

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILIES, HOUSING, COMMUNITY SERVICES AND**  
**INDIGENOUS AFFAIRS PORTFOLIO**  
**2012-13 Supplementary Estimates Hearings**

**Outcome Number:** 3

**Question No:** 214

**Topic:** Income Management and Rental Payments

**Hansard Page:** Written

**Senator Siewert** asked:

1. Is the Department undertaking a review of the rent payments made to Territory Housing in light of the revelation that Territory Housing held in excess of \$1.39 [million] in rent monies that it could not [account] for, which included rent paid via income management?
2. Is the Department undertaking a review of its processes regarding income management and rent payments in the Northern Territory?

**Answer:**

1. The Northern Territory Department of Housing (Department of Housing) is responsible for reconciling rent payments received from tenants who nominated automated rent deductions from their pay and where the client number or property identification number has not been provided to Territory Housing. As at 31 August 2012, the NT Department of Housing advised that there is \$140,000 remaining to be reconciled.

The Department of Housing is also developing an automated salary deduction process which will allow rental payments to be matched directly to a client rental payment file in a more timely fashion. Additionally, it is currently completing the full roll out of its Tenancy Management System that records all tenant and associated payment information. Part of this process involves matching tenant details with the rental records on the Department of Housing's corporate system.

2. No. The department is satisfied that people on income management are meeting their priority needs including rent. People who are on income management have regular conversations about how they want to use their income managed funds for paying rent and bills, buying food and clothes, fuel for travel and other needs.