



## **Tangentyere Council Aboriginal Corporation**

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ICN 8280 ABN 81 688 672 692

### **Senate Finance and Public Administration Committee Inquiry Into:**

**The appropriateness and effectiveness of the objectives, design,  
implementation and evaluation of the Community Development Program**

### **Supplementary Submission Number 1**

**22 September 2017**

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## 1. Executive Summary

During the public hearing the Tangentyere Council Social Policy and Research Manager, Michael Klerck discussed the awarding of contracts and the apparent lack of contract management by the Department of Housing with respect to Aboriginal employment outcomes etc. This submission seeks to provide more detail on this subject for the consideration of the Senate Finance and Public Administration Committee.

In January 2014 Zodiac was awarded a tenancy management contract by the NT Department of Housing (now Department of Housing and Community Development) for 20 remote communities. Our understanding is that the financial resources for this contract are a product of the National Partnership Agreement on Remote Indigenous Housing (NPAIH) and as such these contracts are relevant to the Commonwealth. As previously mentioned Tangentyere Council conducted a brief review of monthly project performance information reports provided by Zodiac to the Department for the period November 2015 to October 2016 (12 months). These reports were obtained through a Request for Government Information application. The purpose of this submission is to briefly summarise information relevant to this inquiry and to provide the context for the accompanying documents in the form of some qualitative discussion. This paper will also seek to make some sense of the numbers although the review of data has not been exhaustive at this stage.

## 2. Background

### 2.1. Request for Government Information under the Information Act (NT)

On the 29<sup>th</sup> of August 2016 Tangentyere Council submitted a 'Request for Government Information under the Information Act (NT)' with respect to copies of documents held concerning or relating to the tender that was awarded to Zodiac Business Services Pty Ltd (tender number A15-0031). The review of the procurement process leading to the awarding of the tenancy management contract for the Town Camps was the motivating reason for this 'Request for Government Information'.

In addition Tangentyere submitted a 'Request for Government Information under the Information Act (NT)' with respect to copies of all monthly reports submitted by Zodiac relating to tenancy management services for 20 remote communities. The motivation for this second application was to review the 'past performance' of Zodiac in delivering tenancy management services in remote Central Australia as 'past performance' was a significant selection criteria in the procurement of tenancy management services for the Alice Springs Town Camps.

The purpose of these two requests for information was aligned with our perspective that the Alice Springs Town Camp tenancy management contract should not have been awarded to Zodiac Business Services.

The request for all monthly reports submitted by Zodiac relating to tenancy management services for 20 communities was motivated by the need to review the past performance of Zodiac. The Department needed to consider selection criteria as outlined by the request for tender (RTF) as follows:

Past Performance	15%
Timeliness	10%
Capacity	25%
Local Development	20%
Innovation	n/a
Scope Specific Criteria	20%
Price	10%

The 'Request for Government Information under the Information Act (NT)' with respect to copies of documents held concerning or relating to the tender that was awarded to Zodiac Business Services Pty Ltd (tender number A15-0031) was unsuccessful.

The 'Request for Government Information under the Information Act (NT)' with respect to copies of all monthly reports submitted by Zodiac relating to tenancy management services for 20 remote communities was successful. The remainder of this submission will focus on the material that was received by Tangentyere with respect to the remote tenancy management work undertaken by Zodiac. Incidentally this contract is ongoing until the 30<sup>th</sup> June 2018.

## 2.2. Overview of Contract

On the 28<sup>th</sup> January 2014, Tangentyere received notification from the Department of Housing that Zodiac had been awarded a contract for the 'provision of tenancy management services in specified remote communities for a period of 55 months'. This contract is worth \$4,407,334, corresponding to an annual rate of income of \$961,600. Key points are summarised below:

Duration	55 months
Contract Value	\$4,407,334
Yearly Price	\$961,600
Clusters	6
Communities	20
Houses	876
Business Type	For-profit
Service Type	Outreach from Alice Springs

## 2.3. Remote Clusters

For the purpose of the contract the 20 communities are grouped into regional clusters as follows:

Cluster	Provider	Communities	Houses
2	Zodiac	Pmara Jutunta, Nturiya, Wilora, Laramba, Wilowra	164
3	Zodiac	Yuendumu, Yuelamu, Nyirripi	192
4	Zodiac	Atitjere, Engawala	45
5	Zodiac	Ikuntji, Papunya, Mt Liebig, Kintore	151
6	Zodiac	Ntaria, Areyonga, Wallace Rockhole	152
7	Zodiac	Titjikala, Santa Teresa, Finke	172
2-7	Zodiac	20 Locations	876

### 3. Employee Hour by Activity by Month (November 2015 to October 2016)

Tangentyere primarily reviewed key features of the first page of the monthly reports received for the 20 remote communities in clusters 2, 3, 4, 5, 6 and 7 (cluster 1 is serviced by Mutitjulu Aboriginal Corporation and not Zodiac).

Appendix 1 provides the front pages for each remote community monthly report received for the month of February 2016 as an example of the material received and reviewed for this 12 month period.

The following table outlines the breakdown by activity hours for each month in the period of November 2015 to October 2016 inclusive:

Month	Activity Hours			
	Actual	Travel	Admin	Total
November	178	75	25	278
December	406	83	76	564
January	47	42	20	109
February	195	79	42	316
March	313	78	40	430
April	186	38	30	254
May	120	91	29	240
June	274	92	47	413
July	165	111	51	327
August	333	80	36	449
September	224	47	24	295
October	241	143	66	450
Total	2680	958	486	4124
%	65%	23%	12%	100%
FTE	1.37	0.49	0.25	2.11

The most striking point of the above table is the fact that for \$961,600 of investment the residents of these remote communities received the equivalent of 1.37 full time staff delivering services to the residents of 20 remote communities over a period of 12 months. Given that this client group faces multiple disadvantage and is at risk of homelessness this is insufficient.

#### 4. Employee Hour by Activity by Location (November 2015 to October 2016)

The analysis provided in section 3 can be further contextualised by considering service delivery by location in terms of the deployment of the pro rata equivalent of full time staff over the 12 month period:

	Activity Hours				FTE
	Actual	Travel	Admin	Total	
Laramba	75	39	22	136	0.07
Nturiya	34	32	19	85	0.04
Pmara Jutunta	53	24	13	90	0.05
Willowra	242	111	50	403	0.21
Wilora	23	49	9	81	0.04
Nyirripi	108	57	17	182	0.09
Yuelamu	22	6	4	32	0.02
Yuendumu	1070	128	110	1308	0.67
Atitjere	181	59	18	258	0.13
Engawala	18	9	6	33	0.02
Haasts Bluff	0	0	0	0	0.00
Kintore	123	108	35	265	0.14
Mt Liebig	69	35	26	130	0.07
Papunya	153	115	42	310	0.16
Areyonga	54	40	17	111	0.06
Ntaria	148	47	29	224	0.11
Wallace	0	0	0	0	0.00
Finke	45	25	11	81	0.04
Santa Teresa	220	49	41	310	0.16
Titjikala	45	27	17	89	0.05
Total	2680	958	486	4124	2.11

With the notable exception of Yuendumu which received services equivalent to 67% of a full time equivalent position the majority of locations received very little with respect to full time equivalent positions. Wallace Rockhole for example received no tenancy related services as delivered by Zodiac over the 12 month period.

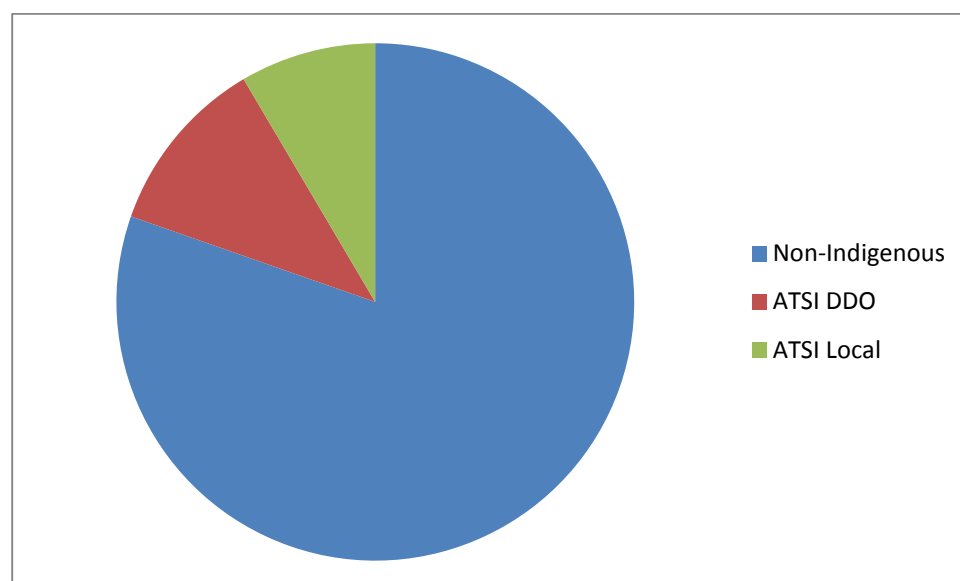
## 5. Aboriginal Employment Outcomes (Full Time Equivalent)

Month	Non ATSI	ATSI Hours			Total
		DDO	Local	Sub-Total	
November	172	106	0	106	278
December	429	79	56	135	564
January	59	51	0	51	109
February	237	52	28	79	316
March	345	82	3	85	430
April	254	0	0	0	254
May	240	0	0	0	240
June	340	57	16	73	413
July	297	6	24	30	327
August	325	0	124	124	449
September	250	0	45	45	295
October	367	28	55	83	450
Total	3314	460	350	810	4124
%	80%	11%	8%	20%	100%
FTE	1.7	0.2	0.2	0.4	2.1

Based upon the data for the period November 2015 to October 2016 inclusive the contractor was able to employ Aboriginal people for the equivalent of 0.4 full time equivalents. Less than half of this Aboriginal employment was for local people living in the remote clusters. \$961,600 per annum for 55 months should have delivered more local employment outcomes.

The following chart provides a diagrammatic representation of the previous table:

Diagram 1: Employment Outcomes for Non-Indigenous, Aboriginal 'Drive in and Drive Out' (DDO) and Aboriginal Local Employees



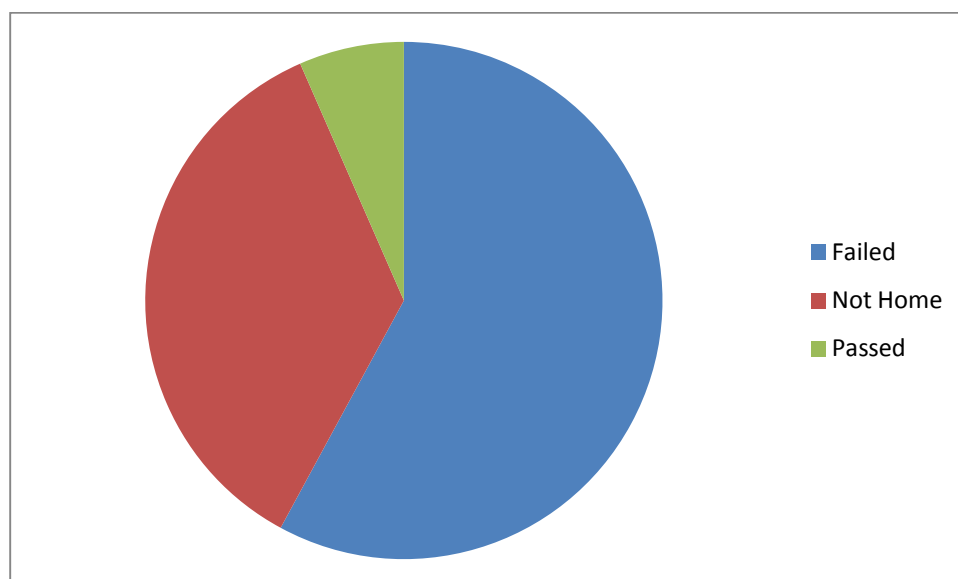
## 6. Outcomes for Tenants

Tangentyere Council restricted its analysis to hours of service delivery, employment, tenancy inspections and performance indicators. The analysis of inspections is sobering as the majority of inspections resulted in a result that indicated an unsatisfactory tenancy inspection outcome as follows:

Inspection				
Failed	Not Home	Passed	S72	Total
81	33	6	0	120
18	22	1	0	41
27	15	1	0	43
23	25	0	0	48
57	67	9	2	135
107	3	2	0	112
28	14	8	0	50
35	30	12	0	77
0	0	0	0	0
100	75	16	0	191
0	0	0	0	0
26	24	2	0	52
502	308	57	2	869

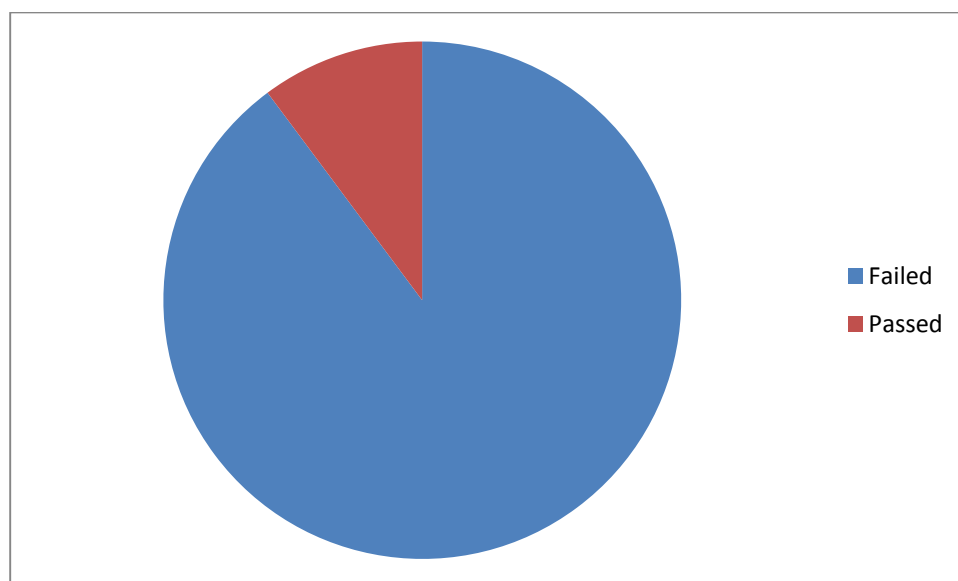
This is outlined below as a diagram:

Diagram 2: Outcomes of Tenancy Inspections (Failed, Not Home and Passed)



The split between satisfactory and unsatisfactory appears far worse when the proportion of inspections that didn't occur due to tenants not being home is discounted (see following page).

Diagram 3: Outcomes of Tenancy Inspections (Failed and Passed)



Tangentyere is very concerned about how the outcome of inspections reflects upon the need for a more intensive, accessible and appropriate tenancy management service. Presumably if tenants cannot pass inspections then the Department will make evictions. Where will these tenants go? The failure of a small proportion of inspections is to be predicted but the failure of the majority indicates a systemic issue and structural problems with the whole system.

## 7. Performance Indicators

The most significant KPI with respect to this inquiry is the requirement for 50% Aboriginal employment which as we have already demonstrated has not been met for at least the period November 2015 to October 2016.

Without being able to view the contract it is not clear what other KPIs exist but the reports outline a number of other 'performance indicators' which have been reported on by Zodiac as outlined in the following table:

Performance Indicators							
Month	Non R&M	Complaint	Apply	R&M	Visits	Referral	HRG
November	0	0	0	44	172	5	12
December	0	0	0	42	316	0	0
January	0	0	0	14	100	0	0
February	8	1	0	7	313	0	0
March	0	0	0	7	586	0	1
April	0	0	0	0	266	0	0
May	0	0	0	10	271	0	0
June	0	0	0	0	372	0	1
July	0	0	21	1	481	0	0
August	0	0	16	61	318	0	0
September	0	0	15	0	316	0	0
October	0	0	26	10	301	0	0
Total	8	1	78	196	3812	5	14

Aside from the performance indicators a number of activities are recorded as follows:

- Tenancy Inspections;
- Information Gathering/Updating;
- Intensive Tenant Support;
- Deliver Notice;
- Repairs and Maintenance Reporting;
- General Housing

It is our observation that activities such as 'housing reference group' meetings are recorded under 'General Housing' rather than under the performance indicators. It also appears that other activities such as 'Intensive Tenancy Support' are not being summarised under the performance indicators. This suggests that further investigation is required to understand the true extent of service delivery during this period. It is our view however that service delivery activities such as 'intensive tenancy support' and 'referrals' are not being undertaken to the extent required by the residents.

Given that most people fail inspections we consider that both 'Intensive Tenancy Support' and 'referrals' are a priority.

## **8. Conclusion**

It is our recommendation that Senate Finance and Public Administration Committee pursue this matter for several reasons as follows:

- National Partnership Agreement on Remote Indigenous Housing (NPARIH) is being used for the procurement of tenancy management services in these 20 remote locations;
- The Executive Director of Township Leasing (EDTL) holds leases in these locations on behalf of the Commonwealth;
- Housing is a major determinant of health and we would argue that it is also a major determinant of people's capacity to obtain and maintain employment;
- The contract is not delivering significant employment and training outcomes;
- A community controlled provider has the scope to provide better outcomes with respect to Aboriginal employment and housing sustainability.

Appendix 1: Sample Monthly Report Cover Summary Pages for Clusters 2-7 for February 2016

Cluster 2: Pmara Jutunta, Nturiya, Wilora, Laramba, Wilowra			
<b>REPORTING PERIOD</b>	1 FEBRUARY 2016 - 29 FEBRUARY 2016		
<b>DATE SUBMITTED</b>	8/03/2016		
<b>SUBMITTED BY</b>	MOLLY YOUNG		
<b>PMARA JUTUNTA</b>			
TENANCY MANAGEMENT EMPLOYMENT - (KPI 50% INDIGENOUS EMPLOYMENT)			
POSITION TITLE	NAME	INDIGENOUS (Y/N)	HOURS PER MONTH / FTE
HOUSING OFFICER	SHAUN BROWN	NO	9/2/2016 2:00PM TO 3:00PM - 29/02/2016 10:00AM TO 5:00PM TOTAL= 8 HOURS.
HOUSING OFFICER	JASON MOORE	NO	9/2/2016 2:00PM TO 3:00PM - 29/02/2016 10:00AM TO 5:00PM TOTAL= 8 HOURS.
ADMINISTRATION	JASON/SHAUN	NO	TOTAL= 2 HOURS
ADMINISTRATION	MOLLY/SHARON	NO	TOTAL= 2 HOURS
TRAVEL	JASON/SHAUN	NO	TOTAL= 4 HOURS
			TOTAL= 24 HOURS
PERFORMANCE INDICATOR			MONTHLY
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing			0
Number of Tenant complaints referred to Department of Housing			0
Number of community housing applications received and forwarded to Department of			0
Number of Repair and Maintenance requests received from Tenants / Advocates and			0
Number of household visits including re-visits, notices given and follow ups (excluding			51
Number of Tenants referred to other service providers for additional support			0
Number of Housing Reference Group meetings attended			0

<b>REPORTING PERIOD</b>	1 FEBRUARY 2016 - 29 FEBRUARY 2016		
<b>DATE SUBMITTED</b>	8/03/2016		
<b>SUBMITTED BY</b>	MOLLY YOUNG		
<b>NTURIYA</b>			
<b>TENANCY MANAGEMENT EMPLOYMENT - (KPI 50% INDIGENOUS EMPLOYMENT)</b>			
<b>POSITION TITLE</b>	<b>NAME</b>	<b>INDIGENOUS (Y/N)</b>	<b>HOURS PER MONTH / FTE</b>
HOUSING OFFICER	SHAUN BROWN	NO	9/2/2016 1:00PM - 1:30PM TOTAL= 0.5 HOURS
HOUSING OFFICER	JASON MOORE	NO	9/2/2016 1:00PM - 1:30PM TOTAL= 0.5 HOURS
ADMINISTRATION	JASON/SHAUN	NO	TOTAL= 1 HOUR
ADMINISTRATION	SHARON/MOLLY	NO	TOTAL= 1 HOUR
TRAVEL	JASON/SHAUN	NO	TOTAL= 2 HOURS
CHO	CASEY TILMOUTH	YES	
HOUSING OFFICER	RICHARD GIRLING	NO	
<b>PERFORMANCE INDICATOR</b>			<b>MONTHLY</b>
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing			0
Number of Tenant complaints referred to Department of Housing			0
Number of community housing applications received and forwarded to Department of Housing			0
Number of Repair and Maintenance requests received from Tenants / Advocates and			0
Number of household visits including re-visits, notices given and follow ups (excluding tenancy			16
Number of Tenants referred to other service providers for additional support			0
Number of Housing Reference Group meetings attended			0

<b>REPORTING PERIOD</b>	1 FEBRUARY 2016 - 29 FEBRUARY 2016		
<b>DATE SUBMITTED</b>	8/03/2016		
<b>SUBMITTED BY</b>	MOLLY YOUNG		
<b>WILORA</b>			
<b>TENANCY MANAGEMENT EMPLOYMENT - (KPI 50% INDIGENOUS EMPLOYMENT)</b>			
<b>POSITION TITLE</b>	<b>NAME</b>	<b>INDIGENOUS (Y/N)</b>	<b>HOURS PER MONTH / FTE</b>
TENANCY MANAGER	SHAUN BROWN	NO	26/02/2016 3:00PM TO 3:30PM TOTAL 0.5 HOURS
TENANCY OFFICER	JASON MOORE	NO	26/02/2016 3:00PM TO 3:30PM TOTAL 0.5 HOURS
		OVERALL	TOTAL= 1 HOUR
<b>PERFORMANCE INDICATOR</b>			<b>MONTHLY</b>
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing			0
Number of Tenant complaints referred to Department of Housing			0
Number of community housing applications received and forwarded to Department of Housing			0
Number of Repair and Maintenance requests received from Tenants / Advocates and forwarded to			0
Number of household visits including re-visits, notices given and follow ups (excluding tenancy			1
Number of Tenants referred to other service providers for additional support			0
Number of Housing Reference Group meetings attended			0

<b>REPORTING PERIOD</b>	1 February 2016 - 29 February 2016		
<b>DATE SUBMITTED</b>	8/03/2016		
<b>SUBMITTED BY</b>	MOLLY YOUNG		
<b>LARAMBA</b>			
<b>TENANCY MANAGEMENT EMPLOYMENT - (KPI 50% INDIGENOUS EMPLOYMENT)</b>			
<b>POSITION TITLE</b>	<b>NAME</b>	<b>INDIGENOUS (Y/N)</b>	<b>HOURS PER MONTH / FTE</b>
COMMUNITY HOUSING OFFICER	SHAUN BROWN	NO	TRAVEL-3 HOURS ADMIN-2 HOURS 24/02/2016 8:00AM TO 2:00PM TOTAL- 11 HOURS
COMMUNITY HOUSING OFFICER	JASON MOORE	NO	TRAVEL-3 HOURS ADMIN-2 HOURS 24/02/2016 8:00AM TO 2:00PM TOTAL- 11 HOURS
COMMUNITY HOUSING OFFICER	FRANCIS LOVEGROVE	YES	24/02/2016 9:00AM TO 3:30PM TOTAL- 6.5 HOURS
		OVERALL	TOTAL= 28.5 HOURS
<b>PERFORMANCE INDICATOR</b>			<b>MONTHLY</b>
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing			0
Number of Tenant complaints referred to Department of Housing			0
Number of community housing applications received and forwarded to Department of Housing			0
Number of Repair and Maintenance requests received from Tenants / Advocates and forwarded to Dept of			0
Number of household visits including re-visits, notices given and follow ups (excluding tenancy inspections)			23
Number of Tenants referred to other service providers for additional support			0
Number of Housing Reference Group meetings attended			0

<b>REPORTING PERIOD</b>	1 FEBRUARY 2016 - 29 FEBRUARY 2016		
<b>DATE SUBMITTED</b>	8/03/3016		
<b>SUBMITTED BY</b>	MOLLY YOUNG		
<b>WILLOWRA</b>			
<b>TENANCY MANAGEMENT EMPLOYMENT - (KPI 50% INDIGENOUS EMPLOYMENT)</b>			
<b>POSITION TITLE</b>	<b>NAME</b>	<b>INDIGENOUS (Y/N)</b>	<b>HOURS PER MONTH / FTE</b>
HOUSING SUPPORT OFFICER	SHAUN BROWN	NO	8/2/2016 11:00AM TO 2:00PM TOTAL= 3 HOURS
HOUSING SUPPORT OFFICER	JASON MOORE	NO	8/2/2016 11:00AM TO 2:00PM TOTAL= 3 HOURS
CHO			
ADMINISTRATION	SHARON/MOLLY	NO	TOTAL= 1 HOUR
ADMINISTRATION	JASON/SHAUN	NO	TOTAL= 1 HOUR
TRAVEL	JASON/SHAUN	NO	TOTAL= 4 HOURS
		OVERALL	TOTAL= 12 HOURS
<b>PERFORMANCE INDICATOR</b>			<b>MONTHLY</b>
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing			0
Number of Tenant complaints referred to Department of Housing			0
Number of community housing applications received and forwarded to Department of			0
Number of Repair and Maintenance requests received from Tenants / Advocates and			0
Number of household visits including re-visits, notices given and follow ups (excluding			41
Number of Tenants referred to other service providers for additional support			0
Number of Housing Reference Group meetings attended			0

## Cluster 3: Atitjere, Engawala

REPORTING PERIOD	1 February 2016 - 29 February 2016
DATE SUBMITTED	8/03/2016
SUBMITTED BY	MOLLY YOUNG

## ATITJERE

TENANCY MANAGEMENT EMPLOYMENT - (RPM 80% INDIGENOUS EMPLOYMENT)			
POSITION TITLE	NAME	INDIGENOUS (Y/N)	HOURS PER MONTH / FTE
COMMUNITY HOUSING OFFICER	SHAUN BROWN	NO	TRAVEL=5 HOURS ADMIN=3 HOURS 22/2/16 12:00PM - 4:00PM= 4 HOURS 23/2/16 11:00AM - 2:00PM= 3 HOURS TOTAL= 15 HOURS
COMMUNITY HOUSING OFFICER	JASON MOORE	NO	TRAVEL=5 HOURS ADMIN=3 HOURS 22/2/16 12:00PM - 4:00PM= 4 HOURS 23/2/16 11:00AM - 2:00PM= 3 HOURS TOTAL= 15 HOURS
COMMUNITY HOUSING OFFICER	SALLY PERKINS	YES	24/2/16 8:30AM - 5:00PM=7.5 HOURS 25/2/16 8:30AM - 3:30PM=6 HOURS TOTAL= 13.5 HOURS
COMMUNITY HOUSING OFFICER	ANASTASIA BUNDEY	YES	24/2/16 8:30AM - 5:00PM=7.5 HOURS TOTAL= 7.5 HOURS
			OVERALL TOTAL= 51 HOURS

PERFORMANCE INDICATOR	MONTHLY
Number of enquiries/issues (non R&M related) received from Tenants and forwarded to Department of Housing	8
Number of Tenant complaints referred to Department of Housing	1
Number of community housing applications received and forwarded to Department of Housing	0
Number of Repair and Maintenance requests received from Tenants / Advocates and forwarded to Dept of	0
Number of household visits including re-visits, notices given and follow ups (excluding tenancy inspections)	30
Number of Tenants referred to other service providers for additional support	0
Number of Housing Reference Group meetings attended	0

<b>REPORTING PERIOD</b>	1 February 2016 - 29 February 2016		
<b>DATE SUBMITTED</b>	8/03/2016		
<b>SUBMITTED BY</b>	MOLLY YOUNG NO WORK CARRIED OUT THIS MONTH (NO WORKPLANS RECEIVED).		
<b>ENGAWALA</b>			
<b>TENANCY MANAGEMENT EMPLOYMENT - (KPI 50% INDIGENOUS EMPLOYMENT</b>			
<b>POSITION TITLE</b>	<b>NAME</b>	<b>INDIGENOUS (Y/N)</b>	<b>HOURS PER MONTH / FTE</b>
COMMUNITY HOUSING OFFICER	SHAUN BROWN	NO	
COMMUNITY HOUSING OFFICER	JASON MOORE	NO	
<b>PERFORMANCE INDICATOR</b>			<b>MONTHLY</b>
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing			0
Number of Tenant complaints referred to Department of Housing			0
Number of community housing applications received and forwarded to Department of			0
Number of Repair and Maintenance requests received from Tenants / Advocates and			0
Number of household visits including re-visits, notices given and follow ups (excluding			0
Number of Tenants referred to other service providers for additional support			0
Number of Housing Reference Group meetings attended			0

Cluster 4: Yuendumu, Yuelamu, Nyirripi

<b>REPORTING PERIOD</b>	1 February to 29 February 2016
<b>DATE SUBMITTED</b>	8/03/2016
<b>SUBMITTED BY</b>	Molly Young

## YUENDUMU

### TENANCY MANAGEMENT EMPLOYMENT - (KPI 50% INDIGENOUS EMPLOYMENT)

POSITION TITLE	NAME	INDIGENOUS (Y/N)	HOURS PER MONTH / FTE
CSO	SHAUN BROWN	NO	15/02/2016 12:00PM TO 6:00PM 16/02/2016 8:00AM TO 6:00PM 17/02/2016 8:00AM TO 2:00PM 18/02/2016 2:00PM TO 6:30PM TOTAL= 23.5 HOURS
CSO	JASON MOORE	NO	15/02/2016 12:00PM TO 6:00PM 16/02/2016 8:00AM TO 6:00PM 17/02/2016 8:00AM TO 5:00PM 18/02/2016 8:00AM TO 6:30PM TOTAL= 32.5 HOURS
CSO	MOLLY	NO	15/02/2016 12:00PM TO 6:00PM 16/02/2016 8:00AM TO 6:00PM 17/02/2016 8:00AM TO 2:00PM 18/02/2016 2:00PM TO 6:30PM TOTAL= 23.5 HOURS
CHO			
ADMINISTRATION	MOLLY/SHARON	NO	TOTAL= 2 HOURS
ADMINISTRATION	JASON/SHAUN	NO	TOTAL= 2 HOURS
TRAVEL	JASON/MOLLY/SHAUN	NO	TOTAL= 8 HOURS
		OVERALL	TOTAL= 91.5 HOURS

PERFORMANCE INDICATOR	MONTHLY
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing	0
Number of Tenant complaints referred to Department of Housing	0
Number of community housing applications received and forwarded to Department of Housing	0
Number of Repair and Maintenance requests received from Tenants / Advocates and	0
Number of household visits including re-visits, notices given and follow ups (excluding tenancy	50
Number of Tenants referred to other service providers for additional support	0
Number of Housing Reference Group meetings attended	0



<b>REPORTING PERIOD</b>	1 FEBRUARY 2016 - 29 FEBRUARY 2016		
<b>DATE SUBMITTED</b>	8/03/2016		
<b>SUBMITTED BY</b>	MOLLY YOUNG (COMMUNITY NOT VISITED THIS MONTH)		
<b>NYIRRIPI</b>			
<b>TENANCY MANAGEMENT EMPLOYMENT - (KPI 50% INDIGENOUS EMPLOYMENT)</b>			
<b>POSITION TITLE</b>	<b>NAME</b>	<b>INDIGENOUS (Y/N)</b>	<b>HOURS PER MONTH / FTE</b>
COMMUNITY HOUSING OFFICER	JASON MOORE	NO	
COMMUNITY HOUSING OFFICER	SHAUN BROWN	NO	
ADMINISTRATION	SHAUN/JASON	NO	
ADMINISTRATION	MOLLY/SHARON	NO	
TRAVEL	SHAUN/JASON	NO	
<b>PERFORMANCE INDICATOR</b>			<b>MONTHLY</b>
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing			0
Number of Tenant complaints referred to Department of Housing			0
Number of community housing applications received and forwarded to Department of			0
Number of Repair and Maintenance requests received from Tenants / Advocates and			0
Number of household visits including re-visits, notices given and follow ups (excluding			0
Number of Tenants referred to other service providers for additional support			0
Number of Housing Reference Group meetings attended			0

Cluster 5: Ikuntji, Papunya, Mt Liebig, Kintore			
<b>REPORTING PERIOD</b>	1-29 February 2015		
<b>DATE SUBMITTED</b>	7-Mar-16		
<b>SUBMITTED BY</b>	MELLISSA YOUNG		
	NO WORK-PLANS WERE RECEIVED IN THE PERIOD FEBRUARY 2015		
HAASTS BLUFF			
TENANCY MANAGEMENT EMPLOYMENT - (KPI 50% INDIGENOUS EMPLOYMENT)			
POSITION TITLE	NAME	INDIGENOUS (Y/N)	HOURS PER MONTH / FTE
PERFORMANCE INDICATOR			MONTHLY
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing			
Number of Tenant complaints referred to Department of Housing			
Number of community housing applications received and forwarded to Department of			
Number of Repair and Maintenance requests received from Tenants / Advocates and			
Number of household visits including re-visits, notices given and follow ups (excluding			
Number of Tenants referred to other service providers for additional support			
Number of Housing Reference Group meetings attended			
<b>REPORTING PERIOD</b>		1-29 February 2016	
<b>DATE SUBMITTED</b>		7/03/2015	
<b>SUBMITTED BY</b>		MELLISSA YOUNG	
PAPUNYA			
TENANCY MANAGEMENT EMPLOYMENT - (KPI 50% INDIGENOUS EMPLOYMENT)			
POSITION TITLE	NAME	INDIGENOUS (Y/N)	HOURS PER MONTH / FTE
COMMUNITY HOUSING OFFICER	RHYS DICK		TRAVEL 3.5 HOURS (BROKE DOWN ON WAY HOME) ACTUAL WORK 4 HOURS ADMIN 2 HOURS 9.5 HOURS
COMMUNITY HOUSING OFFICER	HUNTER POMARE		TRAVEL 3.5 HOURS (BROKE DOWN ON WAY HOME) ACTUAL WORK 4 HOURS ADMIN 2 HOURS 9.5 HOURS
PERFORMANCE INDICATOR			MONTHLY
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing			0
Number of Tenant complaints referred to Department of Housing			0
Number of community housing applications received and forwarded to Department of Housing			0
Number of Repair and Maintenance requests received from Tenants / Advocates and forwarded to Dept of Housing/Tangentyere/Ingkerreke			0
Number of household visits including re-visits, notices given and follow ups (excluding tenancy inspections)			1
Number of Tenants referred to other service providers for additional support			0
Number of Housing Reference Group meetings attended			1

REPORTING PERIOD		1-29 February 2016
DATE SUBMITTED		7/02/2016
SUBMITTED BY		MELISSA YOUNG
<b>MT LIEBIG</b>		
<b>TENANCY MANAGEMENT EMPLOYMENT - (KPI 60% INDIGENOUS EMPLOYMENT)</b>		
POSITION TITLE	NAME	HOURS PER MONTH / FTE
COMMUNITY HOUSING OFFICER	RHYS MURPHY	Y TRAVEL 4 HOURS ( BROKE DOWN ON WAY HOME ACTUAL WORK 6 HOURS ADMIN 2 HOURS TOTAL 12 HOURS
COMMUNITY HOUSING OFFICER	RICHARD GIRLING	N TRAVEL 4 HOURS ( BROKE DOWN ON WAY HOME ACTUAL WORK 6 HOURS ADMIN 2 HOURS TOTAL 12 HOURS
<b>PERFORMANCE INDICATOR</b>		<b>MONTHLY</b>
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing		0
Number of Tenant complaints referred to Department of Housing		0
Number of community housing applications received and forwarded to Department of Housing		0
Number of Repair and Maintenance requests received from Tenants / Advocates and forwarded to Dept of Housing/Tangentyere/Inglekerke		0
Number of household visits including re-visits, notices given and follow ups (excluding tenancy inspections)		10
Number of Tenants referred to other service providers for additional support		0
Number of Housing Reference Group meetings attended		0
REPORTING PERIOD		1-29 February 2016
DATE SUBMITTED		7/02/16
SUBMITTED BY		MELISSA YOUNG
<b>KINTORE</b>		
<b>TENANCY MANAGEMENT EMPLOYMENT - (KPI 60% INDIGENOUS EMPLOYMENT)</b>		
POSITION TITLE	NAME	HOURS PER MONTH / FTE
COMMUNITY HOUSING OFFICER	RHYS MURPHY	Y TRAVEL 2 HOURS ( BROKE DOWN ON WAY HOME ) ACTUAL WORK 4 HOURS ADMIN 2 HOURS TOTAL 10 HOURS
COMMUNITY HOUSING OFFICER	HUNTER POMARE	N TRAVEL 2 HOURS ( BROKE DOWN ON WAY HOME ) ACTUAL WORK 4 HOURS ADMIN 2 HOURS TOTAL 10 HOURS
<b>PERFORMANCE INDICATOR</b>		<b>MONTHLY</b>
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing		2
Number of Tenant complaints referred to Department of Housing		0
Number of community housing applications received and forwarded to Department of Housing		0
Number of Repair and Maintenance requests received from Tenants / Advocates and forwarded to Dept of Housing/Tangentyere/Inglekerke		0
Number of household visits including re-visits, notices given and follow ups (excluding tenancy inspections)		10
Number of Tenants referred to other service providers for additional support		0
Number of Housing Reference Group meetings attended		0

Cluster 6: Ntaria, Areyonga, Wallace Rockhole			
REPORTING PERIOD	1 - 29 February 2015		
DATE SUBMITTED	7/03/2015		
SUBMITTED BY	MELLISSA YOUNG		
<b>NTARIA</b>			
TENANCY MANAGEMENT EMPLOYMENT - (50% 60% INDIGENOUS EMPLOYMENT)			
POSITION TITLE	NAME	INDIGENOUS (Y/N)	HOURS PER MONTH / FTE
COMMUNITY HOUSING OFFICER	RHYE DICK	Y	TRAVEL 2 HOURS ACTUAL WORK 4 HOURS ADMIN 2 HOURS TOTAL 8 HOURS
COMMUNITY HOUSING OFFICER	HUNTER POMARE	N	TRAVEL 2 HOURS ACTUAL WORK 4 HOURS ADMIN 2 HOURS TOTAL 8 HOURS
PERFORMANCE INDICATOR			MONTHLY
Number of enquiries/issues (non RSM related) received from Tenants and forwarded to Department of Housing			0
Number of Tenant complaints referred to Department of Housing			0
Number of community housing applications received and forwarded to Department of Housing			0
Number of Repair and Maintenance requests received from Tenants / Advocates and forwarded to Dept of			1
Number of household visits including re-visits, notices given and follow ups (excluding tenancy)			20
Number of Tenants referred to other service providers for additional support			0
Number of Housing Reference Group meetings attended			0

REPORTING PERIOD	1- 29 February 2016
DATE SUBMITTED	7/02/2015
SUBMITTED BY	MELLISSA YOUNG

**NO WORK PLANS FOR THE COMMUNITY OF AREYONGA WERE RECEIVED IN THE PERIOD FEBRUARY 2016**

## AREYONGA

TENANCY MANAGEMENT EMPLOYMENT - (KPI 50% INDIGENOUS EMPLOYMENT)			
POSITION TITLE	NAME	INDIGENOUS (Y/N)	HOURS PER MONTH / FTE
COMMUNITY HOUSING OFFICER	RICHARD GIRLING	NO	
COMMUNITY HOUSING OFFICER	BILL KEEBLE	NO	
COMMUNITY HOUSING OFFICER	RHYS DICK	YES	
PERFORMANCE INDICATOR			MONTHLY
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing			0
Number of Tenant complaints referred to Department of Housing			0
Number of community housing applications received and forwarded to Department of			0
Number of Repair and Maintenance requests received from Tenants / Advocates and			0
Number of household visits including re-visits, notices given and follow ups (excluding			0
Number of Tenants referred to other service providers for additional support			0
Number of Housing Reference Group meetings attended			0

<b>REPORTING PERIOD</b>	1 - 29 February 2016
<b>DATE SUBMITTED</b>	7/03/2016
<b>SUBMITTED BY</b>	MELLISSA YOUNG

**NO WORK-PLANS RECEIVED FOR THE MONTH FEBRUARY 2016**

## WALLACE ROCKHOLE

TENANCY MANAGEMENT EMPLOYMENT - (KPI 50% INDIGENOUS EMPLOYMENT)			
POSITION TITLE	NAME	INDIGENOUS (Y/N)	HOURS PER MONTH / FTE
COMMUNITY HOUSING OFFICER	RHYS MURPHY	Y	
COMMUNITY HOUSING OFFICER	RICHARD GIRLING	N	
PERFORMANCE INDICATOR			MONTHLY
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing			
Number of Tenant complaints referred to Department of Housing			
Number of community housing applications received and forwarded to Department of			
Number of Repair and Maintenance requests received from Tenants / Advocates and			
Number of household visits including re-visits, notices given and follow ups (excluding			
Number of Tenants referred to other service providers for additional support			
Number of Housing Reference Group meetings attended			

Cluster 7: Titjikala, Santa Teresa, Finke

**SUBMITTED BY** MELLISSA YOUNG

**TITJIKALA**

TENANCY MANAGEMENT EMPLOYMENT - (KPI 50% INDIGENOUS EMPLOYMENT)			
POSITION TITLE	NAME	INDIGENOUS (Y/N)	HOURS PER MONTH / FTE
COMMUNITY HOUSING	HUNTER POMARE	N	THURSDAY 11 FEBRUARY 2016.
COMMUNITY HOUSING	RHYS DICK	Y	MONDAY 22ND – FRIDAY 26TH
COMMUNITY HOUSING	RICHARD GIRLING	N	THURSDAY 11 FEBRUARY 2016.
PERFORMANCE INDICATOR			MONTHLY
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to			0
Number of Tenant complaints referred to Department of Housing			0
Number of community housing applications received and forwarded to Department of			0
Number of Repair and Maintenance requests received from Tenants / Advocates and			8
Number of household visits including re-visits, notices given and follow ups (excluding			50
Number of Tenants referred to other service providers for additional support			0
Number of Housing Reference Group meetings attended			0

**REPORTING PERIOD** 1-29 February 2016  
**DATE SUBMITTED** 7.03.2016  
**SUBMITTED BY** MELLISSA YOUNG

**SANTA TERESA**

TENANCY MANAGEMENT EMPLOYMENT - (KPI 50% INDIGENOUS EMPLOYMENT)			
POSITION TITLE	NAME	INDIGENOUS (Y/N)	HOURS PER MONTH / FTE
COMMUNITY HOUSING OFFICER	RICHARD GIRLING	N	TRAVEL 4 HOURS ACTUAL WORK 1 HOUR ADMIN 2 HOURS TOTAL 7 HOURS
COMMUNITY HOUSING OFFICER	RHYS DICK	Y	TRAVEL 4 HOURS ACTUAL WORK 1 HOUR ADMIN 2 HOURS TOTAL 7 HOURS
PERFORMANCE INDICATOR			MONTHLY
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing			0
Number of Tenant complaints referred to Department of Housing			0
Number of community housing applications received and forwarded to Department of Housing			0
Number of Repair and Maintenance requests received from Tenants / Advocates and forwarded to Dept of Housing/Tangentyere/Ingkerreke			0
Number of household visits including re-visits, notices given and follow ups (excluding tenancy			10
Number of Tenants referred to other service providers for additional support			0
Number of Housing Reference Group meetings attended			0

REPORTING PERIOD	1 - 29 February 2016
DATE SUBMITTED	7.03.2016
SUBMITTED BY	MELLISSA YOUNG

**NO WORK-PLANS RECEIVED FOR THE PERIOD OF FEB 2016**

## FINKE

TENANCY MANAGEMENT EMPLOYMENT - (KPI 50% INDIGENOUS EMPLOYMENT)			
POSITION TITLE	NAME	INDIGENOUS (Y/N)	HOURS PER MONTH / FTE
COMMUNITY HOUSING OFFICER	HUNTER POMARE	NO	
COMMUNITY HOUSING OFFICER	RHYS DICK	YES	
PERFORMANCE INDICATOR			MONTHLY
Number of enquiries /issues (non R&M related) received from Tenants and forwarded to Department of Housing			0
Number of Tenant complaints referred to Department of Housing			0
Number of community housing applications received and forwarded to Department of Housing			0
Number of Repair and Maintenance requests received from Tenants / Advocates and forwarded to Dept of Housing/Tangentyere/Ingkerreke			0
Number of household visits including re-visits, notices given and follow ups (excluding tenancy inspections)			0
Number of Tenants referred to other service providers for additional support			0
Number of Housing Reference Group meetings attended			0