers and families. |
| 2.12 | Embed the Safe and Together practice into responses to domestic, family and sexual violence and child protection concerns. |
| 2.13 | Embed support to young people transitioning from care to independence until age 22. |
| 2.14 | Extend interagency service delivery to reduce anti-social behaviour and enhance community safety, including co-location with NT Police. |

GOAL
3

Our people are valued, empowered and have opportunities to develop and contribute to our agency.

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| 3.1 | Implement the Territory Families, Housing and Communities Strategic Workforce Plan. |
| 3.2 | Develop and implement the Aboriginal Employment and Career Development Strategy Action Plan. |
| 3.3 | Develop and implement a Customer Service Charter. |
| 3.4 | Implement the Work Health Safety Management System. |
| 3.5 | Embed the Risk Management Framework through the delivery of staff training across the agency. |
| 3.6 | Provide professional development for Tenancy Officers and Public Housing Safety Officers. |
| 3.7 | Support staff to deliver integrated services aligned to community-based decision-making, and family and community-led approaches. |
| 3.8 | Grow place-based staff in remote communities and regional centres where we have an existing footprint, including additional tenancy officers and family support staff. |
| 3.9 | Deliver the CARE and 360 Degree View of Child systems for integrated case management of child protection and youth justice clients. |
| 3.10 | Refresh the Aboriginal Cultural Security Framework and embed the protocols and expectations in all aspects of the agency. |

GOAL
4

Our agency and partners are agile, responsible and focused on our collective impact for all Territorians.

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| 4.1 | Increase the number of integrated Remote Service Delivery Hubs through leasing, upgrades to existing infrastructure and co-location of multidisciplinary teams, including the construction of a new service delivery hub in Maningrida. |
| 4.2 | Utilise established local governance models, such as Regional Coordinators in all regions that support integrated responses to complex social issues. |
| 4.3 | Develop outcomes frameworks for youth justice and out-of-home care. |
| 4.4 | Develop a monitoring and evaluation framework for the Northern Territory's collecting institutions. |
| 4.5 | Produce a decision-making tool to support evidence-based investment decisions and better outcomes for Territorians. |
| 4.6 | Develop program logics and undertake a schedule of evaluations to support improved service delivery and program outcomes. |
| 4.7 | Review the <i>Disability Services Act</i> for alignment with best practice and obligations under Australia's Disability Strategy 2021-31. |
| 4.8 | Establish regional Communities of Practice to support uptake of regional services integration. |
| 4.9 | Support the growth of Aboriginal-led Community Housing Providers and the sector. |