

*Thursday, 20 June 2002*

*(General Purpose Standing Committee No. 4)*

*Portfolio*

*'Planning, Aboriginal Affairs and Housing'*

**QUESTIONS TAKEN ON NOTICE DURING HEARING**

1. **Mr Cohen asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr A J Refshauge, MP—**

*In relation to the 'Disability Action Plan'*

- (1) What were the costs in implementing strategies contained in the Department of Housing's disability action plan in 2001-2001?
- (2) What were these strategies and what were the outcomes of implementation?

**Answers:**

- (1) *The cost of implementing strategies contained in the Department of Housing's Disability Action Plan in 2001-2002 is estimated at \$14.788M (property modification costs).*
- (2) *The strategies included:*

- *Increasing the number of fully accessible dwellings.*

*During 2001/02, a total of 406 pensioner units were completed, 239 were public housing dwellings and 167 were community housing dwellings.*

*In addition, during 2001/02, the Department has also commenced the construction of 405 new pensioner units for completion in 2002/03.*

- *The TTY Telephone Service operated 24 hours a day by the Call Centre has been widely promoted and provides information and services to people who are hearing impaired.*
- *Tenants with disabilities and representatives from peak disability agencies participated in a wide range of forums at Regional and Corporate levels, such as the Public Housing Customer Council; Disability Action Plan Consultation; Tenants and Community Initiatives Program forums; Regional Housing Assistance Planning consultations.*
- *The Department of Housing has provided \$20,825 to a Non Government Organisation, People with Disabilities, to provide training to Tenant Participation groups on improving participation levels of tenants with a disability. These measures include training workshops for both metropolitan and country regions, preparation of a resource manual and development of a specialised website.*

*In June 2002 a Social Housing Tenant Conference was held where provisions were made to cater for tenant participants with disabilities. Two interpreters for the deaf were utilised to translate for deaf tenants during the two days of the Conference and special arrangements made to accommodate the needs of other disabled participants.*

- *As at 30 June 2002, 143 members of staff reported having a disability. Of these, 29% were provided with support services and technical equipment; the remaining indicating that they do not require any work adjustments.*

**2. Ms Forsythe asked the Deputy Premier, Minister for Planning, Minister for Aboriginal Affairs and Minister for Housing:**

*In relation to the 'Sydney Harbour Foreshore Authority'*

- (1) What were the figures for the revenues from land sales for:
  - (a) 2000-01?
  - (b) 2002-02?
- (2) What are the anticipated revenues for 2002-03?

**Answers:**

- (1) (a) **\$54.154m**  
(b) **\$21.225m**
- (2) **\$29.3m**

**3. Mr Cohen asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr Refshauge, MP—**

*In relation to 'Coastal Land Protection'*

Have any of the Coastal Land Protection Scheme (CLPS) funds been used to acquire other “non-red” coastal lands?

**Answer:**

*Yes. As “red” lands only rarely become available for acquisition, valuable “non red” lands can be bought provided they meet the criteria of the Coastal Lands Protection Scheme and funds are available. Ministerial and Treasury approval is required.*

*Since 1995, significant coastal lands at North Ocean Shores, Nullica Beach at Twofold Bay, Cullendulla Creek at Batemans Bay, Goalen Head near Bermagui and Boat Harbour at Port Stephens have been purchased from coastal funds.*

**4. Mrs Forsythe asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr Andrew Refshauge, MP—**

- (1) (a) Does your Ministerial Office receive media monitoring services?
  - (b) If so, what was the annual cost in 2001-02?
  - (c) If the media monitoring services are sourced from other cost centres, which budgets are they allocated to and what is the annual cost?
  - (d) How many different suppliers do you have contracts with, either directly, or indirectly through media monitoring services sourced from other cost centres?
  - (e) Please list all suppliers.
- (2) (a) Does any agency in your portfolio receive media monitoring services?
  - (b) If so, what was the annual cost in 2001-02, by agency?
  - (c) If the media monitoring services are sourced from other cost centres, which budgets are they allocated to and what is the annual cost?
  - (d) How many different suppliers do agencies in your portfolio have contracts with, either directly, or indirectly through media monitoring services sourced from other cost centres?
  - (e) Please list all suppliers.

- (3) (a) In 2001-02, how much was spent on your Ministerial Office? Please provide a breakdown by expense.
- (b) What is the forecast amount to be spent in 2002-03 and what is the forecast number of staff?
- (4) (a) What is the total cost of your overseas trips in 2001-02?
- (b) Can you please provide a list of each trip, purpose and cost?
- (c) For each trip, please provide a breakdown in airfare costs, hotel costs, car hire, and accompanying staff and officials.
- (5) (a) What is the estimate of money to be spent on your overseas trips in 2002-03?
- (b) Can you please provide a list of each trip, purpose and cost?
- (c) For each trip, please provide a breakdown in airfare costs, hotel costs, car hire, and accompanying staff and officials.
- (6) (a) What is the total cost of your interstate trips in 2001-02?
- (b) Please provide a list of each trip, purpose and cost and for each trip a breakdown in airfare costs, hotel costs, car hire, and accompanying staff and officials.
- (7) (a) What is the estimate of money to be spent on your interstate trips in 2002-03?
- (b) Can you provide a list of each trip, purpose and cost?
- (c) For each trip, can you provide a breakdown in airfare costs, hotel costs, car hire, and accompanying staff and officials?
- (8) (a) How many staff were employed as at 30 May 1999, 30 May 2000, 30 May 2001 in your Ministerial Office?
- (b) What was the annual salary cost of those staff in each of those years?
- (9) (a) Does your office contract consultants?
- (b) If so, what consultancies have been commissioned in 2001/2002, and at what cost?
- (c) What consultancy services will be commissioned from July 1 2002 - March 2003 and at what estimated cost?
- (10) (a) Were any legal costs incurred by your office in 2001-02.
- (b) If so, what was the cost and nature of each instance of legal advice?

**Answers:**

- (1) (a) *Yes.*
- (b) *All costs incurred were appropriate to the needs identified.*
- (c) *All expenditure is from the appropriate cost centres.*
- (d) *Please refer to answer for (c).*
- (e) *Please refer to answer for (c).*
- (2) (a) *Any decision to access media monitoring is determined by the agencies concerned and the need for monitoring of issues.*
- (b) *All costs were in accordance with identified needs.*
- (c) *All expenditure is from the appropriate cost centres.*
- (d) and (e) *The appropriate cost centres are utilised.*

- (3) (a) *The Government has released the costs of Ministerial expenditure to the Opposition under an FOI application.*
- (b) *It is too early in the financial year to predict expenditure. Staff numbers will approximate those released under the FOI application.*
- (4) (a) to (c) *Official travel is undertaken in accordance with appropriate guidelines.*
- Costs incurred during official overseas travel were in accordance with the appropriate guidelines.*
- (5) (a) to (c) *This will depend on the nature and scope of any travel undertaken in 2002-03.*
- Costs incurred during official overseas travel will be in accordance with the appropriate guidelines.*
- (6) (a) and (b) *Official travel was undertaken in accordance with appropriate guidelines and in a cost effective manner.*
- (7) (a) to (c) *It is too early to provide an estimate at this stage of the financial year. However, expenditure will depend on the nature and scope of any travel in 2002-03.*
- (8) (a) and (b) *Ministerial staff are employed by the Director General of the Premier's Department in accordance with the provisions of the Public Sector Management Act 1988.*
- All costs were in accordance with the expenditure necessary to facilitate the effective functioning of the office and within allocations to Ministerial Offices.*
- (9) (a) to (c) *Expenditure on consultancies is reported in Annual Reports. All expenditure is in accordance with the appropriate guidelines.*
- It is not possible to predict so early in the financial year the likely expenditure on consultants in 2002-03.*
- (10) *All legal costs were incurred after an assessment of the need to obtain external legal assistance. Legal professional privilege will be maintained in relation to advice and costs.*

**5. Mrs Forsythe asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr Andrew Refshauge, MP—**

For each of your portfolio agencies in 2001-02:

- (1) (a) What was the total cost of public relations activities?
- (b) What is the forecast cost for 2002-03?
- (2) How much was spent on public opinion surveys?
- (3) (a) How much money was spent on advertising? *Please provide a list of each campaign and cost.*
- (b) What is the estimate of money to be spent on advertising in 2002-03? *Please provide a list of each campaign and cost.*
- (4) (a) How much was spent on consultants? *Please provide a list of each agency and cost.*
- (b) What is the estimate of money to be spent on consultants in 2002-03? *Please provide a list of each agency and cost.*
- (5) How much was spent on legal expenses?

**Answers:**

- (1) (a) and (b) *Public authorities conduct a range of extension activities aimed at communicating to the public a range of regulatory, advisory, research and general information.*

*The question posed is too broad to identify an actual cost.*

(2) *The Premier issued Memorandum 2000-28 which specifically directed government agencies not to use surveys of government clients or NSW citizens to elicit questions on political issues.*

(3) (a) and (b) *Details of total government advertising were published in the Sydney Morning Herald newspaper on Monday 29 July 2002 in an article by Paola Totaro, State Political Editor.*

*All requests relating to advertising must be approved by a Cabinet Sub-Committee on Government Advertising.*

(4) (a) and (b) *The cost of consultants is reflected in the annual report.*

*Expenditure depends on the need for consultancy services throughout the year.*

(5) *Expenditure on legal expenses followed appropriate review of the circumstances, the need for such expenditure and within appropriate guidelines.*

*In the case of core work for public sector agencies the Crown Solicitor meets these costs.*

For each of your portfolio agencies in 2001-02:

(6) (a) How much was spent on overseas trips in 2001-02 by officials? *Please provide a list of each trip, purpose and cost.*

(b) What is the estimate of money to be spent on overseas trips in 2002-03 by officials? *Please provide a list of each trip, purpose and cost.*

(7) (a) How much was spent on inter-state trips in 2001-02 by officials? *Please provide a list of each trip, purpose and cost?*

(b) What is the estimate of money to be spent on interstate trips in 2002-03 by officials? *Please provide a list of each trip, purpose and cost?*

**Answers:**

(6) (a) and (b) *Details regarding all official overseas travel is included in the annual report and is in accordance with the appropriate guidelines.*

*Expenditure depends on the particular issues requiring overseas travel.*

(7) (a) and (b) *Interstate travel by portfolio agencies was undertaken in accordance with appropriate guidelines.*

*Expenditure depends on the particular issues requiring travel.*

For each of your portfolio agencies in 2001-02:

(8) (a) How much was spent on office fitouts and refurbishments?

(b) What is the estimated cost for 2002-03?

(9) (a) How much was spent on the cost of leases in the Sydney CBD?

(b) What is the estimated cost for 2002-03?

(10) (a) Was there any vacant or under-utilised office space?

(b) What is the cost of such unused office space?

**Answers:**

(8) (a) and (b) *All office accommodation fit-outs and refurbishments were undertaken in accordance with OH&S requirements and appropriate guidelines.*

*It is not possible to predict so early in the financial year the likely expenditure on accommodation and fit-outs in 2002-03.*

- (9) (a) and (b) *The Government Asset Management Committee (GAMC) monitors the leasing of the majority of government office space. Costs are kept to a minimum by virtue of the whole of government approach taken to leasing.*
- (10) (a) and (b) *The Government Asset Management Committee (GAMC) oversees the leasing of the majority of government office space. It monitors lease negotiations to maximise occupancy and avoid vacancies.*

For each of your portfolio agencies in 2001-02:

- (11) (a) How much money was spent on performance pay for public servants in:
- (i) 2000-01?
- (ii) 2001-02?
- (b) Did you personally approve these bonus payments?
- (12) (a) How much was spent on the salary packages for the Senior Executive Service?
- (b) What is the estimated cost for 2002-03?

**Answers:**

- (11) (a) and (b) *On 28 August 2001 Premier's Memorandum 2000-21 was issued indicating that performance pay was not to be made available to members of the Chief and Senior Executive Services.*

*Approvals for performance payments prior to 28 August 2001 as well as all other remuneration to members of the Senior Executive Service were made by the respective Chief Executive Officers*

- (12) (a) and (b) *Upon election, the Government inherited a Chief and Senior Executive Service of 1,434 positions. The Government reduced the number of Senior Executive Service positions in accordance with a commitment to do so. As at April 2002 there were 1,003. This is a reduction of 431.*

*Remuneration for the Senior Executive Service (SES) is determined by the Independent Statutory and Other Offices Remuneration Tribunal (SOORT). It is not possible to predict so early in the financial year the likely expenditure on SES remuneration. However, expenditure will be in accordance with any determinations by SOORT.*

For each of your portfolio agencies in 2001-02:

- (13) (a) Have any Departments or agencies been fined by a court or statutory or regulatory authority between July 1 2001 and June 30, 2002?
- (b) If so, detail each fine and amount, and the reason for each fine?
- (14) How many times were matters referred for independent investigation to ICAC? *Please provide a breakdown of these referrals?*

**Answers:**

- (13) (a) and (b) *Any penalties imposed by a court or statutory authority are on the record of that court or statutory authority.*
- (14) *Section 11 of the Independent Commission Against Corruption Act 1988 requires the principal officer of an agency to report any matter the officer suspects on reasonable grounds concerns or may concern corruption.*

*Disclosure of information may identify issues under investigation and therefore impede these investigations.*

For each of your portfolio agencies in 2001-02:

- (15) (a) What fees were increased, and by how much?  
 (b) What fees are expected to be increased in 2002-03?

**Answer:**

*(15) (a) and (b) As was the case in the former Greiner/Fahey Government's any increases in fees are measured and take into account the specific fee, movements in the CPI and other related factors.*

**6. Mrs Forsythe asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr Andrew Refshauge, MP—**

- (1) (a) In 2001-02, how many board appointments were made you, or by your portfolio agencies?  
 (b) Of these appointments:  
 (i) How many were women?  
 (ii) How many were of people from a non-English speaking background?  
 (iii) How many were of people with a disability?  
 (iv) How many were Aboriginal Torres Strait Islanders?  
 (v) How many were young people?

**Answer:**

- (1) (a) The Government made a total of 1754 appointments to boards and committees in 2001/02.  
 (b) (i) Approximately 694 were female.  
 (ii) Due to the self-identifying nature of the nomination form no reliable figures are available for people from a non -English speaking background.  
 (iii) Due to the self identifying nature if the nomination form no reliable figures are available for people with a disability.  
 (iv) Due to the self identifying nature if the nomination form no reliable figures are available for Aboriginal Torres Strait Islanders.  
 (v) Due to the self identifying nature if the nomination form no reliable figures are available for young people.*

*'Planning Portfolio'*

**7. Ms Forsythe asked the Deputy Premier, Minister for Planning, Minister for Aboriginal Affairs and Minister for Housing:**

*In relation to the 'Sydney Harbour Foreshore Authority'*

- (1) What was the income from land and property sales for the Sydney Harbour Foreshore Authority for:  
 (a) 2000-2001?  
 (b) 2001-2002?

- (2) What dividend was paid in these years to the State Government?
- (3) (a) Has treasury issued any advice about the dividend to be paid in 2002-2003?  
 (b) If so, what advice has been received?
- (4) (a) Was any other dividend paid for the years above from Sydney Harbour Foreshore Authority?  
 (b) If so, how much and what was the source of income?
- (5) (a) Are any dividends sought from the income received from commercial or retail leases?  
 (b) If so, how much in:  
 (i) 2000-2001?  
 (ii) 2001-2002?  
 (c) What is anticipated to be paid in 2002-2003?

**Answers:**

- (1) (a) **\$54.154m**  
 (b) **\$21.225m**
- (2) **2000-01** *No cash dividend was paid to Treasury in 2000/01. This was part of an agreement between the Authority & Treasury that included a dividend payment from the Authority in 1999-2000 of \$35.974m.*  
**2001-02** *\$5.7m paid in June 2002*
- (3) (a) **Yes**  
 (b) **SHFA's Budget allows for a dividend payment of \$7.0m in 2002-03.**
- (4) (a) **The Authority paid no dividend in the years in question other than the \$5.7m outlined above paid in 2001/02.**  
 (b) **Not applicable**
- (5) (a) **Dividends are sought based on NSW Treasury's consideration of total operations taking into account commercial activities, community service obligations and the capital works the Authority undertakes in maintaining & developing Sydney's premier foreshore areas. No specific dividend is paid in relation to commercial or retail leases.**  
 (b) **(i) and (ii) Not applicable.**  
 (c) **Not applicable.**

**8. Mr Cohen asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr Andrew Refshauge, MP—**

*In relation to 'Coastal land acquisition funding'*

- (1) (a) Has the value of coastal land increased over the life of the Scheme?  
 (b) If so, at what rate?  
 (c) Have land values in some places increased by greater than 500%?
- (2) (a) Is the allocation of \$1.5m annually grossly inadequate?  
 (b) Doesn't the Scheme need an allocation more like that of the Sydney Regional Development Fund, say \$15-\$20m, if it is to have any hope of being effective?

- (c) Doesn't it also need to be able to accrue funds unspent to enhance the next years funding?
- (3) (a) What was the total cost of administration of the program in 2001/02 including staff costs and consultants/contractors
- (b) What are these estimated figures for 2002/03?
- (4) Is it anticipated that the program will be expanded in light of likely recommendations from the Comprehensive Coastal Assessment?

**Answers:**

- (1) (a) *Yes, real estate values in general and those along the coast have increased substantially over the past 25 years.*
- (b) *The rate has varied from place to place, as you would expect. Typically a coastal property originally worth \$100 000 might be expected to be worth \$1.5M to \$2M if purchased on to-day's market.*
- (c) *Yes, see b above.*
- (2) (a) *Obviously the allocation of more money would enable more to be done under the scheme. However that needs to be balanced against what else money could be used for.*
- (b) *This question will be answered by the review of coastal acquisition programs to be undertaken as part of our Coastal Protection Package.*
- (c) *See (b).*
- (3) (a) *The scheme is administered as a (small) component of the jobs of staff working on coastal policy and land management. Staff costs are not significant enough to record. The costs of valuation of lands etc amounted to \$44,788.97 in 2001/2002.*
- (b) *A similar amount is estimated for 2002/2003.*
- (4) *As indicated in the previous answers it is proposed to conduct a major review of the CLPS and related programs as part of our Coastal Protection Package.*

**9. Mr Cohen asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr Andrew Refshauge, MP—**

*In relation to 'Comprehensive Coastal Assessment'*

- (1) What financial provision and cost staging has been made for the implementation of the Comprehensive Coastal Assessment?
- (2) What is the timetable for completion and implementation of likely recommendations?

**Answers:**

- (1) *The Comprehensive Coastal Assessment has been provided with funding of \$8.620 million. For the financial year 2001/2002 Treasury allocated \$1.556 million in July 2001. For the financial year of 2002/2003 Treasury allocated \$5.125 million with the remaining \$1.938 million for the financial year of 2003/2004. Second and third year funding was notional and may require some redistribution.*
- (2) *The timetable for completion and implementation of likely recommendations is:*
- *CCA project scoped and work plans finalised by December 2002.*
  - *Projects completed by December 2003.*
  - *Data analysis, assessment and options developed by June 2004*
  - *Recommendations to Government by December 2004.*

**10. Mr Cohen asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr Andrew Refshauge, MP—**

*In relation to ‘Mining Exploration for Western Regional Assessment’*

- (1) How much money has been provided to the DMR or private consultants by RACAC to assist with the exploration of mineral resources in the Brigalow Belt Bioregion? *Please itemise this spending.*
- (2) (a) Has a detailed environmental assessment (eg. an EIS) preceded any on-ground exploratory works within areas of state forest where exploration took place?
- (b) If not, why not?

**Answers:**

- (1) *No funding has been provided by RACAC to the DMR or private consultants to directly assist with the exploration of mineral resources. Consistent with the approach taken by RACAC in all its previous regional assessments, RACAC has endorsed the funding of a contribution to the collection of data by the DMR to inform recommendations and decisions on land use in the Brigalow Belt South Bioregion (BBSB).*

*Funding for BBSB Geology was \$204,000 RACAC contribution and \$124,000 DMR contribution. Funding for BBSB Assessment of mineral and energy resources potential was \$280,000 RACAC contribution and \$158,000 DMR contribution.*

- (2) (a) and (b) *I am advised DMR undertook reviews of environmental factors (REFs) for exploration work in State Forests. Further information should be sought from DMR.*

**11. Mr Cohen asked the Minister for Planning, Aboriginal Affairs and Housing the Hon Dr Andrew Refshauge, MP—**

*In relation to ‘M5 East Tunnel’*

What is the Minister doing to ensure compliance with the other over 150 “stringent” conditions for the M5 East motorway, particularly Conditions 70 to 81 that covered air quality issues.

**Answers:**

*Of the 150 conditions imposed on the project some 24 relate to the operation stage. In relation to air quality issues, monitoring and other reports are provided to and reviewed by the Department of Planning on a regular basis.*

**12. Mr Cohen asked the Minister for Planning, Aboriginal Affairs and Housing the Hon Dr Andrew Refshauge, MP—**

*In relation to ‘Compliance Monitoring’*

- (1) What is the present total budget for monitoring compliance with all development approval conditions set by the Minister and the Department;
- (2) How many projects are involved and how does the Department categorise them?
- (3) How many staff members are dedicated to compliance monitoring?
- (4) How does the Department ensure that compliance monitoring is maintained for a sufficient period?
- (5) What is the total forward budget provision and how is it categorised

**Answers:**

- (1) *Compliance monitoring is undertaken as an integral part of the assessment function.*
- (2) *Compliance monitoring is an issue for all projects to varying degrees*

- (3) *All staff in the Department's assessment area undertake compliance monitoring work.*
- (4) *Compliance monitoring is ongoing.*
- (5) *As per above.*

*'Aboriginal Portfolio'*

**13. Mr Cohen asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr A J Refshauge, MP—**

Average staffing (EFT) has increased from 41 to 48. Last year I asked a question regarding temporary workers. You advised me that your Departmental Head was in the process of making temporary workers permanent.

- (1) How is this proceeding?
- (2) Of the 48 workers how many are now permanent?

*Answers:*

- (1) *The action to recruit permanent staff is proceeding well.*
- (2) *DAA is following Public Sector processes in terms of negotiating on a position by position basis with the Treasury and the Public Sector Management Office about approval to fill vacancies. Twenty Two employees are now permanent.*

**14. Mr Cohen asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr A J Refshauge, MP—**

On page 41 of NSW Social Justice Budget Statement regarding the program entitled "Partnerships: A New Way of Doing Business with Aboriginal People". You specify that the Government has successfully undertaken a range of programs and initiatives that have significantly benefited Aboriginal people.

- (1) What sort of benefits?
- (2) How do you measure success?

*Answers:*

- (1) and (2) *Aboriginal people have been involved in decision making processes for the ACDP and Amendments to the Aboriginal Land Rights Act. We are delivering housing and infrastructure to 22 disadvantaged Aboriginal communities across NSW. In addition the current development of the New Aboriginal Affairs policy, 'Partnerships: A New Way of Doing Business with Aboriginal People' will aim to improve the way Government does business with Aboriginal people*

*Progress will be measured thorough the use of performance indicators.*

**15. Ms Gardiner asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr Andrew Refshauge, MP—**

- (1) In the commentary on Housing Assistance Program, it states that \$30 million will be provided to deliver 'a wide-ranging set of reforms and new housing assistance programs over the 3 year period to 2004/05' and that \$11.1 million is provided in 2002/03.
  - (a) How much of the total allocation is for the specific reforms announced by the Minister in February 2002?
  - (b) What is the specific breakdown of the amounts that will be allocated to each reform eg. renewable tenancies, the Assistance Tenancy Scheme, Neighbour Aides?
- (2) In Budget Paper No.3, Volume 2, 14-7 it states that the Government is provided \$11.1 million to deliver modernised conditions of tenure in public housing. These new conditions include renewable tenancies and rental bonds.

- (a) How is the money allocated to be spent?
- (b) What proportion of the total amount will be spent on information technology infrastructure?

**Answers:**

- (1) (a) *\$30 million for the 3 year period to 2004/2005 and \$11.1 million for 2002/2003.*
- (b) *\$5.5 million of the funds will be allocated to the ten new Intensive Tenancy Management projects that I announced in June 2002. The remainder will be progressively allocated among the other projects as they are further developed.*
- (2) (a) *Delivering the new products and services progressively across NSW.*
- (b) **A small proportion of the total allocation for the introduction of bonds and renewable tenancies will need to be spent on IT support.**

**16. Mrs Forsythe asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr Andrew Refshauge, MP—**

- (1) How many people does the Department of housing currently employ and what is the cost of employing those people?
- (2) As of 30 June 1995, there were only 1937 staff in your department.
  - (a) Why have the numbers increased by so much?
  - (b) Where are the extra people being employed?
- (3) (a) How many dwelling units were demolished last year?
- (b) How many dwellings were sold last year?
- (c) How much money did the Department of Housing realise from the sale of properties?
- (d) How many new dwelling units were completed or acquired last year (excluding leased properties)?
- (e) How many properties does the NSW Department of Housing actually own?
- (f) How many properties does the NSW Department of Housing manage?
- (4) Last year \$80.5 million was spent on the Accelerated Improvement Program to upgrade NSW Department of Housing properties that are in poor condition.
  - (a) Can you provide a breakdown of where this money came from?
  - (b) How many properties were upgraded under the Accelerated Improvement Program?
  - (c) How much on average is spent on each dwelling upgraded under the Accelerated Improvement Program?
  - (d) What is Resitech's target for the length time each upgrade will last for – in other words, how long will it be before it will be necessary to upgrade that property again?
  - (e) How then do you explain the case of the lady from Queanbeyan who had holes in her walls and ceiling repaired by Resitech, and who found the new plaster falling out only after eight weeks?
  - (f) Would you regard this as an appropriate use of taxpayers' money, or do you think it would have been better to have spent more and done the job properly in the first place?
- (5) Would blacklisted tenants only be subject to the new measurers for public housing tenants proposed in February – that is, new tenants would have to sign a lease and pay a four-week bond, or would there be tougher conditions placed on tenants with a history of behaving badly?
- (6) (a) How many properties are vacant on average on any night of the year?

- (b) Why are these properties vacant?
- (c) What proposals do you have for reducing the vacancy rate, given the 96,000 applicants on the public housing waiting list?

**Answers:**

(1) *As at 31 March 2002, the Department employed 2160 (EFT) excluding Resitech, which employed 115 (EFT). The cost of employing these staff (including Resitech) for the 2001/02 financial year was \$127,102,005.*

(2) *The increase in staff numbers between 1995 and 2002 is a result of:*

<b>1996 – 2002</b>	<i>Creation of Intensive Tenancy Management and Community Renewal Projects across all regions.</i>	88
<b>1997</b>	<i>Creation of the Housing Call Centre</i>	97
<b>1999</b>	<i>Transfer of Policy and Strategy Division from NSW Planning.</i>	35
<b>1999</b>	<i>Transfer of Office of Community Housing.</i>	51
<b>1999</b>	<i>Creation of Housing Finance Investment Group</i>	14
<b>1999</b>	<i>Transfer of Home Purchase Assistance Authority</i>	28
	<b>Total Increase</b>	<b>313</b>

*Note: 128 of the 313 additional staff were transferred from other agencies.*

- (3) (a) 316
- (b) 656
- (c) \$71.794 m of \$121.586m was from sale of public housing properties.
- (d) 1064 were completed and 111 have reached settlement (acquired) but not completed.
- (e) 133,001 (this excludes properties previously transferred to Aboriginal Housing Office)
- (f) 140,049 (this includes properties managed on behalf of the Aboriginal Housing Office)
- (4) *Last year the Department actually spent \$99.316 million on improvements (AIP - Accelerated Improvements Program) to upgrade properties that are in poor condition.*
- (a) *NSW Treasury consolidated funds – CSHA*
- *NSW = \$10.56 million*
  - *CSHA = \$88.76 million*
- (b) *7430 properties were upgraded under the Accelerated Improvement Program*
- (c) *\$11,200 on average is spent on each dwelling upgraded under the Accelerated Improvement Program.*
- (d) *The Department has a process of cyclical condition assessments that determine the scheduling of our major periodic maintenance. The level of investment in maintenance and its timing for individual properties varies dependent upon many factors including age, use and design and the relationship of the property to the Department's redevelopment and community renewal programs.*
- (e) *The work was completed below departmental standards and was defected during the defects liability period. This has been rectified.*
- (f) *All works are required to be delivered to the Department's standards as per the contract. Any repairs that fall below the standard are rectified at the contractor's expense.*
- (5) *The Department does not have a list of tenants who are considered to be blacklisted. Community consultation to formulate the Bonds and Renewable Tenancy policies is currently underway. No decision has yet been made as to how the policies will apply to former unsatisfactory tenants.*

- (6) (a) *The most recent "report on Government Service" compiled by the Productivity Commission shows that NSW had the lowest vacancy rates of any public housing authority in Australia.*

*Federal figures show that as at 30 June 2001, 98.2% of all NSW public housing dwellings were occupied. This compares to the national average of 96.6%.*

*Public Housing stock occupancy rates at 30 June 2001 (%)*

NSW	VIC	QLD	WA	SA	TAS	ACT	NT	AUST
98.2	96.2	96.6	95.6	94.4	94.3	95.7	95.2	96.6

*This also compares favourably to vacancy rates in the private sector. The Real Estate Institute figures show that, as at 30 June 2001, the vacancy rate for private rentals in Sydney was 3%. The vacancy rate for public housing in Sydney was 1.8%.*

- (b) *During the vacancy period public housing properties are cleaned and repaired, consistent with the requirements of the Residential Tenancies Act and the Department's property condition assessment standards. Properties remain vacant for longer periods when:*
- *They require extensive modification or refurbishment*
  - *They are older properties including heritage listed properties*
  - *They are hard to let, mostly in country areas.*
- (c) *Despite the Department's favourable vacancy rate to the private sector and other jurisdictions, it is still implementing a range of strategies to improve performance and reduce the length of time a property is vacant. These strategies are:*
- *Repairing the property quickly and undertaking major upgrading work after the next tenant has moved in.*
  - *Implementing new Maintenance Contracts with measured and stricter guidelines and timeframes for vacant rectification.*
  - *Undertaking the Accelerated Improvement Program of public housing across the State to ensure that all properties meet defined asset standards. This will result in fewer repairs needing to be undertaken when a tenant vacates, thereby reducing the time a property remains vacant.*
  - *Selling or redeveloping older housing that are costly to repair or have reached the end of their economic use.*
  - *Leasing properties on a short-term basis for crisis housing where the Department intends to redevelop the property in the longer term.*
  - *In country towns where there is no waiting list, determining whether to sell the property or transfer it to another housing agency, such as an Aboriginal Housing group to manage.*
  - *Where a property is "hard to let" or rejected a number of times, negotiating with prospective tenants about small improvements that improve acceptance rates.*

*There were only 90,837 people on the Housing Register at 30 April 2002 compared to 97,130 at 30 April 2001.*

**17. Mr Cohen asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr Andrew Refshauge, MP—**

- (1) In Budget Paper No. 3, Volume 2, 14-7, it states that the Government is providing \$11.1 million to deliver modernized conditions of tenure in public housing. These new conditions include renewable tenancies and rental bonds.
- (a) How is the money allocated to be spent?

- (b) What proportion of the total amount will be spent on information technology infrastructure?
- (2) In the Commentary on Housing Assistance Program, it states that \$30 million will be provided to deliver 'a wide-ranging set of reforms and new housing assistance programs over the 3 year period to 2004-2005' and that \$11.1 million is provided in 2002/03 budget.
- (a) How much of the total allocation is for the specific reforms announced by the Minister in February 2002?
- (b) What is the specific breakdown of the amounts that will be allocated to each reform eg: renewable tenancies, the assisted Tenancy Scheme, Neighbour Aids?

**Answers:**

- (1) (a) *The money allocated will be spent directly on implementing a range of new products and services.*
- (b) *Nil.*
- (2) (a) *\$30 million for the 3 year period to 2004/2005 and \$11.1 million for 2002/2003.*
- (b) *\$5.5 million of the funds will be allocated to the ten new Intensive Tenancy Management projects that I announced in June 2002. The remainder will be progressively allocated among the other projects as they are introduced.*

**18. Mr Cohen asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr Andrew Refshauge, MP—**

*Relevant page in the Budget papers: pp 14-42*

The budget papers specify there has been a steady decrease since 1999-00 of units of public and community housing completed from 1,715 to 1,182 in 2001-02 to 999 in 2002-03. There has been an increase since 1999-00 in accommodation leased for public and community housing from 493 to 1,035 in 2002-03.

This demonstrates a trend of the Government to increase leased accommodation but to decrease capital supply.

- (1) What benefits does the Government see in the long run in following this trend?
- (2) Given the long public housing waiting list wouldn't it be better to significantly increase the number of public and community housing completed?
- (3) Is the decrease due to the selling off of public housing stock and failing to replace it at the same levels?
- (4) What advantages if any is there on increasing leased accommodation over increasing capital supply?
- (5) What constructive things does the Government intend to do over the next year to deal with the problem of the ever increasing public housing waiting list?

**Answers:**

- (1) *Leasing properties provides the Government with greater flexibility in meeting demand as it changes over time and place. The Department of Housing currently has to deal with a significant mismatch between its available stock ( for example an oversupply of three and four bedroom houses) and the demand for housing (especially for one and two bedroom dwellings).*
- (2) *Given the constraints imposed on the Government by the Commonwealth's continuing cuts to funding for housing assistance through the CSHA, the Carr Government believes that its best way of addressing the need for safe and affordable housing is to provide a range of services, including housing in both capital and leased properties, private rental assistance and the range of new products which will help people with particular needs.*
- (3) *The decrease in the number of public and community housing units completed reflects the Government's commitment to using decreasing Commonwealth funds in a balanced way both to improve the standard of its existing dwellings and to expand the number of dwellings available in a flexible manner that meets changing demand.*

- (4) *See answer to (1) above.*
- (5) *Demand the Howard Government reinstate the \$371 million cut out of the CSHA. Further drastic cuts by the Commonwealth Government will have a disastrous impact on the ability of NSW to meet housing needs.*

*The public housing waiting list has stabilised over the last two years, indicating success in providing people in housing need with choices and the means to meet their need in the way that suits them best. The introduction of new housing assistance products over the next three years will significantly expand that range of choice and help more people to find affordable, appropriate and secure accommodation in other ways than through public housing.*

**19. Mr Cohen asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr Andrew Refshauge, MP—**

*Relevant page in the Budget papers: p 38 'Social Justice Budget Statement'*

Page 38 of the Social Justice Budget Statement specifies that the housing supply program will bring 1,945 dwellings to the public, community and Aboriginal housing sector.

- (1) Can this figure be added on to the total housing stock or does the figure replace sold and replaced housing stock?
- (2) How much housing stock has been sold and replaced over the last year?

**Answers:**

*(1) and (2) For Public Housing and Community Housing there were 679 units (667 Public Housing and 12 OCH) of housing stock were sold in 2001/02 and replaced by 1,064 completions in capital supply program (474 Public Housing and 590 OCH).*

**20. Mr Cohen asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr Andrew Refshauge, MP—**

*Relevant page in the Budget Papers: pp 14-47*

Page 14-7 specifies that the \$494 million to be provided from the Consolidated Fund is a reduction on the \$502.1 million budgeted for in 2001-02 which reflects a shift to leasing and completion of upgrades on housing stock transferred to the Aboriginal Housing Office, offset by extra State support for new housing products and services.

- (1) Given that the public housing waiting list is almost 100,000, why is there any reduction at all?
- (2) Why isn't more money spent on acquiring and building new housing stock?

**Answers:**

- (1) *The reduction in funding is essentially due to the decrease in the Commonwealth Government's commitment to the CSHA. The Commonwealth has been shirking its responsibilities and cutting \$371 million out of the CSHA over the last 7 years (since 1995/96).*
- (2) *Because of the Commonwealth Government's continuing cuts to payments to New South Wales under the CSHA, the NSW Government has to make difficult decisions about its priorities for housing spending. This budget provides a balance between acquiring new housing stock and upgrading existing stock to the standard that our tenants' rightfully expect in 2002. It may be noted that the Commonwealth's cuts in funding since it came to power have cost NSW nearly 1300 new houses or over 6000 leased houses which could have been acquired if funding had stayed at the same level.*

**21. Mr Cohen asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr Andrew Refshauge, MP—**

*In relation to 'Minto'*

The Minister recently made an announcement that the housing stock at Minto would be completely demolished and a mixture of public and private housing erected in its place.

- (1) How much public housing stock will be lost during the Minto program?
- (2) How much money does the Government expect to make from selling public housing land in Minto?
- (3) Will the money be used to replace lost housing stock?

**Answers:**

- (1) *A masterplan for project this project is being developed over the next 6 – 9 months. In the order of 800 townhouses will be demolished in Minto over the life of the project, estimated at about 10 years, to be replaced by a mix of public and private housing on standard allotments. A number of the new houses will be added to the public housing stock to house those tenants who want to stay in Minto and to ensure an adequate mix of public and private housing in the area. The redevelopment of Minto will also seek to replace lost public housing stock in the surrounding areas through redevelopment or purchase.*
- (2) *The land will be developed as a joint venture between the Department of Housing and private sector partners. It is currently estimated that the gross revenue generated by the project for the Department will be in the order of \$65 million. This revenue will in part cover any related project delivery costs.*
- (3) *Funds generated by the project will be used to purchase or build replacement public housing in areas of high demand.*

**22. Mr Cohen asked the Minister for Planning, Aboriginal Affairs and Housing, the Hon Dr Andrew Refshauge, MP—**

- (1) (a) What were the costs in implementing strategies contained in the Department's Disability Action Plan in 2001/02?
- (b) What were these strategies and what were the outcomes of implementation?
- (c) How much is allocated for implementation in 2002/03?
- (2) (a) What was the total expenditure on modification of public housing to accommodate people with disability in 2001/02?
- (b) What is the allocated expenditure in 2002/03?
- (3) (a) What was the total expenditure on construction of accessible Public Housing for people with disability in 2001/02?
- (b) What is the allocated expenditure in 2002/03?
- (4) (a) Can the Minister please outline other initiatives that were pursued in 2001/02 to improve access to Public Housing for people with disability?
- (b) What initiatives are proposed in 2002/03?
- (5) (a) How many people with a disability are currently accommodated in public housing?
- (b) What is the level of unmet demand for public housing among people with disability?
- (6) (a) What was the total expenditure on modification of Community Housing to accommodate people with disability in 2001/02?
- (b) What will it be in 2002/03?
- (7) (a) What was the total expenditure on construction of accessible Community Housing for people with disability in 2001/02?
- (b) What will it be in 2002/03?

- (8) (a) What other initiatives were pursued in 2001/02 to improve access to Community Housing for people with disability?  
 (b) What initiatives are proposed in 2002/03?
- (9) (a) How many people with disability are currently accommodated in Community Housing?  
 (b) What is the level of unmet demand for Community Housing among people with disability?
- (10) (a) What was the total expenditure on modification of Aboriginal Housing to accommodate people with disability in 2001/02?  
 (b) What will it be in 2002/03?
- (11) (a) What was the total expenditure on construction of accessible Aboriginal Housing for people with disability in 2001/02?  
 (b) What will it be in 2002/03?
- (12) (a) What other initiatives were pursued in 2001/02 to improve access to Aboriginal Housing for people with disability?  
 (b) What initiatives are proposed in 2002/03?
- (13) (a) How many people with disability are currently accommodated in Aboriginal Housing?  
 (b) What is the level of unmet demand for Aboriginal Housing among people with disability?
- (14) What measures have been taken to address delays in modifying social housing for Aboriginal people with disabilities when ownership and management responsibilities are shared between NSW State government agencies and Aboriginal non-government organisations?
- (15) What measures are in place to improve participation levels by tenants with disability in Public Housing Tenant Participation Programs and what funds are available for this purpose?

**Answers:**

- (1) (a) *The cost of implementing strategies contained in the Department of Housing's Disability Action Plan in 2001-2002 is estimated at \$14.788M (property modification costs).*
- (b) *The strategies included:*
- *Increasing the number of fully accessible dwellings.*  
*During 2001/02, a total of 406 pensioner units were completed, 239 were public housing dwellings and 167 were community housing dwellings.*  
*In addition, during 2001/02, the Department has also commenced the construction of 405 new pensioner units for completion in 2002/03.*
  - *The TTY Telephone Service operated 24 hours a day by the Call Centre has been widely promoted and provides information and services to people who are hearing impaired.*
  - *Tenants with disabilities and representatives from peak disability agencies participated in a wide range of forums at Regional and Corporate levels, such as the Public Housing Customer Council; Disability Action Plan Consultation; Tenants and Community Initiatives Program forums; Regional Housing Assistance Planning consultations.*
  - *The Department of Housing has provided \$20,825 to a Non Government Organisation, People with Disabilities, to provide training to Tenant Participation groups on improving participation levels of tenants with a disability. These measures include training workshops for both metropolitan and country regions, preparation of a resource manual and development of a specialised website.*

*In June 2002 a Social Housing Tenant Conference was held where provisions were made to cater for tenant participants with disabilities. Two interpreters for the deaf were utilised to translate for deaf tenants during the two days of the Conference and special arrangements made to accommodate the needs of other disabled participants.*

- *As at 30 June 2002, 143 members of staff reported having a disability. Of these, 29% were provided with support services and technical equipment; the remaining indicating that they do not require any work adjustments.*
- (c) *The budget allocations for implementation in 2002/03 are estimated at \$14,975M. This is in addition to the expenditure described on Question 14, (15).*
- (2) (a) *\$4.924 million*
- (b) *\$4.607 million*
- (3) (a) *\$9.864 million has been calculated as being expended on the construction on units for people with a disability.*
- (b) *\$10.368 million has been targeted for the construction of units for people with a disability.*
- (4) (a) *During 2001/2002, the Department pursued a range of other initiatives to improve access to Public Housing for people with disability. The initiatives included:*
- *Developing a Strategy to improve the location of dwellings for people with disabilities to live closer to community and support services.*
  - *Approving Priority Housing allocations to ensure that people with a disability receive priority access to public housing.*
  - *Providing the Special Assistance Subsidy to specifically target approved priority housing clients with a disability or HIV/AIDS. Clients are assisted with this rental assistance product to enable them to rent privately while they are awaiting suitable public housing accommodation.*
  - *Increasing participation of client's with disability on Departmental advisory committees, working parties and through employment practices.*
  - *Providing training to staff about the support needs of people with disabilities.*
  - *Increasing the provision of information about housing assistance options to people with disabilities and their advocates.*
  - *Increasing the participation at all levels of people with disabilities in the Departmental workforce.*
  - *Ensuring that the Department's complaints, client feedback and grievances mechanisms are accessible to tenants and applicants with disabilities, their families and carers and staff with disabilities, as applicable.*
  - *Developing and sustaining appropriate accommodation and support packages for public and community housing tenants and applicants.*
  - *Providing data and needs indicators for people with disabilities to inform business planning and development.*
  - *Providing appropriate levels of support to tenants with complex needs through the Supported Housing Strategy program to assist them to live in general public housing.*
  - *Maintaining with NSW Health, the Statewide Joint Guarantee of Service for People with a Mental Illness.*
  - *Leading the Partnership Against Homelessness Project between the Department of Housing and 8 state and local government agencies to help resolve the needs of homeless men and women in Woolloomooloo, in the inner city of Sydney.*

- *Establishing two pilot models under the Assisted Tenancy Project in South-West Sydney and the Central Coast, involving the Departments of Housing, Health, and Ageing, Disability and Home Care. This innovative arrangement enables people with complex support needs who require services from more than one agency on a co-ordinated basis to live independently in public housing. Each pilot will assist up to 20 clients each.*
  - *Through the Ageing in Place Project the Department has engaged an Aged Care and Rehabilitation Service to formally assess the physical, social and support needs of up to 100 persons in receipt of the Age or Disability Support Pension in a public housing complex in the Inner West of Sydney. The project will assess individual tenants, refer them to appropriate services if needed and make recommendations about modification or changes to their dwelling.*
- (b) *In addition to the core business housing assistance products, modifications and construction of new dwellings, the new initiatives proposed for 2002/03 for people with disabilities, are dependent on the outcome of consultations to be held in July 2002 with Departmental staff and key peak disability organizations.*

*Planning of additional initiatives will be undertaken under the Department's Supported Housing Strategy that will:*

- ⇒ *improve the independence, security and safety of people with complex needs who live in public and community housing;*
  - ⇒ *provide tenants with improved access to support services; and*
  - ⇒ *help people who would otherwise be unable to live in public or community housing because of their complex needs.*
- *During 2002/03 the Partnership Against Homelessness Project in Woolloomooloo is planning the blueprint for a larger action plan to address the needs of people sleeping in public places across the whole of the Inner City.*
  - *The Assisted Tenancy Project will be evaluated and the results used to formulate long-term strategies to assist people with complex needs to secure and maintain housing.*
  - *Pursuing the Ageing in Place Project which will continue to inform strategies for assisting existing tenants who are aging or have a disability to maintain their tenancy.*

- (5) (a) *It is not possible to calculate this. However, between November 1999 to December 2001 15% of households accommodated at least one person with a disability.*
- (b) *As at 31 December 2001, approximately 4% of applicants had a disability.*
- (6) (a) *In 2001/02, approximately 55 units were either constructed as adaptable units or were modified at a total cost of approximately \$7.0 million. (The total cost on modification of Community Housing represents the total cost of the unit and not the actual additional cost of modification of the units.)*
- (b) *The total cost for 2002/03 will be approximately \$5.25 million.*
- (7) (a) *All ground floor units in SEPP 5 developments are accessible for people with a disability. In 2001/02, 95 units were built as accessible/visitable units for a total expenditure of \$8.26 million.*
- (b) *The total cost for 2002/03 will be approximately \$6.2 million.*
- (8) (a) *In 2001/02, the Office of Community Housing substantially completed the development of a Community Housing Disability Policy. The Policy supports the provision of community housing services, which are non-discriminatory and responsive to the needs of people with disabilities who are eligible for social housing in NSW. The Policy contains the following policy statements:*
- *people with disabilities benefit from co-ordinated planning processes that maximise community housing options within the Office of Community Housing's broader resource*

*allocation framework and within the resource allocation framework of community housing providers;*

- *people with disabilities have equitable access to community housing;*
- *community housing clients with disabilities benefit from good asset management practices;*
- *community housing clients with disabilities have access to information about their rights and responsibilities ;*
- *people with disabilities benefit from co-operative approaches to planning, funding and providing community housing options; and*
- *people with disabilities have equitable access to employment opportunities within the Office of Community Housing and community housing sector.*

*(b) The Community Housing Disability Policy will be implemented in 2002/03.*

- (9) (a) Community housing providers funded under the CSHA reported to the Office of Community Housing at 30 June 2001 that 10% of the 21,100 residents (ie 2,110 residents) living in properties they managed were known to have a disability.*
- (b) Community housing providers are not required to provide annual comprehensive statistics to the Office on unmet demand for particular target groups.*
- (10) (a) In 2001/02 total expenditure on modification of NSW Aboriginal Housing Office dwellings to accommodate people with a disability was \$119,224.*
- (b) The Office is yet to be allocated the 2002/03 budget for expenditure on modification of dwellings to accommodate people with a disability.*
- (11) (a) See 10 above.*
- (b) See 10 above.*
- (12) (a) The NSW Aboriginal Housing Office has developed the “Standards for Building and Buying Aboriginal Housing” which establishes the minimum standards for Aboriginal Housing in NSW. These standards state that the preferred practice is that a percentage of dwellings constructed in each community should allow for modifications or adaptations if needed.*
- (b) The Office will continue to address the needs of Aboriginal people with a disability as a key priority in 2002/03 including housing responses targeted to people with a disability and to older Aboriginal people.*
- (13) (a) The number of people with a disability currently accommodated in Aboriginal Housing Office accommodation is not recorded.*
- (b) As at 31 December 2001, approximately 42 Aboriginal applicant households with a disclosed disability are on the waiting list for public housing.*
- (14) Service Agreements have been established which clarify the roles of involved agencies. Aboriginal non-government agencies that identify households with disabilities where modifications may be necessary are able to seek assistance from the NSW Aboriginal Housing Office and from other relevant government programs. The Office can allocate funding from the Repairs and Maintenance budget to address an urgent need and will negotiate funding arrangements with relevant agencies as required.*
- (15) The Department of Housing has provided \$20, 825 to a Non Government Organisation, People with Disabilities, to provide training to Tenant Participation groups on improving participation levels of tenants with a disability. These measures include training workshops for both metropolitan and country regions, preparation of a resource manual and development of a specialised website.*

*In June 2002 a Social Housing Tenant Conference was held where provisions were made to cater for tenant participants with disabilities. Two interpreters for the deaf were utilised to translate for deaf tenants during the two days of the Conference and special arrangements made to accommodate the needs of other disabled participants.*