

## TABLE FOR DOCUMENTING LOCAL KNOWLEDGE ON HOUSING NEEDS

This Table has been developed to assist you to record the local knowledge that you gain in your day-to-day contact with clients, by attending local meetings, reading local newspapers and reports and perhaps also by living locally.

This Table is intended to:

1. Document your knowledge of those groups in your community who are in housing need, and how you gained this knowledge
2. Identify those groups who you suspect may be in housing need, but have no information to substantiate this
3. Identify those groups who are adequately catered for in relation to housing

Please be as specific as possible when filling in this Table. We need to know what the issues are, where they occur and where you found out about them.

Your input is valuable. The information in this Table will be one of the 3 key sources of information for the Local Planning Workshop that will be held in your Area Office during October-November, 2000. The other key information sources are:

1. Quantitative data, which is being compiled by Planning and Strategic Management
2. Output information, which is being compiled by Public Housing, Property Portfolio Management, Community Housing, Aboriginal and Torres Strait Housing and Private Housing Assistance.

WE HAVE DEVELOPED A SAMPLE PAGE OF "LOCAL KNOWLEDGE" TO ILLUSTRATE THE APPROACH. THIS IS ATTACHED.

If you have any comments or queries about this Table, please contact Ilona Papajcsik on (07) 3227 6858.

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**DO YOU HAVE CURRENT\* INFORMATION ON THE HOUSING ISSUES FOR THE FOLLOWING GROUPS?**

<b>Group</b>	<b>What are the major housing issues for this group?</b>	<b>Where are these issues known to occur?</b>	<b>What current information do you have regarding this issue in this community?</b>	<b>Where did you get this information?</b> List all sources – see below
<b>Older people</b>	<ol style="list-style-type: none"> <li>1. The large number of bedsits in the area – not wanted by older people</li> <li>2. Lack of disability facilities in owner occupied homes</li> <li>3. Lack of visitors bedrooms in DoH properties</li> <li>4. Unable to have pets on DoH units</li> <li>5. Older people living in houses they can't maintain (yards)</li> <li>6. Older people want ground level access</li> <li>7. Need to be close to services and transport</li> <li>8. There are no yards in SNR for those who want them</li> <li>9. Lack of car parks/ storage</li> <li>10. Lack of private rentals with adequate security</li> <li>11. Vulnerable to home invasion/personal security risk</li> <li>12. Importance of basic home fittings, ie carpets, shower curtains, curtains</li> </ol>	All occur throughout the whole region	<p>1,5,6,7, Number of hard to relet properties and waiting lists for purpose built or adaptable dwellings</p> <p>3,4,6,7,8,9,10,11,12 Client feedback, ie Property too small, need assistance for general home maintenance (light bulb changing, de-cobwebbing, lawn mowing), requesting room for grandchildren/guests</p> <p>2,5,6,7,11,12 Occupational Therapist assessments and referrals from other services, ie Blue Nurses, Hospital staff</p> <p>5,6,7,10,11 Rental application updates &amp; transfer requests indicate increasing need for modifications</p>	<p>2, 3, 7</p> <p>1, 6, 4, 7</p> <p>2, 6</p> <p>6, 7</p>

<p><b>Young people</b></p>	<ol style="list-style-type: none"> <li>1. Low income reduces affordable housing options</li> <li>2. Lifestyle conflicts with older residents in attached housing</li> <li>3. Need to be close to public transport, support services, TAFE</li> <li>4. Design needs to address sound proofing issues</li> <li>5. Set up costs as they have no furniture/ floor coverings/ curtains etc</li> <li>6. Young people have high mobility and often don't respond as they have changed address</li> <li>7. High unemployment limits options</li> <li>8. Lack of one-bedroom stock</li> <li>9. Lack of short-term one-bedroom stock to accommodation often transient lifestyle</li> <li>10. High need for life skills training, budgeting assistance, homemaking/keeping skills</li> </ol>	<p>All problems are relevant throughout the region. Employment is scarce throughout region and support services very limited in rural areas, ie Monto, Gayndah (Eidsvold community), Kingaroy and Wondai (Kingaroy community).</p>	<p>1,2,3,5,7, Client feedback, ie struggle to maintain private rental costs</p> <p>1,3,5,6, 9, 10 Referrals from other services, ie Accommodation support services, youth services, crisis accommodation</p> <p>8, Long wait lists for one bedroom stock impacted by lack of funding available for increased building</p> <p>2,4, Common complaints received from existing public housing tenants</p>	<p>1, 6, 4, 7, 5</p> <p>2, 6, 1, 4, 7</p> <p>3, 4, 9 (funding providers)</p> <p>2, 4, 6</p>
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<b>Group</b>	<b>What are the major housing issues for this group?</b>	<b>Where are these issues known to occur?</b>	<b>What current information do you have regarding this issue in this community?</b>	<b>Where did you get this information?</b> List all sources – see below
<b>People with a physical disability</b>	<ol style="list-style-type: none"> <li>1. Lack of accessible rental properties</li> <li>2. High construction and maintenance cost for adaptable housing discourages private sector from supplying this market</li> <li>3. Support Packages from Dept Families limit housing options as groups of people need to live together and pool their support hours</li> <li>4. Low turnover of purpose built housing creates demand for new construction</li> <li>5. Wait times are longer in rural areas for modified properties</li> <li>6. Increasing high needs in the Wide Bay-Burnett</li> <li>7. Close to access services such as transport, hospital and support networks</li> <li>8. Lack of interim measures whilst waiting for purpose built properties</li> <li>9. Lack of modified properties on the private rental market and in community housing organisations</li> </ol>	<p>Common regional issues</p> <p>(3) Bundaberg, Maryborough, Hervey Bay (Principal towns and their own community)</p> <p>(6) Bundaberg, Maryborough, Hervey Bay (Principal towns and their own community)</p> <p>(7) Gympie (Cooloola community) and Kingaroy (own community)</p>	<p>4,6, Number of hard to relet properties and waiting lists for purpose built or adaptable dwellings</p> <p>1,7,8,9, Client feedback, ie Need assistance for general home maintenance (light bulb changing, de-cobwebbing, lawn mowing)</p> <p>1,2,3,4,6,7,8,9 Occupational Therapist assessments and referrals from other services, ie Blue Nurses, Hospital staff</p> <p>1,2,4,5,6,7,8,9, Rental application updates &amp; transfer requests indicate increasing need for modifications</p> <p>1,2,8,9, Feedback from private rental organisations</p>	<p>2, 3, 7</p> <p>1, 6, 4, 7</p> <p>2, 6</p> <p>6, 7</p> <p>8, 7, 6, 4</p>

<p><b>People with a mental illness or psychiatric disability</b></p>	<ol style="list-style-type: none"> <li>1. Insufficient support services from Mental Health services</li> <li>2. There are insufficient one bedroom apartment complexes so many of these clients end up living in the same complex</li> <li>3. Low income limits their ability to access alternative housing options more suited to their disability, ie private rental house with more room and yard space</li> <li>4. Lack of privacy in older one bedroom apartments</li> <li>5. Close to access support services and transport</li> </ol>	<p>Throughout region although primarily in bigger centres, ie Bundaberg, Maryborough, Hervey Bay (own communities) where more basic support services are available</p>	<p>1,3,4,5 Occupational Therapist assessments and referrals from other services, ie Blue Nurses, Hospital staff</p> <p>2,4,5 Rental application updates &amp; transfer requests</p> <p>2,3,4,5 Client feedback or complaints</p> <p>3,5 Feedback from community and support workers</p>	<p>2, 4, 6</p> <p>1, 2, 3</p> <p>1, 2, 6, 4</p> <p>4, 6, 7</p>
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<b>Group</b>	<b>What are the major housing issues for this group?</b>	<b>Where are these issues known to occur?</b>	<b>What current information do you have regarding this issue in this community?</b>	<b>Where did you get this information?</b> List all sources – see below
<p><b>Indigenous people</b></p>	<ol style="list-style-type: none"> <li>1. Difficulty obtaining private rental</li> <li>2. Small numbers of ATSIH stock in this region result in long wait lists</li> <li>3. Cultural differences create tenancy difficulties eg large no's of visitors</li> </ol>	<p>Throughout region</p>	<p>1,3, Feedback from clients including existing public housing tenants</p> <p>1,3,4 Feedback from support organisations and/or representatives</p> <p>2,3, Wait lists and property count report</p>	<p>1, 2,</p> <p>2, 4, 6, 8</p> <p>2, 3</p>
<p><b>South Sea Islanders</b></p>	<ol style="list-style-type: none"> <li>1. Difficulty obtaining private rental</li> <li>2. Lack of support for culture specifically, ie separate from</li> </ol>	<p>Throughout region although primarily around Hervey Bay, Bundaberg</p>	<p>1,3,4 Feedback from clients</p> <p>1,3,4 Feedback from staff</p>	<p>1</p> <p>2</p>

	<p>services supplied to Aboriginal and Torres Strait Islander community</p> <p>3. Appropriate housing need due to extended family</p> <p>4. Cultural differences create tenancy difficulties eg large number of visitors</p>	and Maryborough (own communities)	<p>1,3,4 Feedback from external agencies</p> <p>2,3,4 Advice from support services</p> <p>3, Waiting list demand for 5 – 6 bedroom houses</p>	<p>4, 6, 7</p> <p>2, 4, 6</p> <p>2, 3</p>
<b>Migrants and refugees</b>	<p>1. Limited English speaking skills</p> <p>2. Often high expectations of standard of public housing stock</p> <p>3. Demand on local translating services</p> <p>4. Society perception</p>	Mainly larger centres, ie Bundaberg, Maryborough, Hervey Bay, (own communities) and Gympie (Cooloola community)	<p>1,2,3,4 Feedback from staff</p> <p>1,3,4 Feedback from external agencies</p> <p>1,3,4 Advice from support services</p>	<p>1, 2, 4, 6</p> <p>1, 4, 6</p> <p>4, 6</p>

<b>Group</b>	<b>What are the major housing issues for this group?</b>	<b>Where are these issues known to occur?</b>	<b>What current information do you have regarding this issue in this community?</b>	<b>Where did you get this information?</b> List all sources – see below
<b>People escaping domestic violence</b>	<ol style="list-style-type: none"> <li>1. Difficulty in hiding in small towns so they need to relocate away from natural support systems/ kids schools etc</li> <li>2. Expense of relocating to another town including impact with breakdown of family unit</li> <li>3. They need housing immediately</li> <li>4. They need secure housing</li> <li>5. Need to be near transport and services</li> <li>6. Shelters are often full</li> <li>7. They are likely to leave at short notice if found by their spouse which leads to loss of support networks and stability</li> <li>8. Yard security for children</li> </ol>	Primary centres and larger rural towns, ie Bundaberg, Maryborough, Hervey Bay, Kingaroy (own communities) and Gympie (Cooloola community)	<p>1,2,3,4,5,6,7,8 Feedback from clients</p> <p>1,2,3,4,5,6,7,8 Advice from support agencies and workers</p> <p>3,4,5,6,7,8 Waiting list updates and applicants and transfer requests</p>	<p>1, 2</p> <p>2, 3, 4, 6, 7</p> <p>1, 2, 3, 4, 6, 8</p>
<b>Homeless people</b>	<ol style="list-style-type: none"> <li>1. Lack of boarding houses – only pubs and SAP services</li> <li>2. Lack of furniture</li> <li>3. Lack of support services, ie budgeting, life skills</li> <li>4. Lack of a good tenancy record and references</li> <li>5. Loss of support when people create own homelessness</li> <li>6. Lack of short-term housing, ie boarding house style accommodation</li> </ol>	Primary centres and larger rural towns, ie Bundaberg, Maryborough, Hervey Bay, Kingaroy (own communities) and Gympie (Cooloola community)	<p>1,4,6 Advice from staff</p> <p>1,2,5,6 Advice from support workers and agencies</p> <p>1,2,3,4,6 Waiting list updates and applicants and transfer requests</p> <p>1,2,3,4,5,6 Research obtained when investigating priority housing claims</p> <p><b>Note:</b> Community Housing are developing plans, with local consultation, to build a boarding-house in central Bundaberg which may ease some pressure on short-term housing.</p>	<p>2</p> <p>4, 6, 7</p> <p>1, 2, 3, 6</p> <p>1, 2, 4,6, 8</p>

<p><b>People leaving institutions eg prisons, hospitals</b></p>	<ol style="list-style-type: none"> <li>1. Lack of domestic goods/ furniture</li> <li>2. Often they are known in the community and lessors are reluctant to rent to them</li> <li>3. Lack of good tenancy record and references</li> <li>4. Community perception</li> <li>5. High need for support services during adaptation back to society</li> </ol>	<p>Primary centres, Bundaberg, Maryborough and Hervey Bay (own communities)</p>	<p>1,3,4 Advice from staff</p> <p>1,2,3,4,5 Advice from support workers and agencies</p> <p>1,2,3 Research obtained when investigating priority housing claims</p> <p><b>Note:</b> Maryborough will be having a medium – high security correctional centre opening in October 2002. Wide Bay-Burnett Area Office Area Manager Scott Pollock is involved with the CAT team monitoring the impact this will have on houses in the surrounding areas.</p>	<p>2</p> <p>2, 4, 6</p> <p>1, 2, 4, 6, 8</p>
<p><b>Household type</b></p>	<p><i>What are the major housing issues for this group?</i></p>	<p><b>Where are these issues known to occur?</b></p>	<p><b>What current information do you have regarding this issue in this community?</b></p>	<p><b>Where did you get this information?</b></p> <p>List all sources – see below</p>
<p><b>Lone person</b></p>	<ol style="list-style-type: none"> <li>1. Unable to have pets for company in DoH</li> <li>2. No guest bedrooms in DoH</li> <li>3. Lack of bike storage resulting in bikes stored in units</li> <li>4. Low income (high unemployment &amp; minimal NSA or pension rate) reduces affordable housing options</li> <li>5. Similar issues to youth</li> <li>6. Long wait lists for one bedroom apartments</li> <li>7. Limited short-term housing options and lack of one-bedroom public housing stock</li> <li>8. Most support services are directed at families</li> </ol>	<p>Primary centres and larger rural towns, ie Bundaberg, Maryborough, Hervey Bay, Kingaroy (own communities) and Gympie (Cooloola community)</p>	<p>1,2,3,4, Client feedback, ie struggle to maintain private rental costs</p> <p>4,5,8 Referrals from other services, ie Accommodation support services, crisis accommodation, refuges</p> <p>6 Long wait lists for one bedroom stock impacted by lack of funding available for increased building</p> <p>1,2,3,4,5,6,7 Advice from staff including application and transfer requests</p> <p>See Note at Homeless People</p>	<p>1, 2</p> <p>1, 2, 4, 6</p> <p>2, 3</p> <p>2</p>

<b>One parent with children</b>	<ol style="list-style-type: none"> <li>1. Lack of safe/secure housing in private sector</li> <li>2. Much of DoH is apartments with small yards or common yard areas</li> <li>3. Needs to be close to services, schools, transport, recreational areas</li> <li>4. Many families need assistance with homemaking, budgeting, lifeskills</li> <li>5. Assistance with general home maintenance</li> <li>6. General privacy opposed to closed quarters of units</li> </ol>	Throughout region	<p>2,3,5,6 Advice from staff</p> <p>1,2,3,5,6 Advice from support agencies</p> <p>1,2,3,6 Demand on wait lists and common knockbacks on unit-style accommodation – also transfer demand</p> <p>1,3,5,6 Advice from clients</p>	<p>1, 2</p> <p>4, 6</p> <p>2, 1</p> <p>1, 2, 6</p>
<b>Couple, no children</b>	<ol style="list-style-type: none"> <li>1. Normally only entitled to one bedroom – no guest rooms</li> <li>2. Snrs entitled to two bedroom are often next to families with young kids – different lifestyles</li> <li>3. Large differences in ages and lifestyles in one bedroom RGS</li> <li>4. Uncovered car parks and only one car per unit</li> </ol>	Throughout region focussed on apartments and unit-style accommodation	<p>2,3 Advice from clients</p> <p>1,2,4 Advice from staff from feedback when allocating or processing applications or transfers</p> <p>4 Hard to let unit-style accommodation</p>	<p>1, 4, 6</p> <p>1, 2,</p> <p>2, 3</p>
<b>Couple with children</b>	<ol style="list-style-type: none"> <li>1. Lack of storage, sheds, small yards, uncovered carparks</li> <li>2. Lack of privacy (noise) in apartments</li> <li>3. Low fences don' t keep kids in the yard</li> <li>4. Families want security screen doors and windows</li> </ol>	Throughout region	Advice from staff from client feedback when allocating or processing applications or transfers	<p>1, 2, 6, 4</p>

<b>Household type</b>	<b>What are the major housing issues for this group?</b>	<b>Where are these issues known to occur?</b>	<b>What current information do you have regarding this issue in this community?</b>	<b>Where did you get this information?</b> List all sources – see below
<b>Large Families</b>	<ol style="list-style-type: none"> <li>1. Insufficient large houses in private and public housing</li> <li>2. Private landlords don't like large families</li> <li>3. Need 2-3 bathrooms</li> <li>4. Larger living areas are required both indoor and outdoor in Wide Bay-Burnett climate</li> </ol>	Throughout region	<p>Demand on wait list and insufficient stock numbers coupled with low stock in private rental market</p> <p>Advice from clients and support organisations along with feedback from staff</p>	<p>2, 3, 6, 8</p> <p>1, 2, 4, 6</p>

## **OTHER COMMENTS**

Lack of basic facilities in public housing makes private housing more attractive leading to short and no wait areas in public housing eg:

- Lack of floor coverings / curtains
- Lack of power points in older houses
- Public housing often has uncovered car parks
- Lack of storage
- Lack of security screens/ security doors

This problem is compounded by low private rents which makes private rental affordable when rent assistance is included in Centrelink payments.