

No. 253

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mr Giles to Minister for Public and Affordable Housing

SIHIP - additional allocation by the Commonwealth for Tenancy Management

The National Partnership Agreement on Remote Indigenous Housing encompasses the SIHIP program and the Northern Territory has been allocated an additional sum by the Commonwealth for tenancy management.

Could you please advise:

1. The 2010/11 and 2011/12 budget allocations from the Commonwealth for the program on tenancy management.
 2. What services and activities are covered by the additional budget allocation.
 3. What is the expense allocated to each activity of repairs, maintenance, tenancy management.
 4. How many additional staff have been employed to manage and deliver the allocation, where are they located and what regions/communities do they service and what is the pay scale and employment conditions for these staff and are they permanent employees.
 5. How many indigenous staff have been employed to manage and deliver the allocation, where are they located and what regions/communities do they service and what is the pay scale and employment conditions for these staff and are they permanent employees.
 6. How much of the allocation is budgeted for consultants, how much has been spent or committed to consultant expenditure, what were/are the consultations for the purpose of.
 7. How much is allocated to the management of each dwelling on an average basis, that is dollars per dwelling.
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1. The 2010/11 and 2011/12 budget allocations from the Commonwealth for the program on tenancy management.

Funding for Property and Tenancy management (PTM) in remote communities is provided through the National Partnership Agreement on Remote Indigenous Housing (NPARIH). In addition, PTM is also funded through rents collected from residents. Tenancy Management services are delivered through either Service Level Agreements with external providers or internally, through Territory Housing.

A total of \$67.2m was allocated in NPARIH; \$31.5m for 2010/11 and \$35.7m for 2011/12 for property and tenancy management.

2. What services and activities are covered by the additional budget allocation.

Schedule 2 (Attachment A) of the Service Level Agreements with Shire Councils and other providers outlines services covered through the NPARIH.

3. What is the expense allocated to each activity of repairs, maintenance, tenancy management.

A total of \$46.9m was allocated to repairs and maintenance and tenancy management services, \$28.7m for repairs and maintenance, and \$18.2m for tenancy management for 2011/12. This includes NPARIH, rent revenue, and additional NTG funds.

4. How many additional staff have been employed to manage and deliver the allocation?

As at 30 June 2011, a total of 137 staff are employed by the department to provide the range of property and tenancy management services, including asset inspections, allocations and hand overs, policy development, data entry and involvement in Housing Reference Groups. This includes staff based in regions and Central Remote Housing NT staff who assist the regions with asset handover and tenancy management priorities. These positions are paid for from the annual DHLGRS budget.

o **where are they located?**

REGIONS	TOTAL
REMOTE HOUSING NT (DARWIN) (RHNT)	21
DARWIN (D)	19
TENNANT CREEK (TC)	10
CENTRAL AUSTRALIA (CA)	35
ARNHEM (incl. GROOTE EYLANDT) (A)	28
BIG RIVERS (BR)	24
	137

- **what regions/communities do they service?**

Staff provide property and tenancy management services for 73 remote Indigenous communities across the Northern Territory, 18 Alice Springs Town Camps and 7 Tennant Creek Community Living Areas.

- **what is the pay scale and employment conditions for these staff?**

All employees of the department are employed under the *Public Sector Employment and Management Act*.

As at 30 June 2011, the levels of the 137 staff employed by the department are detailed below.

POSITION LEVELS	A	BR	TC	D	CA	RHNT (D)
Executive Contract Officer 1				1	1	1
SA02	1					2
SA01			1	1	4	2
T6	2					1
T5	8	9	2	3	6	5
A07	3	2	1	1	3	1
A06	3	3	1	1	1	
A05	9	8	3	3	13	9
A04	1	1	2	1	1	
A03	1	1		3	6	
A02				5		

- **are they permanent employees?**

Employees are a combination of permanent and temporary fixed contracts depending on the priorities and long term needs for the region.

5. How many Indigenous staff have been employed to manage and deliver the allocation?

Under current Service Level Agreements with Shire Councils, the Repairs and Maintenance Program is managed by Regional Offices and delivered by contracted service providers. The Service Level Agreements have a benchmark of 40% Indigenous employment for property management, including repairs and maintenance. This also extends to any sub contractors. The benchmark for tenancy management is 50% Indigenous employment for Community Housing Officers.

A review of the Service Level Agreements with Shires is currently underway which will identify the number of staff employed to deliver property and tenancy management services on behalf of the Northern Territory Government, including number of Indigenous employees.

As at 1 August 2011, 30 Remote Housing staff have identified in an EEO survey as being Indigenous. They are located in all regional centres.

- **where are they located?**

Shire Council staff and Community Housing Officers are located across all regions.

- **what regions/communities do they service?**

Alice Springs Town Camps, Tennant Creek Community Living Areas, Katherine, Nhulunbuy and Darwin, who provide property and tenancy management services for remote Indigenous communities and town camps/community living areas across the Northern Territory.

- **what is the pay scale and employment conditions for these staff?**

All employees of the Local Government Association of the Northern Territory (LGANT) and Shire Councils' conditions are in line with the LGANT formal memorandum of understanding with the Workplace Solutions arm of Western Australian Local Government (WALGA).

- **are they permanent employees?**

Employees recruited by Shire Councils and LGANT to deliver property and tenancy services for dwellings in remote Indigenous communities are on either permanent or fixed term employment contracts. These arrangements depend on the Shires' priorities, staffing requirements and budget capacity.

6. How much of the allocation is budgeted for consultants?

- **How much has been spent or committed to consultant expenditure?**

- **what were/are the consultations for the purpose of.**

There is no specific allocation for consultants. No consultants have been engaged to date.

7. How much is allocated to the management of each dwelling on an average basis, that is dollars per dwelling.

The average amount allocated varies annually, subject to funding availability. For 2010/11, an average of \$7 500 was allocated for asset maintenance per each dwelling.

Tenancy management requirements vary depending on the needs of the residents. \$18.2m is allocated for tenancy management in 2011/12.

Schedule 2 Services

1. Description of Services

The Services to be provided by, and the obligations on, the Service Provider set out in this agreement are the **Services**.

The Services that the Service Provider must provide are:

- (a) Employ the minimum number of CHOs for each Community as set out in Schedule 3.
- (b) Ensure that communities without a locally based CHO have access to tenancy management services and receive regular, scheduled visits and inspections by a CHO on a basis agreed to by the CEOH and Service Provider.
- (c) Maintain 50% Indigenous employment rate for all CHOs employed.
- (d) Provide the following tenancy management and support services:
 - (i) Maintain a front desk for tenancy management services with minimum office hours of 8:30am — 12pm and 1pm — 4pm Monday to Friday in communities identified in Schedule 3.
 - (ii) Conduct a tenancy inspection for every dwelling twice a year.
 - (iii) Conduct a tenancy support visit to all dwellings on a quarterly basis.
 - (iv) Support DHLGRS to sign tenants to Tenancy Agreements.
 - (v) Notify HRG members and community residents of scheduled HRG meetings.
 - (vi) CHO to attend Housing Reference Group meetings as notified by DHLGRS.
 - (vii) Assist community residents to complete and lodge DHLGRS property and tenancy management forms.
 - (viii) Provide advice to community residents on DHLGRS policies and processes.
 - (ix) Record and report repairs and maintenance identified by tenants and through tenancy inspections and support visits.
 - (x) Record and report to DHLGRS property and tenancy management issues raised by residents.
 - (xi) Update tenancy information in Tenancy Management System (TMS) for all dwellings as required.
 - (xii) Maintain a key register and hold spare keys in a secure facility.
- (e) Provide access to the following resources to support the delivery of Services:
 - (i) Vehicle to conduct household visits / inspections, attend meetings.
 - (ii) Office accommodation / space.
 - (iii) Office hardware, such as desk, chair, telephone, facsimile, lockable cabinet.
 - (iv) Computer, printer and Internet connection.
- (f) Service Provider must provide the reports required in Schedule 6, and must ensure that it

ATTACHMENT A

keeps adequate records in order to provide those reports.