Territory Housing clients and staff will both benefit from the launch of two new innovative projects launched today by Housing Minister John Ah Kit and Education Minister Syd Stirling.

Mr Ah Kit said the new Territory Housing tenant maintenance manual and maintenance call-centre intranet site and the Frontline staff training program are an Australian first and will improve the Department’s customer service.

Mr Ah Kit said the tenant maintenance manual is an easy-to-use, numbering system to allow tenants to clearly identify problem areas in their homes.

Mr Ah Kit, who launched the maintenance manual and call-centre intranet site, said public housing is not about bricks and mortar, rather it is primarily a “people service” and should reflect such.

“Territory Housing services a diverse range of clients across the Territory of which 33 per cent are over 55 years of age, 33 per cent are single parents, 33 per cent are disabled and 25 per cent are indigenous with 38 per cent of those on waiting lists also indigenous.

“Territory Housing has recognised it needs to continuously improve its client-focussed approach to service delivery in order to meet the needs of this diverse group of people.”

Mr Ah Kit said the second component of the launch, the Frontline Training Program, is a nationally accredited course developed in a partnership program between Territory Housing and the Northern Territory University.

“This partnership has resulted in ground-breaking on-line training that provides an opportunity for all Territory Housing frontline staff to access training in the workplace,” Mr Ah Kit said.

"Not only is this convenient for staff, allowing them to work at their own pace and without disruption to their jobs, it is also a highly cost-effective method of training delivery.”

Education Minister Syd Stirling said the program, Certificate Four in Public Housing Management – Tenancy Services and Certificate Four in Public Housing Management – Property Services, will provide tenancy staff with a broad range of people skills.

“These certificates will enable staff to manage and maintain successful tenancies and will give property staff the skills needed to manage and maintain Territory Housing assets,” Mr Stirling said.

“They are a good example of what can be achieved when a true partnership is developed between a government agency and the Territory’s preferred educational service provider.

“As a result of this partnership, we are able to overcome the tyranny of distance
using on-line technology, a program called ‘Blackboard’.

"This is the first time in Australia this type of program has been used to develop a professional qualification within government.

"Blackboard allows departments the flexibility to enrol staff as required and for staff to pace their learning to take account of peak work times.

"The cost effectiveness of this method of delivery also makes it particularly appealing.

"The future of training and development opportunities in the Territory lies in the use of smart technology and the ‘digital degree’, and this ground-breaking initiative is a great example of what can be achieved."