

ESTIMATES COMMITTEE

Question Taken on Notice

Question Number: 9.6

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Date: 23 June 2021

From: Member for Daly

To: Hon Chansey Paech MLA

Portfolio: Remote Housing and Town Camps

Agency: Department of Territory Families, Housing and Communities

Subject: **Instances of Non-Compliance by Contractors in Remote Housing**

QUESTION:

Has there been any instances with non-compliance in regards to contractors working in remote housing?

ANSWER:

- Housing Maintenance Officer Contractors submit a monthly performance report, which includes Indigenous employment statistics. This report is discussed in monthly contractor compliance meetings and if an indicator has not been met, the contractor will table a plan to rectify.
- Remote Trade Panel Contractors provide a quarterly performance report, which includes Indigenous employment details. This report is discussed in monthly contractor compliance meetings and if an indicator has not been met, the Contractor will table a plan to rectify. Indigenous employment details are recorded in the meeting minutes and are also noted on the annual Contractor Performance Report.
- Property Contract Officers (PCO) employed by the Department of Infrastructure, Planning and Logistics carry out compliance checks against raised work orders and works completed, when in communities.
- The PCOs complete an annual inspection of each dwelling, which is another opportunity to check previous works contractors have completed. Again, if any defects are identified, the contractor is emailed and requested to rectify works.
- The PCOs complete an annual inspection of each dwelling which is another opportunity to check previous works that contractors have completed. Again, if any defects are identified, the Contractor is emailed and requested to rectify works.
- The defect liability period for works is 12 months.
- Where instances of non-compliance issues have been identified by PCOs during inspections, the process is to take photos and return to the office, where an email is prepared and sent to the Contractor clearly identifying the defect and requesting to rectify and report.
- PCOs then undertake a further on site check to confirm the defect has been rectified.
- Effective contract management is a core functionality of the PCO, including managing any contract non-compliance.