

TERRITORY FAMILIES, HOUSING AND COMMUNITIES

Action Plan 2023-24



Connected Communities
Thriving Places
Empowered Territorians



Introduction

The Department of Territory Families, Housing and Communities (the Department) 2023-24 Action Plan details the goals and strategies for the agency's fourth year of operation.

We are responsible for managing more than \$2.2 billion of Northern Territory Government funding, which includes a \$0.99 billion capital program.

Our investment decisions are guided by performance and evaluation so we direct resources to the right places, to deliver the right services, to meet local need and achieve better outcomes.

Our actions are underpinned by our vision of Connected Communities, Thriving Places and Empowered Territorians. We will continue to implement our key published strategies and targeted actions which align to National and Northern Territory strategies and enhance our business-as-usual operations.

Through our strategic partnerships we will contribute to growing and strengthening the sector. These partnerships will also support embedding the National Agreement on Closing the Gap's priority reforms into the way the Department works.

These efforts will support the agency to deliver culturally appropriate, evidence-based services that promote engaged, diverse and vibrant communities for all Territorians.



Acknowledgement of Country

The Department 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.

Aboriginal and Torres Strait Islander people are advised that this document may contain images of deceased persons.

Goal 1 Communities are engaged, diverse and vibrant places where everyone belongs

The Department's activity is guided by a range of key strategies that promote an engaged, diverse and vibrant community, including:

- NT Disability Strategy 2022-2032 and Action Plan 2022-2025
- Gender Equality Statement of Commitment and NT Gender Equality Action Plan 2022-2025
- NT Men's Places Policy and Program
- NT Seniors Policy 2021-2026
- Libraries Connecting Communities 2023-2028
- NT Sport and Active Recreation Strategic Plan 2021-2025
- NT Youth Strategy 2023-2033
- Creative Industries Strategy NT 2020-2024
- Multicultural Policy for the NT 2020-2025

In 2023-24, we will also focus on delivering key actions that support improvements to our services, community infrastructure and engagement.

Targeted actions and deliverables

1.1	Open the NT Library at the Education Community Precinct in Darwin.
1.2	Progress the development of the Northern Territory Art Gallery.
1.3	Review the operating model for the Araluen Cultural Precinct.
1.4	Implement the new funding model for the Interpreting and Translating Service NT.
1.5	Develop Masterplans for the Museum and Art Gallery of the Northern Territory, Hidden Valley Motor Sport Complex, Marrara Sporting Precinct and the Mickett Creek Shooting Complex.
1.6	Develop the Northern Territory Arts Strategy.
1.7	Implement the Sport and Recreation Volunteer Action Plan.
1.8	Procure a service provider to operate the youth services hub and drop-in centre in Darwin's northern suburbs.

1.9

Partner with the National Disability Insurance Scheme Review Panel to support the development of recommendations to improve service provision to remote and very remote participants.

1.10

Consider changes to the Heritage Act 2011 in response to Aboriginal Areas Protection Authority review of the *Northern Territory Aboriginal Sacred Sites Act 1989*.

1.11

Deliver a long-term Multicultural Infrastructure Plan.



Goal 2

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

Our core business promotes and safeguards the wellbeing of Territorians. The Department will continue demonstrating our responsibility and accountability through delivery of:

- NT Community Housing Growth Strategy 2022-32
- Town Camps Reform Framework 2019-24
- Remote Rent Framework
- NT Domestic, Family and Sexual Violence Reduction Framework 2018-2028
- NT Sexual Violence Prevention and Response Framework 2020-28
- Signs of Safety Framework
- NT Youth Detention Centres Model of Care
- Welfare Group responsibilities, by providing psycho-social supports and meeting the essential needs of people impacted by emergency events in a culturally safe way, including establishing evacuation and recovery centres.

In 2023-24, we will also focus on the delivery of key actions that support growth of the sector and enhance service delivery across the Northern Territory.

Targeted actions and deliverables

2.1	Work with agency partners to lead planning for the \$50 million Social Housing Accelerator program to deliver between 100 and 150 new dwellings by 30 June 2028.
2.2	Progress an Expression of Interest for the housing development of Shiers Street, Darwin.
2.3	Develop a new Homelessness Strategy in partnership with NT Shelter, including to integrate services that address domestic, family and sexual violence.
2.4	Progress the development of the Visitor Parks service delivery model, including to establish a new Visitor Park in Tennant Creek and evaluate the Alice Springs Visitor Park.
2.5	Continue to work in partnership with the Remote Housing Joint Steering Committee members to drive and monitor the delivery of a minimum of 157 houses in remote communities.
2.6	Pilot a Remote Community Housing program.

2.7	Deliver targeted housing support within Central Australia through short-term transitional housing and homelessness services for vulnerable community members.
2.8	Implement the Domestic, Family and Sexual Violence Reduction Action Plan 2 and embed the Interagency Coordination Reform Office within the Department on an ongoing basis.
2.9	Commission the new Youth Justice Centres in Darwin and Alice Springs.
2.10	Establish the Barkly Youth Justice Facility.
2.11	Implement policy and program changes to support raising the minimum age of criminal responsibility from 10 to 12 in partnership with the Department of the Attorney-General and Justice and Northern Territory Police.
2.12	Enhance intensive early intervention services for children aged eight to 12 and their families through community-led approaches under the Accelerated Family Support Program.
2.13	Implement community-led approaches to youth justice including cultural camps, enhanced family support services and coordination, and targeted youth engagement programs in Central Australia.
2.14	Deliver the \$100 million Homelands Housing and Infrastructure Program.
2.15	Continue to enhance the CARE system to support integrated case management of child protection and youth justice clients, and to inform practice improvement.

Goal 3**Our people are valued, empowered and have opportunities to develop and contribute to our agency**

We will deliver commitments from the Department's Strategic Workforce Plan and Aboriginal Workforce Plan to cultivate and support a highly capable, flexible, sustainable and future-focused workforce. Our annual People Matter and Pulse surveys help to monitor our workforce initiatives and opportunities for growth and development.

In 2023-24, we will create opportunities for our people to contribute through leadership development, continuing targeted engagement with our Aboriginal staff, valuing and respecting culture, increasing support for local remote staff, and improving practice, policy and systems across our frontline operations.

Targeted actions and deliverables

3.1	Invest in growing the leadership capability of our middle management staff.
3.2	Develop and implement Government Employee Housing initiatives that support local recruits in remote areas.
3.3	Implement the Customer Service Charter which is accessible for all agency stakeholders including being responsive and safe for Aboriginal people.
3.4	Develop the action plan to implement initiatives identified by staff at the May 2023 Aboriginal all-staff forum.
3.5	Implement housing practice and policy reform to align with contemporary operations and improve efficiency and effectiveness of services and support integrated service delivery.
3.6	Deliver the refreshed Aboriginal Cultural Security Framework.
3.7	Deliver contemporary training programs for front line staff and encourage best practice, integrated service delivery and service enhancements.
3.8	In partnership with the Department of Corporate and Digital Development, develop and implement online tools and systems that enhance frontline operations and improve client experience.

Goal 4**Our agency and partners are agile, responsible and focussed on our collective impact for all Territorians**

To support a high-performing organisation, we manage and participate in strong governance practices, strive for collective impact and are innovative with our efforts. We value our partnerships to deliver high-quality services to achieve shared outcomes.

We achieve this by working with corporate service partners Department of Infrastructure, Planning and Logistics and Department of Corporate and Digital Development and with other Northern Territory and Commonwealth government agencies. This helps to achieve our strategic goals, and align our services and investment across the Northern Territory.

Our work is guided by the Northern Territory's legislation and performance and evaluation framework. We actively engage with the Department of the Attorney-General and Justice and the Department of Treasury and Finance and a range of external stakeholders to undertake continuous improvement and monitor outcomes.

In 2023-24, we will further enhance our partnerships and accountability through the delivery of key actions that support an expansion of remote services and access to essential services, place-based collaboration and decision making and strengthen revenue management and investment coordination.

Targeted actions and deliverables

4.1

Establish an Aboriginal Advisory Committee which will develop a Northern Territory Aboriginal Repatriation Strategy to support the safe return of ancestral remains and secret/sacred objects from other jurisdictions and from overseas to Northern Territory Aboriginal custodians.

4.2

Continue to grow the Department's remote office footprint to support delivery of integrated, place-based services in Maningrida and Elliot, and plan for further expansion.

4.3

Ensure the systems are in place to support sustainable revenue management.

4.4

Develop governance, program planning, implementation, reporting and evaluation in line with commitments under the National Partnership on Northern Territory Remote Aboriginal Investment; Safe and Supported: National Framework for Protecting Australia's Children; and 10-Year Generational Strategy for Children and Families in the Northern Territory.

4.5

Undertake a strategic review of the investment into sport and recreation across the Territory with key partners and stakeholders so that programs delivered are aligned with industry need.

4.6

Implement the Child Wellbeing and Safety Partnership Framework to support enhanced, place-based collaboration and connection between community leadership and services to safeguard and plan for the wellbeing and safety of children and their families.

4.7

In partnership with Office of Water Security and Remote Essential Services, implement the actions under the Territory Water Plan to improve water security for remote communities and water quality in homelands.

4.8

Negotiate long-term partnerships with the Australian Government for remote housing, urban housing and homelessness services.

