

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mr Higgins to the Minister Housing and Community Development:

Appropriation Bill – Housing and Community Development

Please provide copies of:

- All questions, which you have received from the public in relation to the Estimates process and consideration of the Appropriation Bill for the 2017/18 financial year; and
- the answers to those questions that were presented to the Estimates Committee.

Please provide the information requested below for Agencies and Government authorities for which have responsibility, as at 31 March 2017.

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
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Please accept apologies if questions are not under the correct Output. Where this is the case, it would be appreciated if you could indicate the appropriate Output in your response. Thank You.

OUTPUT GROUP: HOUSING AND COMMUNITY DEVELOPMENT

OUTPUT: HOUSING SERVICES DELIVERY

Given the many changes under the Machinery of Government arrangements, and the significant funding variations from the time Budget Paper 2016/17 was formulated, please outline what the changes were.

1. This output area has increased funding from the machinery of government changes. What sections have been added to this output?

It is assumed that this question refers to the variation in this output between 2016-17 PEFO and 2016-17 Estimate as per the Output table on page 149 of Budget Paper 3. The total increase is \$18.221 million. There were no sections added to the output as a part of machinery of government changes. The variation relates to increases in the Budget.

2. According to the government's remote housing commitment, an extra \$110 million will be spent this year, as part of the \$1.1 billion figure. Please identify where these extra amounts are within the budget papers and output areas.

The government's commitment is \$1.1 billion over 10 years. The commitment in respect of the Remote Housing Investment program in 2017-18 can be found in Budget Paper 4 on pages 15 and 16 as follows.

Note also that program for early works against the Remote Housing Investment package was provided in 2016-17, being \$10 million for Room to Breathe, and \$5 million for remote housing repairs and maintenance.

The above can also be found in the summary table of new Capital Works on page 152 of Budget Paper 3.

As most of this funding is capital works it does not appear in output statements. The exception is repairs and maintenance which will be carried out under the Housing Services Delivery output.

3. Why was the number \$1.1 billion chosen? What is the basis of the calculation?

As the end of the existing National Partnership on Remote Housing in the Northern Territory approaches, there is still a lot of work to do in terms of reducing the impact of overcrowding across the remote communities of the Northern Territory.

This investment will not be enough to solve accommodation need in all communities, but it will make a significant difference for individuals and substantially improve their well-being, whilst the NTG continues to negotiate with the Commonwealth Government regarding further funding for housing and infrastructure.

4. Was the amount of money decided and then allocated or were the Territory's needs determined and money allocated to meet those needs?

Refer response to Question 3 above.

5. How many houses will be built for the \$1.1 billion? Where will those jobs be?

The Northern Territory Government is encouraging communities to participate in local decision making that will include what accommodation solutions will be constructed. This will inform how many dwellings will be

built. Jobs will be in local communities and will grow over the life of the program.

6. How many jobs will be created for the \$1.1 billion?

Refer response to question 5 above.

7. How many people are homeless in the Northern Territory? How will this be measured?

Homelessness is counted by the Australian Bureau of Statistics through the Census. The 2011 Census identified that the Northern Territory had a rate of homelessness that is almost 15 times the national average.

The ABS definition of homelessness is when a person is staying in a dwelling that is inadequate, or the dwelling has short or no tenure, or is overcrowded and does not allow control of, and access to space for social relations.

8. Is there an overarching strategy to deal with homelessness in the Northern Territory?

The Department is developing an interagency NT Homelessness Strategy and 5 Year Action Plan. It is expected that the Strategy will focus on:

- Improving pathways out of homelessness
- Reforming the homelessness service system
- Strengthening support to sustain tenancies
- Strengthening government agencies response to homelessness
- Increasing access to stable housing through leveraging the private rental market.

9. How many new public housing dwellings are planned to be built in Darwin?

A total of 23 new and replacement public housing dwellings are under construction as part of the 2016/2017 program.

10. Where will these new dwellings be located? Please provide addresses.

These dwellings are being constructed in urban areas across the Territory as follows:

Darwin Region – 14 dwellings total :

1x replacement dwelling in Ludmilla

1x new and 1x replacement dwellings in Leanyer

1x new and 1x replacement dwellings in Rapid Creek

1x replacement dwelling in Moulden

Alice Springs –4 dwellings total:

2x replacement dwellings in Larapinta

1x replacement and 1x new dwelling in The Gap

Katherine - 2 dwellings total:

1x new and 1x replacement dwelling in Katherine East

Tennant Creek - 3 dwellings total:

2x replacement dwellings

1x new dwelling

The dwellings are currently under construction and handover is expected early in the 2017/2018 financial year.

11. How many people are currently on the waiting list for public housing?

As at the 31 March 2017, there were a total of 3643 applicants on the urban wait list.

12. What is the average wait on the priority wait list for public housing?

Wait times are published at:

<https://nt.gov.au/property/public-housing/apply-for-public-housing/waiting-list>

13. Has the way the wait list is devised been changed recently? If so, how and when?

The Department has not made any changes to the way the wait list is devised. However, the department developed a new methodology to calculate wait times for active general public housing applications and this was implemented in December 2016. Further information can be found at

<https://nt.gov.au/property/public-housing/apply-for-public-housing/waiting-list>

14. Why? How much have the numbers dropped under the new method of calculation?

Refer response to Q13 above.

15. What is the current status of John Stokes square?

There are 75 units of accommodation at John Stokes Square.
71 are occupied units and 4 units are in maintenance.

16. What is the plan moving forward with John Stokes square?

The department continues to provide property and tenancy management services to the public housing tenants of John Stokes Square. A number of plans for better urban public housing are being considered.

17. What is the current status of the Shiers St complex in the Narrows?

The public housing complex known as Shiers Street is currently being used for public housing accommodation.

18. Can antisocial behaviour in public housing affect the quality of life in some public housing?

A range of factors can impact on the quality of life both in public and private housing.

19. Please advise the plan to deal with antisocial behaviour?

The departments Public Housing Safety Strategy is now in its fifth year and is aimed at addressing antisocial behaviour in and around public housing using a range of preventative initiatives.

20. What happens if a tenant engages in antisocial behaviour? Are they kicked out?

This policy is published at

<https://nt.gov.au/property/public-housing/safety-and-antisocial-behaviour-in-public-housing>

21. When were these initiatives created?

The departments Public Housing Safety Strategy was implemented in 2012.

22. Do tenants have an obligation to take care of their houses and keep them clean?

Public housing tenants are required to comply with the terms and conditions of the *Residential Tenancies Act* (RTA).

23. Are tenants clearly informed of their obligations in this regard?

Tenants are provided with a copy of their lease agreement on the commencement of their lease.

24. How are these responsibilities monitored?

The department have designated housing officers who manage tenancies on behalf of the department. Tenants are monitored as per the legislation set out in the RTA which includes the undertaking of regular housing inspections (minimum once every 12 months)

25. What happens if tenants do not fulfil these obligations?

Should a tenant fail to meet the obligations set out in their lease agreement, housing staff deliver early intervention actions such as referrals to non-government agencies for support and intensive case management techniques.

Should all avenues fail to assist the tenant to sustain their tenancy, the department has avenues under the RTA to issue notices of a breach of the lease agreement, providing the tenant with 28 days to rectify the breach or lodge an application with the Northern Territory Civil and Administrative Tribunal (NTCAT) to terminate the tenancy in severe cases.

26. Government is establishing a Masterplan for using Territory Housing properties as emergency women's shelters. What is the timeline for this Masterplan? What does it involve? What is the geographic scope? How will it work?

The Department of Housing and Community Development is working with partner agencies to develop a five year masterplan in how emergency women's accommodation and wrap around support services can be delivered. A joint and coordinated approach is being developed to support and empower women experiencing family and sexual violence across the Northern Territory.

27. The agency profile states greater control and asset management will be transferred to non-government organisations. Which organisations has ownership been transferred to? Which properties were transferred? What was the value of each of the properties?

As at 31 March 2017, the Department of Housing and Community Development did not transfer ownership of dwellings to non-government organisations during 2016-17.

28. Government will be providing client-centric housing and tenancy support. Please elaborate on what this actually means in practice? Please give examples of changes in the last 12 months which have been client-centric?

The department works in partnership with the private sector, community housing providers and non-government organisations in urban and regional areas.

While housing in the Northern Territory traditionally focused on an asset and tenant approach to housing, this strategy goes further now by supporting the individual who is homeless or at risk of being homeless through a more responsible client-centric approach.

29. The budget papers state there is \$5 million in additional funding as part of the \$32.6 million for repairs and maintenance in the 2017/18 budget. Please point out where the \$5 million is in the budget papers?

The reference to the \$5 million can be found in Budget Paper 3 on page 151

Repairs and Maintenance will be delivered under the Housing Services Delivery Output (Budget Paper 3 p149).

30. The agency profile mentions there is \$17 million for minor new works to upgrade public housing and government employee housing. Please break that down into public housing and employee housing. Which public housing dwellings will be upgraded? Please provide a list including the value for each upgrade? Which government employee housing will be upgraded? Please provide a list including the value for each upgrade.

This program consists of \$13.441m for Urban Public Housing and \$3.086m for Government Employee Housing.

All assets are assessed through a Future Intent Framework that takes into consideration the age of the asset, its original purpose, its condition, its future requirement for service delivery. Value of works differ based on the age and condition of the asset.

31. The agency profile mentions \$14.2 million to support the headlease rental initiative of the Real Housing for Growth plan. How many household leases are currently in this program? What is the average lease cost per week for each household?

As at 31 March 2017, 443 head leases are in place for affordable rentals and social housing. The average lease cost per week for each dwelling is \$436.86 net.

32. How does the Real Housing for Growth headlease rental initiative work with regard to social housing? How many leases are in this part of the plan?

Through the social housing head leasing initiative, the Department of Housing and Community Development leases new or existing dwellings from private owners. The Department then subleases these dwellings to eligible public housing tenants and waitlist applicants.

As at 31 March 2017, 115 head leases are in place for social housing.

33. The budget papers mention \$10 million in incentive funding to expand the community housing sector. Please break down this figure and explain what it does? Please provide a list of recipients?

\$10 million is allocated to fund the construction of public housing dwellings through the community housing sector and the construction industry.

34. Please breakdown the \$75.1 million figure for Indigenous Essential Services? Please provide a list broken down by community.

The total grant consists of Capital, R&M and Operations (includes fuel). Capital and R&M grants are published in the budget papers. A breakdown by community is not available.

35. What is the average cost to provide electricity to these communities in dollars per kilowatt-hour? Is there substantial variation in the cost of providing power to each community? Please provide a breakdown by cost? Are there any cheaper ways of providing electricity?

Electricity costs are not provided by community.

36. Regarding the \$22.3 million for outstations, please break that down by outstation or by region? How is the service level determined for each outstation?

In 2017-18, \$22.3 million will be provided as grants to designated service providers for the delivery of municipal and essential services (MES), and housing maintenance services (HMS) to homelands and town camps.

Approved 2017-18 MES and HMS grant allocations for each funded homeland and town camp will be published following approval on the Department of Housing and Community Development website at <https://dhcd.nt.gov.au/our-services/homelands-and-remote-communities/municipal-and-essential-services-implementation-plan>

MES and HMS grant funding is allocated on the basis of the number of houses per funded location.

37. Please explain the large drop in grant funding for Indigenous essential services from \$37,264,000 in financial year 2016/17 to \$22,918,000 in financial year 2017/18? Why is capital expenditure on indigenous essential services being cut?

There were no cuts made to the IES capital grants in 2017/18. An additional capital allocation was made in 2016/17.

38. \$20 million has been allocated for the government employee housing program. What is the breakdown of spending in that \$20 million for financial year 2017/18?

The breakdown of the allocation is based on agency need for accommodation for staff. Works are scheduled to be delivered across the communities of Ramingining, Beswick, Numbulwar, Engawala, Lajamanu, Alpurrurulam, Yuendumu, Arparra, Borroloola and Mataranka.

39. How many government employees will be housed under this program?

The number of locally recruited government employees who will be housed under the Remote Housing Program will be based on individual and agency need and will help to address overcrowding in remote communities.

40. In which communities will government employees be given housing under this new initiative?

The initiative applies to remote communities.

41. What are the criteria to apply for this government employee housing?

Eligibility for government employee housing is now open to local recruits.

42. How many people are estimated as being eligible for this remote government employee housing based on these criteria?

Government departments are currently assessing their remote positions and employees.

43. What proportion of these people is expected to be housed in the free government employee housing by the end of the 17/18 financial year?

Conditions for use of government employee housing is subject to agreement with employer department.

44. How many employees have been housed to date under this program?

This program will commence during 2017- 2018. Refer response to Q42 above.

45. How many Public Housing Safety Officers are there? Please break down that figure by region.

The department has 20 Public Housing Safety Officers providing a first response to antisocial behaviour in and around public housing

premises. Of the 20, there are 14 based in Darwin and 6 in Alice Springs.

46. How many times have Public Housing Safety Officers been called out?

For the period from 1 July 2016 to 31 March 2017, the public has requested assistance from Public Housing Safety Officers on 3776 occasions.

47. How does that compare to figures for the previous year?

For the period from 1 July 2015 to 31 March 2016, the public has requested assistance from Public Housing Safety Officers on 4456 occasions.

48. How many public housing safety vehicles are there as of March 2017? How does that compare with 30 June 2016?

For the period from 1 July 2016 to March 2017, the department had five public housing safety vehicles.

49. How many patrols have Public Housing Safety Officers done up to 31 March 2017? Please break down this number between week days and week-ends, and between working hours and evenings? What were the corresponding numbers for the 2015/16 financial year?

For the period from 1 July 2015 to 31 March 2016, Public Housing Safety Officers conducted a total of 25 593 patrols of public housing premises.

For the period from 1 July 2016 to 31 March 2017, Public Housing Safety Officers conducted a total of 27 082 patrols of public housing premises.

Refer to Attachment A for the breakdown of the numbers by week days and week-ends, and between working hours.

50. How much is allocated to tenancy support programs? Please break down this figure by region or area.

Region	2016-17 Grant Funding Allocation for Tenancy Support Programs	Expenditure to 31/3/17 for Tenancy Support Programs
Barkly Region	\$358,733	\$286,987
Big Rivers Region	\$658,965	\$528,816
Central Australia Region	\$2,286,309	\$1,829,048
Darwin Region	\$1,617,528	\$1,272,586
East Arnhem Region	\$140,000	\$112,000
Grand Total	\$5,061,535	\$4,029,436

Figures for 2017-2018 are currently not available.

51. What is the current status of the complex on Victoria Drive, Gray? What is the plan going forward with this site?

Victoria Drive, Gray is currently being used for public housing. Property and tenancy management services will continue to be provided to tenants of Victoria Drive, Gray by the Department.

52. How many tenants have been evicted under the Red Card policy since it was introduced?

The red card policy was introduced in August 2016.

For the period from 1 August 2016 to 31 March 2017, there has been one instance where the department has terminated the tenancy and taken possession of the premises due to antisocial behaviour and unacceptable conduct of tenant.

53. How many demerit points have been handed out under the Red Card policy since it was introduced? Please break these down into minor, moderate and serious incidents.

For the period from 1 August 2016 to 31 March 2017, a total of 404 demerit points were issued to 173 separate tenancies.

Of these:

- 228 demerit points related to minor substantiated antisocial behaviour incidents against 141 separate tenancies, resulting in one demerit point being issued in accordance with the Red Card policy.
- 92 demerit points related to moderate substantiated antisocial behaviour incidents against 30 individual tenancies, resulting in

two demerit point being issued in accordance with the Red Card policy.

- 84 related to serious substantiated antisocial behaviour incidents against 20 separate tenancies, resulting in three demerit point being issued in accordance with the Red Card policy.

54. The key performance indicators in the budget papers state that the "annual increase in the number of incidents where public housing safety officers assisted with removal of non-residents from public housing premises" is 2%. How many actual incidents where there to 31 March 2017?

For the period from 1 July 2016 to 31 March 2017, Public Housing Safety Officers removed 7809 people from public housing premises.

55. Why is there a 14% drop (from 90 to 77) in the number of new public housing head lease dwellings from the 2017/18 financial year compared to the financial year 2016/17?

Since 2016/17 the Department of Housing and Community Development has a rolling target of 50 Social Headleases per annum for 5 years, total of 250 Head Leases.

In both 2016/17 and 2017/18, these targets have been achieved and additional headleases of 40 and 27 respectively were entered into as a result of delayed implementation of a 2015 initiative.

In 2015 the NT Government sought to enter into Social headleases with full knowledge that delivery of the Units would not be until 2016/17 and 2017/18.

56. The budget papers state they expect 100 buildings to receive additional bedrooms or living spaces in the 2017/18 financial year. Is that figure accurate? Please break this down by community or by region.

This figure is achievable and more than 100 have been delivered through early Room to Breathe works.

Delivery of Housing in Remote Areas

1. Please outline how scoping for house refurbishments are carried out in the Department of Housing and Community Development. Please detail each program in operation at this present time and the scoping process attached to each one?

Upgrades under RAS:

Scope of works are developed by the DIPL staff or agents in conjunction with DHCD staff.

Room to Breathe Early Works:

DHCD staff develop scope of works in consultation with households and are verified with local decision makers.

Room to Breathe:

Selection is through consultation with the community to determine dwelling capacity, need and requirements to ease living pressures associated with overcrowding.

2. Are there different processes for scoping under different programs in the Department of Housing and Community Development?

Refer to response to Q1 above.

3. Have the scoping processes for new builds and refurbishments changed under this Government?

Yes, through additional community engagements, consultations and local decision making.

4. What process and/or safeguards are in place to oversight the accuracy and thoroughness of scoping studies?

The department engages qualified staff to undertake scoping. Scopes will be verified through local decision making processes prior to tendering.

5. What is the advantage of having private contractors undertake scoping as opposed to the Department of Housing and Community Development prior to awarding of contracts for new builds and refurbishments?

Use of contractors in the scoping process creates increased capacity for the department to address multiple communities simultaneously and focus more time to address household and community need.

6. What is the average cost of home refurbishment works in Wadeye for the period 1 September 2016 to 1 May 2017?

Nil. There was no expenditure incurred for Wadeye during this period.

7. How does this compare to the same period from the previous year?

Not comparable as there was no expenditure in Wadeye during 1 September 2016 to 1 May 2017.

8. What are the main factors behind these costs?

Not assessable.

9. What measures have been taken to improve the effectiveness and efficiency of program delivery in remote communities?

The newly initiated Remote Housing Program has a greater focus on community engagement, consultation and local decision making. This will allow for greater local participation, early contractor involvement and importantly a greater ability for the department to meet community housing needs.

10. Will any changes be made to the operational delivery of the remote housing program including new builds and refurbishments works?

Refer to response for Q9 above.

HOUSING PROGRAM DELIVERY OFFICE

1. How much land is available in Nauiyu for houses?

All land in the Nauiyu community is in the flood zone, with short term tenure on Department of Housing and Community Development properties.

Dwelling design may allow new construction to occur in Nauiyu. The current National Partnership on Remote Housing agreement requires long term tenure to be in place for new constructions. Under the Northern Territory Government's \$1.1 billion remote housing program, a full assessment will be undertaken to inform this program over the next 10 years.

2. How many new buildings will you build in communities in financial year 2017/18? In which communities will these houses be built?

The 2017-18 Budget Paper 3 outlines the key performance indicators for the department which include 202 new dwellings under the existing National Partnership on Remote Housing and 63 new dwellings under the new Remote Housing Program.

3. How were those communities chosen?

New dwellings delivered under the National Partnership on Remote Housing were programmed after community consultation and the establishment of long term land tenure.

For HomeBuild NT the communities are selected based on need and available serviced lots to allow construction in 2017-18.

4. How does a place-based approach compare to a needs-based approach?

A place-based approach is identifying the best solution against the requirement of the community at a household level. Different solutions for each community. A needs-based approach is a macro level comparing need as a prioritisation between communities.

5. For the Room to Breathe program, how were the first communities chosen?

Communities receiving early works under the Room to Breathe program were prioritised based on rates of overcrowding, taking into account fair geographical distribution across the regions and where existing Aboriginal Business Enterprises had capacity to undertake the work.

6. On 4 April 2017 in a media release you announced \$4 million in tenders for the Room to Breathe program in Gapuwiyak, Hermannsburg, Maningrida, Milikapiti, Ramingining and Wadeye. How were the communities chosen?

Refer to response to Q5 above.

7. How were the needs of each of these communities assessed?

Refer to response to Q5 above.

Furthermore, consultations were then carried out across each community to determine the specific requirements of each dwelling in consultation with the community.

8. Were these communities suffering from greater rates of overcrowding than other communities?

Refer to response to Q5 above.

9. Were all the tenders awarded? How many extra rooms were built from this \$4 million dollars? Please provide a list of how many new rooms were created in each of these communities.

All tenders were awarded.

Early Works packages include, but are not limited to the communities of Gapuwiyak, Hermannsburg, Maningrida, Milikapiti, Ramingining and Wadeye. It is anticipated that in these communities an extra 32 bedrooms will be built and a further 36 other living spaces will be created, along with external painting and related works.

Community	No. of Bedrooms	No. of other living spaces *
Wadeye	2	7
Gapuwiyak	5	4
Ramingining	7	6
Maningrida	10	9
Milikapiti	2	4
Hermannsburg	6	6

* Other living spaces include: enclosed verandahs, additional verandahs and shelters.

10. How many jobs were created for locals from these \$4 million in contracts?

All 22 tenders were awarded to local eligible enterprises. The exact number of jobs created for locals is unknown at this point in time.

11. How many apprenticeships were created for locals from these \$4 million in contracts?

None. Early works is a short term stimulus program aimed at engaging local business to provide local employment.

12. Three weeks after the initial announcement, it was announced that 4 of these contracts had already been awarded. For how long were these tenders open? Were these open tenders? How many applicants were there for each of these first four tenders, for Hermansburg, Maningrida, Milikapiti, Ramingining?

Tenders were open from 3 – 18 April 2017.

These were select tenders undertaken in accordance with procurement policy.

13. Was the Assistant Minister for Remote Housing Delivery involved in the awarding of any of these contracts?

No. This is a departmental responsibility.

14. Was the Assistant Minister for Remote Housing Delivery involved in the design of these programs to go out for select tender?

The program policy was designed prior to the election in 2016.

15. Have the remaining \$7.3 million in tenders of the \$10 million in Room to Breathe funding brought forward to 2017/18 been awarded? Who were these contracts awarded to?

All tenders have been awarded and works will carry into 2017-18.

Contracts were awarded to the following eligible enterprises with some enterprises receiving more than one contract (but no more than 2):

Thamarrurr Development Corporation
YBE
Bukmak
BAC
Tiwi Contractors
Tangentyere
Binjari
Savanna Alliance
MacDonnell Regional Council
Big River Housing
Ingkerreke
Central Desert Regional Council
Yugul Mangi
Gebie
Yagbani
BIHA

16. Have these programs been discussed with the Assistant Minister for Remote Housing Delivery?

Yes.

17. How were the funds allocated for each community?

Communities receiving early works under the Room to Breathe program were prioritised based on rates of overcrowding, taking into account fair geographical distribution across the regions and where existing Aboriginal Business Enterprises had capacity to undertake the work. Community engagement and scoping was undertaken by the department and DIPL to inform the estimated required works

18. In financial year 2017-18 how many additional rooms will be built with this program?

See Budget Paper 3.

19. How is the work audited?

Contract management is delivered through the Department of Housing and Community Development.

20. How many additional jobs will be created in financial year 2017-18 from the Room to Breathe program? Where will these jobs be created? Will any new apprenticeships be created under this program?

Local jobs and apprenticeships will be created under this program.

21. How sustainable is this program when there is no new water and sewerage infrastructure?

The 2017-18 Budget provides \$44.5 million over two years to prepare land plots and establish electrical, water and sewerage infrastructure to support the Remote Housing Program.

Additional funding for services will be separate from the \$1.1 billion housing program.

22. Is the problem being exacerbated by putting more people into these houses, or encouraging more people into these houses, without providing additional bathroom and toilet facilities?

Room to Breathe will increase the functionality of existing dwellings by creating additional living spaces (which may be in or outside the dwelling) to ease the pressures of overcrowding on both the occupants

and the dwellings. Early works associated with Room to Breathe do not include additional wet areas such as bathroom and toilet facilities however, these will be included in the program going forward.

23. Are there any plans to provide additional toilets or bathrooms in this program?

Additional toilets or bathrooms will be delivered under this program.

24. The agency profile states that government is “Delivering employment and economic development outcomes for Aboriginal people and Aboriginal businesses across the Territory through property and tenancy management contracts and delivery of the Remote Housing Program.”

Please explain what the employment outcomes were for the Department up to March 2017. How many jobs were created? How many apprenticeships were created?

As at 31 March 2017 there was a headcount of 143 Aboriginal workers which equates to an FTE of 40.65 people. This number makes up 58% of the total reportable workforce. (Note: we do not report on the Trade panel).

Apprenticeship information is not tracked as part of the NPRH R&M reporting requirements which govern the 3 contract models (Housing Maintenance Coordination/Tenancy Management/ Trade Qualified Panel).

25. What were the economic development outcomes up to March 2017?

At 31 March 2017, the Department had 118 individual contracts in place for remote property and tenancy management services. Of these 118 contracts, 14 contracts (11.9%) are with Eligible Enterprises and 38 contracts (32.2%) are with Indigenous Business Enterprises (IBEs).

	Number	Percentage
Remote Contracts in place with Eligible Enterprises	14	11.9%
Remote Contracts in place with Indigenous Business Enterprises	38	32.2%
Remote Contracts in place with Other organisations	66	55.9%
TOTAL NUMBER OF REMOTE HOUSING CONTRACTS	118	100.0%

26. The agency profile mentions “Optimising local employment through the delivery of additional repairs and maintenance and tenancy support programs in remote communities”. How many new jobs have been created in remote communities?

Additional repairs and maintenance and tenancy support programs in remote communities will allow Eligible Enterprises and Indigenous Business Enterprises to provide more employment opportunities.

27. How many new apprentices have been employed in remote communities? Please advise on how many per community.

As at July 2017, one month into the new program, no new apprentices have been employed, though a number of local employees have completed or are completing training.

28. The budget paper mentions “enhancements and upgrades to infrastructure in homelands and outstations”. Please provide a list on which homelands or outstations these upgrades were made, what they were and the cost of each?

The Department of Housing and Community Development provides grant funding to designated service providers for the purpose of the maintenance, operation and upgrade of homelands infrastructure and dwellings, for the following homelands grant programs:

- Municipal and Essential Services
- Housing Maintenance Services
- Municipal and Essential Services Special Purpose Grants
- Homelands Extra Allowance

Details of homelands grant funding by homeland, service provider and grant program for 2017-18 will be available once approved and details for the years 2016-17, 2015-16, 2014-15 and 2013-14 are available on the department’s website at

<https://dhcd.nt.gov.au/our-services/homelands-and-remote-communities/municipal-and-essential-services-implementation-plan>

29. The budget paper mentions “exploring options for a co-funding approach to providing new housing to some outstations and homelands”. Please provide an update on this? Has new funding been attracted and where will this new funding come from?

The Department of Housing and Community Development is currently developing a draft policy framework for the co funding of new housing on homelands, for consultation with key stakeholders and for the identification of alternative non-government funding sources.

Funding has not been allocated to this commitment in 2017/18.

30. The budget paper also mentions: “Informing the development of options for future aged care facilities through inclusive and collaborative engagements with stakeholders across the aged care sector, community members and other informed groups.” Where is this happening? How does this work? Please give a recent example?

The Northern Territory Government has committed to undertake public consultation with senior Territorians and those approaching retirement regarding the provision of more aged care housing options across the housing continuum.

The Department of Trade, Business and Innovation is looking at seniors lifestyle projects in the Darwin and Alice Springs regions, while the Department of Housing and Community Development will focus on options for public and affordable seniors accommodation options across all regions, and look at synergies with the community housing sector and other alternate models for the provision for this type of accommodation.

The department is developing an agreed scope with Government and non-Government stakeholders. This work will build on the previous consultation work carried out last year. The scope will be developed alongside Government’s \$1.1 billion remote housing program which will also provide additional accommodation for seniors in a remote setting.

31. How is the Remote Engagement and Coordination Strategy (RECS) going? How much funding is allocated to following the RECS?

A significant number of public servants have undertaken Remote Engagement and Coordination training. The 2017/18 budget has not yet been broken down to the sub-divisional level.

32. How much money is expected to be received from the Commonwealth for remote housing in financial year 17-18? Which programs do they come from?

Budget Paper 3 pp 157 and 158 provides details of Commonwealth funding to be received in 2017-18, and the programs that are funded.

33. Is there a likelihood that the Territory may be able to get more funding from the Commonwealth in this space? What is the basis of this?

The government is in negotiation with the AG in regard to the continuation of funding for housing for remote Territorians beyond 30 June 2018 and is confident that funding will be forthcoming. It is expected that this, together with the commitment of the Territory’s own

funds, will make a real difference in the lives of remote Territorians, and indeed, improved outcomes for all Territorians.

34. The budget papers also mention “\$81.9 million to continue providing property and tenancy management for remote Aboriginal public housing, including \$64.7 million under the National Partnership Agreement on Remote Housing. “ Please break down that \$81.9 million by contract? How many houses are covered by that figure? Please provide the list.

Of the \$81.9 million, \$40.688 million is for property repairs and maintenance and \$6 million for tenancy management. These programs are managed by the regions under a variety of Trade Qualified Panel contracts, Housing Maintenance Coordination contracts and Tenancy Management contracts. The budget does not directly correlate with the contract values as the budget is an annual figure and the contracts run over a period of years.

Currently the Department manages 5032 dwellings in 73 remote communities and the Alice Springs and Tennant Creek Town Camps, and the funding is proportionately allocated across the communities.

The remaining \$35.21 million is managed by the Finance Division and covers rates, personnel and admin costs.

OUTPUT: COMMUNITY DEVELOPMENT AND ENGAGEMENT

1. What was the timeline for the commissioning of an audit into the awarding for towncamp services to Zodiac in December 2015?

The independent probity audit was commissioned by the department on 14 February 2017. The decision to commission an independent audit was made following the completion of an internal desktop review that was conducted during January and February 2017.

2. Did the Assistant Minister for Remote Housing Delivery raise this issue or play any role in calling this audit?

This issue was raised in the media and by members of the public and upon these enquires, a review was warranted.

3. Have any of the original assessment panel, or the second assessment panel been involved in any other procurement in this portfolio? How many tenders have the assessment panel (both the first and the second) members been involved in?

The Department of Housing and Community Development is a large procurer of goods and services. It is highly likely that the employees

referred to where involved in other tender assessment processes due to the nature of the positions that they occupied.

4. Will those other tenders also be reviewed?

I have asked the department to look into the existence of any evidence to warrant a review of these tenders.

5. Why was the awarding of the succeeding contract, announced 24 May 2017, referred to the Auditor-General?

The recent procurement process was referred to the Auditor General to demonstrate to the tenderers and the public that it was conducted fairly and objectively and in accordance with due process.

The Chief Executive Officer also wanted to assure the Auditor General that he was treating the findings of the audit with the utmost importance and inform her of steps that he has already taken since being appointed to improve procurement performance and compliance and restore public confidence in the department's procurement decision making processes.

6. Will other town camp tenancy management services contracts be referred to the Auditor-General? Why just this contract? What is different about the Alice Springs Town Camp tenancy management contracts?

Other procurement matters would be referred to the Auditor General in future if the circumstances justify this action being taken.

7. Please advise the status of the town camp review? Attachment A to the answers to the Agency Administration written questions says the total cost is \$1 437 478, however media reports say it is substantially more?

The Town Camp Review Report was tendered by the previous CLP government at a cost of \$2 370 000 but the figure quoted above reports the expenditure to 31 March 2017.

8. Is the report complete? Is the report public? Please provide a copy of the \$1.4 million report.

The Town Camp Review Report has been presented to the Department of Housing and Community Development and is due to be considered by Cabinet in the coming months.

9. The budget papers state government is "Expanding the Homelands Extra Allowance program to assist with repairs and improvements to homes, including air-conditioning, for Aboriginal people permanently living on homelands, and establishing options to improve the

transparency and accountability of the program”. Please explain how the program is being expanded.

HEA Program guidelines have been revised to enable up to 1 000 homelands and outstations households per annum to benefit from a yearly Homelands Extra Allowance grant of \$6 000 per funded dwelling commencing in 2017–18.

Residents can apply for funding of works such as health and safety improvements, disability modifications to houses, more sustainable electricity and water supplies and shelter from the elements. In addition, homelands applicants are now able to use HEA grant funding to install air conditioners in their dwellings.

In 2016-17, 579 HEA applications from homelands residents received HEA funding.

10. How is the program being made more transparent?

The Northern Territory Government is committed to improving the transparency of the HEA Program.

HEA grants are released to designated homelands service providers to undertake works on behalf of successful homelands applicants.

When the call for 2017-18 applications is advertised, homelands residents will be advised through media communications that 2017-18 HEA grants of \$6 000 per eligible applicant will be available to a maximum of 1 000 applicants.

11. How is the program being made more accountable?

The Northern Territory Government is committed to improving the accountability of the HEA Program.

HEA grants are released to designated homelands service providers to undertake works on behalf of successful homelands applicants.

The Department of Housing and Community Development monitors the accountability of service providers through:

- 6 monthly reporting requirements on HEA works delivery and expenditure annual financial and service delivery audits
- homeland resident schedules submitted by funded HEA homelands applicants to report on works completed by service providers through HEA funding.

12. How many interpreters are currently employed by the interpreter service? How many full-time equivalents?

Interpreting and Translating Service NT – FTEs – 7.77

Interpreting and Translating Service NT – Headcount - 105
 Aboriginal Interpreter Service – FTEs – 47.86
 Aboriginal Interpreter Service – Headcount – 395

13. Please break those numbers down by language?

Aboriginal Interpreters

Alyawarr	10
Anindilyakwa	18
Anmatyerr	15
Arrernte	1
Burarra	12
Central Arrernte	8
Daliwuy	1
Dhalwangu	2
Dhuwal	3
Dhuwaya	3
Djambarrpuyngu	45
Djapu	1
Djinang	2
Eastern Arrernte	13
Galpu	8
Ganalbingu	3
Gumatj	6
Guninggu	1
Gupapuyngu	11
Gurindji	10
Iwaidja	3
Kaytetye	3
Kriol	60
Kunbarlang	1
Kunwinjku	9
Luritja	26
Marithiel	2
Maung	7
Modern Tiwi	18
Mudparra	1
Murrinh-Patha	21
Nakkara	2
Ndjebbana	4
Ngaanyatjarra	9
Ngan' gikurunggurr	6
Ngan' giwumirri	1
Ngarinyman	6
Nunggubuyu	2

Pintupi	15
Pitjantjatjara	46
Rembarrnga	3
Rirratjinga	3
Torres Strait - Creole	1
Traditional Tiwi	8
Wangurri	3
Warlpiri	49
Warnmanpa	1
Warrimirri	3
Warumungu	3
Western Arrernte	14
Yankunytjatjara	20
Yanyuwa	1

Note – total of interpreters by language is 524 because many interpreters speak more than one language

Arabic	11
Bengali	1
Burmese	3
Cantonese	4
Cebuano	1
Dari	1
Dinka	2
French	11
German	3
Greek	8
Hakka	2
Hazaragi	1
Hindi	3
Hokkien	1
Indonesian	10
Italian	2
Japanese	1
Javanese	2
Karen	1
Khmer	3
Kikongo	2
Kinyarwanda	1
Kirundi	1
Korean	3
Kurdish	1
Lingala	4
Mandarin	11

Nepalese	4
Persian (Farsi)	7
Punjabi	1
Pushto	1
Rohingya	1
Russian	2
Singhalese	1
Sign Language (AUSLAN)	1
Sudanese Arabic	1
Swahili	12
Tagalog	4
Tamil	4
Tetum	3
Thai	5
Tok Pisan	1
Ukranian	2
Urdu	1
Vietnamese	9

Note – total of interpreters by language is 154 because many interpreters speak more than one language

14. Where are these interpreters located?

Interpreting and Translating Service NT interpreters

- Interpreters are all based in Darwin with the exception of 1 in Katherine and 1 in Alice Springs.

Aboriginal interpreters

Adelaide SA	5
Alice Springs	54
Amata SA	2
Angurugu	11
Batchelor	1
Bathurst Island	3
Beswick	3
Borrooloola	1
Brisbane	1
Canteen Creek	1
Coober Pedy SA	3
Daly River/Naiiyu	4
Darwin	43
Elliot	1
Ernabella SA	5
Fregon (Kaltjiti) SA	1

Galiwinku	6
Gapuwiyak	6
Gunbalanya/Oenpelli	2
Haasts Bluff	2
Hermannsburg	2
Indulkana SA	2
Jabiru	1
Kalkarindji/Daguragu	3
Katherine	14
Kintore	2
Lajamanu	6
Laramba	1
Maningrida	11
Milikapiti	2
Milingimbi	3
Mimili SA	4
Minjilang	1
Mutitjulu	4
Nguiu	2
Ngukurr	3
Nhulunbuy	9
Numbulwar	4
Nyirripi	1
Oenpelli	3
Papunya	4
Pipalyatjara SA	1
Pirlangimpi	1
Port Augusta SA	1
Ramingining	2
Tennant Creek	8
Ti Tree	2
Timber Creek	1
Umbakumba	3
Wadeye (Port Keats)	15
Warakurna WA	2
Warburton WA	1
Warruwi	3
Willowra	3
Wingellina WA	1
Yarralin	3
Yuendumu	10

15. How many new interpreters will be employed as part of the Remote Housing Investment Package for \$1 million? Is that new money, or part of the \$50 million?

Additional new funding of \$1M per annum is expected to result in increased hours of interpreters for existing Aboriginal interpreters, as well as some recruitment of new Aboriginal interpreters. It is expected that this will result in the equivalent of approximately 9 additional FTE of Aboriginal interpreting.

16. What are the major expenses in the \$90 million in this output area?

Homelands, Outstations and Town Camps grants is the major expense in this output area.

17. Please explain the homelands policy. What is the government's vision for homelands? For example in Wadeye, there are 22 clan groups. What is the homelands policy in relation to the 22 clan groups of Wadeye?

- The Northern Territory Government provides grants funding to assist with the living costs of Aboriginal people living in homelands on traditional land.
- To be eligible for grants funding homelands must be permanently or seasonally occupied, and have appropriate housing, a potable water supply and an adequate electricity supply.
- All homelands that meet the funding criteria are eligible for assistance through Municipal and Essential Services (MES) grants and Housing Maintenance Services (HMS) grants, which are allocated on the basis of the number of houses per homeland.
- MES and HMS grant funding is distributed to designated homelands service providers that have agreements with the Department of Housing and Community Development to deliver these services to funded homelands.
- Residents of funded homelands are able to apply for the annual Homelands Extra Allowance, and annual MES Special Purposes Grants and Homelands Jobs funding is also available to service providers to assist with service delivery to funded homelands.
- Eligible homelands around Wadeye are able to access all homeland grant funding programs.

OUTPUT: LOCAL GOVERNMENT

1. Why is there no longer a standalone Executive Director for the Local Government portfolio in Government?

An Executive Director for Local Government was recently reappointed and all councils were notified.

2. Whilst there is a 'Minister for Local Government', this title does not appear anywhere in the Administrative Arrangements Order. Why is this so?

The current AAO clearly states that the area of government that the Minister for Housing and Community Development has administrative responsibility for, among other responsibilities, includes local government and local government funding. The Minister is also administratively responsible for local government legislation including the Local Government Act (except Chapter 8), Local Government Grants Commission Act and Local Government (Katherine Rates) Act.

3. Has there been any money expended from the Government's new \$5 million Strategic Infrastructure Fund?

There has been no expenditure from the Strategic Infrastructure Fund as at the 31 March 2017 as the program commenced on 1 July 2017. Grant applications will be sought from eligible councils after the 26 August local government elections.

4. Compared with the stated purpose of the Special Purpose Grants, they are almost the same. What is the difference?

The Strategic Infrastructure Program (SIF) is only available to regional and shire councils, with all municipal councils being excluded.

The SIF has one round of funding with eligible councils restricted to a maximum of two applications whereas the Special Purpose Grant (SPG) program has two rounds of funding.

The SIF program provides additional capacity to assist councils with the timely replacement of capital equipment and for them to undertake significant infrastructure projects over and above that of the limited SPG program.

Funding under SIF is available for infrastructure project that would have not been eligible under the SPG program due to such projects being relatively expensive. Such projects that now could be consider under the SIF program are:

- roads works
- storm water management
- cemetery establishment and upgrades
- telecommunication infrastructure
- works associated with the accreditation of community waste management sites.

5. In the response to Written Question No. 60 of the 13th Legislative Assembly, Chanston James Paech MLA, Member for Namatjira, is listed as a current appointee to Local Government Disciplinary Committee under section 80 of the *Local Government Act*. Is the Member for Namatjira still an appointed member of that committee?

The Member for Namatjira is not, and has not been, a member of any disciplinary committee. He is a person who would have been eligible to be appointed to a disciplinary committee.

6. Has the Member for Namatjira served on a Local Government Disciplinary Committee hearing panel since 1 September 2016?

The Member for Namatjira has not served on a disciplinary committee.

7. If the Member for Namatjira is no longer an appointed member of the Local Government Disciplinary Committee, on what date did he resign that appointment and will you please provide an original copy of his written resignation to the Minister as required under the *Local Government Act*?

The Member for Namatjira is in the pool of people eligible to be on a disciplinary committee. That eligibility expires on 8 October 2017. Although, the Member for Namatjira is eligible, Ministerial approval would be required to serve on this committee and given the circumstances, approval would not be granted.

8. Will the Government conduct an investigation into the City of Palmerston’s processes and policies in order to ensure that public monies are being spent in a responsible manner—with specific regard to the \$13.5 million multi story car park?

Yes

OUTPUT GROUP: CORPORATE AND GOVERNANCE

OUTPUT: CORPORATE AND GOVERNANCE

Staffing

1. How many Full Time Equivalentents are currently employed within this Agency, broken down by Output and Business Unit?

DHCD Division	FTE Total
Office of the Chief Executive Office	7.88
Service Delivery	283.95
Corporate Services	80.56
Strategy, Community Development & Local Government	202.69
Total FTE	575.08

2. How many Full Time Equivalents have resigned, retired, taken a redundancy package or have been made redundant, or terminated? Please break down these numbers by Output and Business Unit?

Resigned/Retired

a)

Local Government and Community Services	1 July 2015 to 30 June 2016
	25

Housing	1 July 2015 to 30 June 2016
	31

Housing and Community Development	1 September 16 to 31 March 17
	36

a) Redundant

Local Government and Community Services	1 July 2015 to 30 June 2016
	1

Housing	1 July 2015 to 30 June 2016
	0

Housing and Community Development	1 September 16 to 31 March 17
	0

b) Terminated

Local Government and Community Services	1 July 2015 to 30 June 2016
	1

Housing	1 July 2015 to 30 June 2016
	1

Housing and Community Development	1 September 16 to 31 March 17
	3

3. What has happened to these positions? Has the work been reallocated to existing staff?
 - a) Recruitment has taken place in positions that have had the incumbent resign or retire.
 - b) The Department has had one staff member made redundant as these functions were no longer required.

4. Are there any plans to fill these positions in the near future?
 - a) Recruitment has taken place in positions that have had the incumbent resign or retire.
 - b) For the redundant position no recruitment can take place as this position no longer exists.

5. How many restructures have occurred since 1 September 2016?

From 1 September 2016 through to 31 March 2017, 1 restructure has taken place for the Department of Housing and Community Development.

6. \$1132 was spent on advertising on Facebook for the “Social Head Leasing advertising” and \$1132 to advertise the \$5 million of extra spending on urban housing. Why \$1132 each time? How is that amount calculated?

NT Government media buyer Adcorp provided advice on how to reach the target audience and amount needed to get the reach required. Both campaigns were for a similar target audience working with similar budgets and looking for a similar reach.

Often press advertising buy is also similar, so is radio and other media spend within the Territory market.

In this case the spend was \$1,000 plus GST and Adcorp fees totaling \$1,132.

Both targeted potential reach of 140,000.

7. The department spent \$79 058 with Deloitte Consulting on the Remote Housing Investment Package – Program Delivery Planning. Is this report publically available? Please provide a copy of this report.

The report is not publically available.

8. The department spent \$32 293 with Engagement Plus, of Brisbane with a select tender on the “delivery of remote engagement and

coordination workshops”. Why was this company chosen as NT companies offer similar services?

Of the licensed trainers available, Engagement Plus was chosen based on the skill and experience of the proprietor working in remote Indigenous community contexts, as well as her experience in leading large scale engagement projects on behalf of local and state governments.

The choice of companies chosen to deliver the Remote Engagement and Coordination workshops was largely determined by the content. More than half the content of these workshops was developed by the International Association for Public Participation (IAP2). IAP2 is an international network of engagement practitioners and also contributed much of the foundation material for the Remote Engagement and Coordination Strategy that was endorsed as best practice under the former government.

The IAP2 content of the workshops is delivered under license. IAP2 Australasia only has 14 trainers who are licensed to deliver this training. None of them are based in the Northern Territory.

9. The department spent \$131 140 with Quality People Pty Ltd for the “development of training documents for Tenancy Management System”. How many documents were created? Please provide a copy of these documents.

Over 200 documents were produced (approx. 500 MB of documentation) not including all of the draft documents and consultation notes.

These documents cover:

- Project governance documentation including stakeholder matrix, risk register, project implementation plan and process master maps
- Current state processes
- Future state processes
- Procedures (for each of the processes and sub-processes)
- Training materials including:
 - Facilitators handbook (between 100 – 300 pages in length)
 - Presentation slides
 - Student Guide
 - Supporting documents including forms and checklists

Given the large number of documents which are presented in various formats including Microsoft Word, Excel, Visio, PowerPoint, Project

with many documents over 300 pages in length, it is not practicable to provide copies.

10. The department spent \$55 875 with SRA Information Technology Pty Ltd for the “mapping of the business process used to document the training material for the Tenancy Management System”. Did this overlap with the Quality People contract above? Please explain the high cost of each contract.

Refer to response to Q9 above.
