



Queensland
Government
Department of **Housing**

Wide Bay Burnett

Local Housing Profile

18 December 2000

Part One: Introduction

Focusing on local needs is a key element in delivering effective, integrated, client focused services. A key objective for Local Housing Planning is that local needs, issues and priorities inform and influence major planning and policy development activities of the Department. To do this effectively the planning has to be based on sound and comprehensive information from all our Service Areas. To this end, a range of information for the Wide Bay Burnett area has been brought together and collated into an Information Resource Kit. A compilation of this information is attached.

At the planning workshop held on 21 November 2000, participants drawn from across all Service Areas worked together to gain a common understanding about the critical issues and priorities for Area. The participants reviewed the broad range of issues which impact on the Area and determined which issues needed to be addressed over the next three years. In addition participants suggested strategies that could address the particular issues and needs of this Area. These issues and proposed strategies are documented in this Local Housing Profile under specific area objectives.

The participants who were involved in the development of this profile include:

Scott Pollock	Area Manager Wide Bay Burnett Area Office
Joan Strohfeldt	Wide Bay Burnett Area Office (Bundaberg)
Wendy Masters	Wide Bay Burnett Area Office (Bundaberg)
Gary Archer	Wide Bay Burnett Area Office (Bundaberg)
Rod Gardiner	Wide Bay Burnett Area Office (Maryborough)
David Thomson	Aboriginal and Torres Strait Islander Housing

John Boulter

Community Housing

Jennie Love

Property Portfolio Management

Bernice Watson

Public Housing and Community Renewal

Tim Skinner

Planning and Strategic Management (AHU)

Caroline Paterson (scribe)

Client Services

Elissa Farrow (facilitator)

Planning and Strategic Management

This Profile

As outlined above, the major objective of this profile is to have local needs, issues and priorities inform and influence major planning and policy development activities. To facilitate this focus on assessed local priorities, this profile has been structured on the basis of the four key objectives identified for the Wide Bay Burnett Area. These are:

1. Housing demand will be more appropriately met by the Wide Bay Burnett Housing Market.
2. To actively build linkages with community and government to raise awareness and respond to housing need in Wide Bay Burnett.
3. Stock more appropriately aligned to demand and community standards in Wide Bay Burnett.
4. Better service and product delivery across Wide Bay Burnett.

Attachments

There are three attachments to this profile. They are:

1. Strengths and Weaknesses of the Area
2. Broad Issue Identification
3. Information Kit Compilation

**Objective 1 – Housing demand for clients will be more appropriately met by the Wide Bay Burnett Housing Market.
Strategy Identification and Development**

HOUSING NEED OR STRATEGIC ISSUE	OUTCOMES WE HOPE TO ACHIEVE	PROPOSED STRATEGIES	WHAT NEXT? (How and Who)	POST WORKSHOP UPDATE
<p>Large number and increasing number of seniors in Wide Bay - Burnett/lack of housing options</p> <p>Indigenous older people are also a key element of this groups</p>	<p>More appropriate options and greater choice for all seniors</p> <p>Closer alignment between RGS & SNR stock</p>	<ul style="list-style-type: none"> Investigating options through private sector for seniors eg topping up rent subsidy/joint venture low cost maintenance and security loans to help people stay in own home Indigenous strategy including cultural awareness, respect and sensitivity from staff Eligibility of seniors for 2 bed stock and age limits Identifying target group (who should be assisted by direct supply by PH) Bedsits (there is a pilot program planned, conversions are being considered) 	<p>Private Housing Assist PPM, AO, PH, HPA</p> <p>ATSIH and AO</p> <p>PH – policy PH</p> <p>PPM and PH</p>	<p>To be completed via the Intranet to keep participants updated about the status of the issue and strategy</p>

- Introduction of a more structured needs analysis or data capture mechanism needs to be installed to support identified housing needs, ie: itinerant workers may be perceived by head office as an issue but do they really have any impact on the local office in terms of rent assessment, higher turn over of country stock, impacting on low - income families needing longer term housing?

HOUSING NEED OR STRATEGIC ISSUE	OUTCOMES WE HOPE TO ACHIEVE	PROPOSED STRATEGIES	WHAT NEXT? (How and Who)	POST WORKSHOP UPDATE
Lack of housing options <ul style="list-style-type: none"> • Singles • Young people (ATSIH different criteria than PH) • Itinerant workers 	More appropriate options and greater choice	<ul style="list-style-type: none"> • Options with private sector eg guaranteed rent subsidy • Utilising bedsits for youth (Community managed or privately managed) • Investigating options other than public housing for itinerant workers (are they key target group clients) 	HPA AO, PPM, CH, PH AO – other areas as needed	
Lack of coordination between housing providers	Increased access points to available housing solutions	<ul style="list-style-type: none"> • Database across providers (community, private, government) • Potential for joint waiting lists eg adaptable housing (not clients – properties) 	Affordable Housing Unit PH, CH, HPA, AHU, AO	
Indigenous clients and Australian South Sea Islanders	Housing options which more appropriately meet client needs	<ul style="list-style-type: none"> • Training in cultural awareness • Respect • Sensitivity 	Area Office and Client Services Training Unit	

Objective 2 – To actively build linkages with community and government to raise awareness and respond to housing need in Wide Bay Burnett.

Strategy Identification and Development

HOUSING NEED OR STRATEGIC ISSUE	OUTCOMES WE HOPE TO ACHIEVE	PROPOSED STRATEGIES	WHAT NEXT? (How and Who)	POST WORKSHOP UPDATE
Regional Managers Forum	Improving service delivery through coordinated whole of government approach	<ul style="list-style-type: none"> Jointly work on an identified program Attend arranged meetings Ensure that housing is an issue to be discussed Installation of protocols to ensure information is filtered to a local level – view agreements already in place to benefit DOH 	Area Manager and Management Team	To be completed via the Intranet to keep participants updated about the status of the issue and strategy
Improve current linkages with other government agencies eg FYCCQ, DSQ, Health	Improved current linkages through development of protocols	<ul style="list-style-type: none"> Commitment to regular meetings Eg Bilateral agreement similar to the one between ATSIH, ATSIC, Housing, FYCCQ Find or establish a lead agency for housing 	AO PSM, HPR (all service areas may need to be involved)	

HOUSING NEED OR STRATEGIC ISSUE	OUTCOMES WE HOPE TO ACHIEVE	PROPOSED STRATEGIES	WHAT NEXT? (How and Who)	POST WORKSHOP UPDATE
		<ul style="list-style-type: none"> Contact with MLA's & LGA's to advertise public housing – not so much handing out forms but having posters reminding people it is available & where to access the forms. 		
Improve current linkages with community	Improving service delivery through coordinated whole of community approach	<ul style="list-style-type: none"> Commitment to regular meetings Attend interagency meetings Identify key stakeholders Link with specific cultural networks 	AO/CSM Funding for meetings may be required through community housing	
Education of external agents	Better informed community about housing needs and products of the Department	<ul style="list-style-type: none"> Training programs developed Commitment to regular meetings with an education component build into the agenda 	Area Office and Service Areas where required	

Objective 3 – Stock more appropriately aligned to demand and community standards in Wide Bay Burnett.

Strategy Identification and Development

HOUSING NEED OR STRATEGIC ISSUE	OUTCOMES WE HOPE TO ACHIEVE	PROPOSED STRATEGIES	WHAT NEXT? (How and Who)	POST WORKSHOP UPDATE
Stock in terms of bed numbers does not meet demand eg large bedrooms	Appropriate stock to meet key target group	<ul style="list-style-type: none"> Formalised and endorsed identification of key target group ie use local rules framework Identify key portfolio and the gaps/surplus Options for addressing gaps 	<p>AO and PH</p> <p>AO and PPM and PH</p> <ul style="list-style-type: none"> Reinvestment of revenue (AO and PPM) Conversion of existing stock (AO, PH, PPM) Policy on entitlements (PH and AO) 	To be completed via the Intranet to keep participants updated about the status of the issue and strategy
Aged and poor PH stock particularly in regional/rural	Key portfolio meets community standards and is able to be maintained to a satisfactory level	<ul style="list-style-type: none"> Identify key portfolio and surplus Strategies for identifying potential stock improvements and disposal 	<p>AO and PPM and PH</p> <p>Involved private sector eg bulk sale opportunities – AO and PPM</p>	

HOUSING NEED OR STRATEGIC ISSUE	OUTCOMES WE HOPE TO ACHIEVE	PROPOSED STRATEGIES	WHAT NEXT? (How and Who)	POST WORKSHOP UPDATE
		<ul style="list-style-type: none"> Short term incentives eg rent discounts for older stock to keep stock tenanted 	PH and PPM (SAM)	
Lack of coordination across Department of Housing output areas (PH, CH, ATSIH as well as HPA)	Better match of stock and programs with need	<ul style="list-style-type: none"> Improved communication between program areas in relation to property decisions eg clear process More flexible policies around use of stock eg local rules Need to align standards across programs – determining what the standard is e g: CRS vs PH. CRS client not wishing to move on because of the quality of the accommodation of CRS Effective use of rental subsidy program – ie identifying more clients 	<p>AO, PH, ATSIH, CH, PPM, HPA</p> <p>PH and AO</p> <p>PH, PPM, CH, ATSIH. AO in terms of regional specific standards eg safe rooms for ATSIH use of PH and CH</p>	

Objective 4 – Better service and product delivery across Wide Bay Burnett.

Strategy Identification and Development

HOUSING NEED OR STRATEGIC ISSUE	OUTCOMES WE HOPE TO ACHIEVE	PROPOSED STRATEGIES	WHAT NEXT? (How and Who)	POST WORKSHOP UPDATE
Appropriately delegated decision making	More efficient and effective service delivery Better targeted and timely delivery	<ul style="list-style-type: none"> Establish local rules Internal work practices (outsourcing expertise to other agencies) To have nominated contact people in each service area 	AO, PH and CR	To be completed via the Intranet to keep participants updated about the status of the issue and strategy
Decentralisation	Improved and equal service to all clients and locations	<ul style="list-style-type: none"> Review current provisions (IT, resources, current practices) Investigate option of establishing a new client service centre in another part of the area eg Gympie 	Area Office to do the initial assessment with Client Services and then involve other service areas ie business support, corporate services where necessary	
Services provided by Q - Gap and other agencies ie courts	Improving linkages and service delivery	<ul style="list-style-type: none"> Investigate potential for dedicated agents Investigate alternative service providers eg Local Government (Toowoomba example) 	Area Office and Client Services and other service areas as required.	

HOUSING NEED OR STRATEGIC ISSUE	OUTCOMES WE HOPE TO ACHIEVE	PROPOSED STRATEGIES	WHAT NEXT? (How and Who)	POST WORKSH OP UPDATE
Service and product delivery to ATSIH clients currently from two offices outside Wide Bay - Burnett region – Fortitude Valley/Rockhampton	Improved face - to - face service and product delivery to ATSIH clients	<ul style="list-style-type: none"> Establishment of SLA's between agencies Establish ATSIH staff within Wide Bay - Burnett Area Office	Client Service and ATSIH	
Provision of adequate resources to service region	Effective and efficient service and product delivery to all clients across the region	Assist in developing a staffing formula to determine appropriate staffing levels	Area Office and Client Services and other service areas as required	

Attachment 1: Environmental Scan

STRENGTHS

- Easy to acquire land
- Local government contact
- Short wait lists
- Low private rental
- Redevelopment opportunities
- Flexibility in service delivery and policy
- Lots of choice of housing types
- Low turnover (ATSIH)
- Staff commitment
- 2 offices
- Strong relationship with QBuild
- Well trained staff (multi skilled)
- Strong link with community and government organisations
- Strong link through tenancy participation
- Provision of adaptable housing
- Home assist secure program

WEAKNESSES/CHALLENGES

- 2 offices (consistency)
- Racism
- Private market (access and discrimination issues)

- Bedsits
- Staff retention
- New construction not financially viable
- Depressed market
- Decentralisation of towns
- Limited funding
- Low numbers of large bedroom stock
- Large number of 3 bed stock
- Low number of singles (policy issues)
- Largest no of seniors in state
- Low income
- High unemployment
- High transient population (staff felt this issue was more of a head office concern than a local issue)
- Reception design at Maryborough office

Attachment 2: Broad Issue Identification

Workshop Participants identified housing needs or strategic issues under the following broad headings.

1. Key Local Client and Population Groups;
2. Local Service Delivery and Tenancy Management Issues;
3. Local Community and Government Linkages for Service Planning and Service Delivery;
4. Local Property and Asset Issues; and
5. Influencing the Broader Housing System in this Area.

1. KEY LOCAL CLIENT AND POPULATION GROUPS

This heading will cover unmet housing need, focusing on the people we are unable to assist. Including: Aboriginal and Torres Strait Islander people, people with a disability, young people, older people, Australian South Sea Islander people, Homeless, people with public housing debt, Temporary Protection Visa holders, Prisoners, people exiting institutions, people on public housing wait lists with special needs and people in unaffordable private housing. **The Local Knowledge section of the Information Resource Kit will be a good place to start. It would be useful to pull out the critical factors from that section to add into your discussions.**

LISTED BELOW ARE KEY STRATEGIC QUESTIONS TO THINK ABOUT WHEN IDENTIFYING ISSUES UNDER THIS HEADING:

- Who are the specific population groups in this area whose housing needs are currently the most difficult to meet in this Area? Who are the specific target groups who are unable to access private rental accommodation and what type of assistance do they require?
- What are the major barriers for the Department in assisting people in these target groups?
- What opportunities are there to improve the assessment and referral processes between Area Offices and other parts of the department like Aboriginal and Torres Strait Islander Housing or outside the department like community housing organisations?
- Who are the specific target groups who are unable to access private rental accommodation and what type of assistance do they require?

- What improvements in technology and telecommunications are needed to improve access by the local community to us and for us to achieve the outcomes that have been identified?

- Key Local Client and Population Groups

HOUSING NEED OR STRATEGIC ISSUE?	CLARIFYING INFORMATION (Evidence? Problem? Location?)
Singles	<ul style="list-style-type: none"> Entitlement policy Lack of appropriate stock
Extended families (cultural emphasis)	<ul style="list-style-type: none"> Lack of appropriate stock (5,6 bed) Discrimination in private market
People with a disability (psychiatric and mental illness included)	<ul style="list-style-type: none"> Lack of people self identifying Lack of appropriate stock Discrimination in private market
Seniors	<ul style="list-style-type: none"> Bundaberg and Hervey Bay Large number of bedsits Large number of older people
Itinerant workers (including fruit pickers, cane cutters, backpackers and students)	<ul style="list-style-type: none"> Lack of short term stock
Rural clients	<ul style="list-style-type: none"> Lack of services and accessibility
Prisoners' families	<ul style="list-style-type: none"> New correctional centre opening in Maryborough and may have impacts Community perception High support needs Short/medium term
Domestic violence	<ul style="list-style-type: none"> Transfer difficulties Number of Domestic Violence Protection Orders Lack of immediate safe options ATSIH safe room policy might be an option
Indigenous communities	<ul style="list-style-type: none"> Extended family issue

<ul style="list-style-type: none">• Aboriginal• Torres Strait Islander• Australian South Sea Islander	<ul style="list-style-type: none">• Cultural beliefs not being considered or understood• Racism by broader community
Young people under 18	<ul style="list-style-type: none">• Highest level of youth suicide in Australia• Next to nothing available• Bond loan policy can be flexible

2. LOCAL SERVICE DELIVERY AND TENANCY MANAGEMENT ISSUES

This heading includes a particular emphasis on any issues that affects service delivery and tenancy management. Specifically:

- Direct tenancy management
- Assessment and referral
- Information provision

LISTED BELOW ARE KEY STRATEGIC QUESTIONS TO THINK ABOUT WHEN IDENTIFYING ISSUES UNDER THIS HEADING:

- How can the Department of Housing provide better client service in the local area? Consider whether we can improve the range of products and services we offer in this part of the State; and can we improve access to information about the full range of products and services currently available?
- What are the barriers in developing appropriate assessment and referral processes?
- What opportunities are there to improve these assessment and referral processes ?
- What are the possible alternatives in this Area for people traditionally assisted with Public Housing?
- What strategies can be introduced in this area to provide more flexibility and choice for tenants and people on the wait list?

- What are the particular sorts of skills and knowledge that our people need to successfully understand this local community and its needs and to provide a high standard of service to our clients here?

- Local Service Delivery and Tenancy Issues

STRATEGIC ISSUE?	CLARIFYING INFORMATION (Evidence? Problem? Location?)
More skilled staff in agencies and Q -Gap agencies	<ul style="list-style-type: none"> High turnover of staff in court houses
Entitlements policy	<ul style="list-style-type: none"> Allocate 2 bed stock to singles and couples and allocate bed sits to short term and urgent needs Pets policy
Use of private rental sector	<ul style="list-style-type: none"> Eg: headleasing education
Hervey Bay Court House	<ul style="list-style-type: none"> Won't do signup when courts in session even though we have an agreement with Department of Justice
Gympie – no association with Wide Bay Burnett	<ul style="list-style-type: none"> They tend to go to sunshine cost (this relates to the mind set of the community rather than a service issue)
Kingaroy 'forgotten people'	<ul style="list-style-type: none"> Community Housing issue not Public Housing issue
Demand on occupational therapist	<ul style="list-style-type: none"> Decentralisation Increasing no of disability clients
Staff retention	<ul style="list-style-type: none"> Recent high turnover of staff Loss of knowledge Time for training
Decentralisation	<ul style="list-style-type: none"> Long distance to travel (extends to turn around time) Less face to face contact

	<ul style="list-style-type: none">• Can't act on issues immediately
Tenancy Participation involvement in rural areas	Country trips by regional groups bringing issues back to the Area Office

3. LOCAL COMMUNITY AND GOVERNMENT LINKAGES FOR SERVICE PLANNING AND SERVICE DELIVERY

This heading includes a particular emphasis on partnerships that provide a local response. *Improving People's Lives Through Housing* outlines that developing effective ways of working with the Department's full range of partners, including clients, community, government and industry, is integral to the Department's new Direction. Please identify issues that relate to partnerships in this area.

LISTED BELOW ARE KEY STRATEGIC QUESTIONS TO THINK ABOUT WHEN IDENTIFYING ISSUES UNDER THIS HEADING:

- What opportunities are there to introduce new partnerships or initiatives to better meet clients' needs in this area?
- What opportunities are there to increase the viability of community housing organisations within the region? Specifically, opportunities for existing organisations to increase the size of their housing portfolio through stock transfers, amalgamations, etc.
- What opportunities will the implementation of the review of resourcing arrangements provide, for example, the enhanced community housing infrastructure of Regional Community Housing Councils?
- What opportunities exist to increase consultation with key groups who represent our target groups like Local Councils, Aboriginal and Torres Strait Islander organisations, community agencies and groups, industry and other government agencies.
- What will be the best methods for us to use to have real two-way communication with the local community and also to promote our results?

- Local Community and Government Linkages for Service Planning and Service Delivery

STRATEGIC ISSUE?	CLARIFYING INFORMATION (Evidence? Problem? Location?)
Regional planning with state and federal agencies	<ul style="list-style-type: none"> Improving service delivery through coordinated whole of government approach
Regional managers forum	
Regional planning with state agencies and community organisations	<ul style="list-style-type: none"> Improving service through coordination of public and private sector Capacity building of community organisations Through exposure to planning initiatives and programs
Wide Bay 2020	<ul style="list-style-type: none"> Limitation is its coastal focus and is not looking in land
Providing support and information to local government and community organisations	<ul style="list-style-type: none"> Providing support for council and community organisations Rent setting, tenancy management, maintenance and advice
22 local governments to deal with	Usually done on an issues basis

4. LOCAL PROPERTY AND ASSET ISSUES

This heading focuses on public housing stock. Specifically the performance of the Department's housing assets in meeting demand (ie. alignment, age, condition, location, density versus demand); The use of assets - opportunities for increased flexibility (ie. Local rules); and opportunities for property development or divestment (sales) either internally and with the private sector.

LISTED BELOW ARE KEY STRATEGIC QUESTIONS TO THINK ABOUT WHEN IDENTIFYING ISSUES UNDER THIS HEADING:

- To what degree is public housing stock in the Area suited to the needs of clients?
- What sorts of stock are in high or low demand?
- What are some innovative and flexible property and tenancy management solutions to best match the portfolio with current and future housing requirements?

- Local Property and Asset Issues

STRATEGIC ISSUE?	CLARIFYING INFORMATION (Evidence? Problem? Location?)
Disability modifications	<ul style="list-style-type: none"> Increasing demand Some stock can't be modified
Q-Build Management Fee (15%)	<ul style="list-style-type: none"> Limits funding
Lack of larger bedroom stock	<ul style="list-style-type: none"> Both Public Housing and Aboriginal and Torres Strait Islander housing (ATSIH)
Policy inflexibility in terms of eligibility	<ul style="list-style-type: none"> Regional single accommodation needs to be larger/yards to meet requirements and expectations
Stock is aged, poor condition, high maintenance	<ul style="list-style-type: none"> Regional areas – rural and remote (Maryborough and western towns)
Inequities between new and old, buy ins	<ul style="list-style-type: none"> Older stock has lower standards eg floor coverings
Inequities between Public Housing stock and Private rental	<ul style="list-style-type: none"> Vica versa Some Public Housing is good compared to private rental but some is pretty bad compared to the market.
New stock is limited	<ul style="list-style-type: none"> Overall stock is ageing
Lack of consultation from Q-Build in new construction	<ul style="list-style-type: none"> Maryborough
Reinvestment of revenue	<ul style="list-style-type: none"> Allows for funding to be returned – upgrades or new
New construction not managed well	<ul style="list-style-type: none"> Issue scattered across area Disability modifications – Occupational Therapist not involved when needs to be

Stock doesn't match demand	<ul style="list-style-type: none"> • Oversupply of stock compared with waitlist
Strategic Asset Management is not always approved	<ul style="list-style-type: none"> • Leaves high upgrade properties which are hard to let
Car parking in seniors accommodation in particular	<ul style="list-style-type: none"> • 50% provision is not enough. A lot of seniors are still driving
Need for better coordination across output areas (public housing, community housing and Aboriginal and Torres Strait Islander Housing)	<ul style="list-style-type: none"> • Public Housing stock with no wait lists but high demand for ATSIH. However PH stock would need to be brought up to ATSIH standard.
Policy - eligibility	<ul style="list-style-type: none"> • Allocate 2 bed applicant to 3 bed stock
Reclassification of stock	<ul style="list-style-type: none"> • Smaller 3 bed stock reclassified as 2 bed stock

STRATEGIC ISSUE?	CLARIFYING INFORMATION (Evidence? Problem? Location?)
Attached housing/multi-unit sites – tenancy management	<p>Location helps as does maximum yield</p> <ul style="list-style-type: none"> • Hard to let this style of accommodation – works in city areas but not country areas. • 1 bed versus 2 bed
Lack of youth accommodation	<ul style="list-style-type: none"> • Eg Monto • University trying to get accommodation
Bed sits	<ul style="list-style-type: none"> • Age restrictions • Location • Difficult to let – don't meet community standards

5. INFLUENCING THE BROADER HOUSING SYSTEM IN THIS AREA.

Improving People's Lives Through Housing states that the Department has an important role in encouraging the housing system to expand its provision of affordable housing and improve access for low -income and moderate-income households. In this section consider market factors that may influence the housing system in this local area, for example existing and future opportunities in the private market.

LISTED BELOW ARE KEY STRATEGIC QUESTIONS TO THINK ABOUT WHEN IDENTIFYING ISSUES UNDER THIS HEADING:

- What is the performance and capacity of the private rental market in the provision of appropriate and affordable rental accommodation? Any barriers?
- Is homeownership affordable and sustainable in the local community? Are there any major barriers restricting local access to homeownership?
- How could the functioning of the local housing system be improved? Consider housing assistance or support products; housing and residential planning; housing access processes and information.
- What could Local/State Government or community agencies do to improve the local response to housing needs and issues? Consider housing issues in regional and local planning processes; extent of agency involvement in housing provision and/or support; any particular capacity in local agencies for dealing with housing issues.

- To what extent are the needs of groups not eligible for departmental assistance, being met in the local area?
Consider the housing needs of: people on moderate income (as well as low incomes), new residents involved in major development projects, transient groups (ie students, construction workers), etc
- Are there any particular opportunities you are aware of that would benefit from departmental support/intervention?
For example possible partnerships/joint ventures with businesses/developers; partnerships with community groups; partnerships with Local Governments.

- Influencing the Broader Housing System in this Area.

STRATEGIC ISSUE?	CLARIFYING INFORMATION (Evidence? Problem? Location?)
Providing suitable housing for the aged and disabled	<ul style="list-style-type: none"> • Private rental market not providing adequate supply of suitable housing
Providing support for the private sector housing system	<ul style="list-style-type: none"> • Through bond loan program
Private rental system	<ul style="list-style-type: none"> • Needs education about disability standards • What is in it for them to participate • Lack of understanding of the relationship that the department wants to have with them – not to compete
Providing suitable housing for large families	<ul style="list-style-type: none"> • Private rental market not providing adequate supply of suitable housing. • Department struggling to meet this unmet need for larger housing stock
Providing suitable short/medium term accommodation	<ul style="list-style-type: none"> • Community housing • Boarding housing initiative • Impact of backpackers on supply of this accommodation

Attachment 3: Information Resource Kit Compilation

Area/Community	Population pressures	Whom does the private market fail?	Departmental response	Service delivery issues
WIDE BAY BURNETT AREA	<p>Households without children are the predominant household types, forming over half of all households in the area.</p> <p>Large percentages of households in Wide bay Burnett have very low incomes. In particular, a very large percentage of <i>Lone person</i> households have incomes under \$300 pw.</p> <p>High home ownership and lower percentage of rental properties.</p> <p>Lower population growth than the Qld average expected in</p>	<p>The quantitative needs analysis indicates that the following households are having affordability difficulties in the private rental market:</p> <p>Lone person households 9,035</p> <p>One parent households: 2,118</p> <p>Couples with children: 741</p> <p>Couples: 1,063</p> <p>Local knowledge indicates that the following groups have difficulty:</p> <p>Older people</p> <ul style="list-style-type: none"> - Lack of private rentals with adequate security - Oversupply of unwanted beddit accommodation 	<p>Public Housing:</p> <ul style="list-style-type: none"> - Existing stock: 2289 - Completions: 25 - Commencements: 71 - Future CW: 127 - Upgrades: \$671,428 - Maintenance:\$2,262,601 <p>Community Housing:</p> <ul style="list-style-type: none"> - 3 HRS services funded - Caravan and Mobile Home Residents Assn - 3 HAS organisations funded - 12 CAP providers (89 properties) - 4 CRS providers (165 properties) - Boarding House Program (land purchased in Bundaberg, Hervey Bay and Gympie) 	<p>Older people</p> <ul style="list-style-type: none"> - Lack of disability facilities - Lack of appropriate housing – with carparks, visitors b/r, lack of maintenance ability, ground level access. - Waiting lists for purpose built or adaptable dwellings <p>Young People</p> <ul style="list-style-type: none"> - Long waitlists for one b/r accommodation - Lifestyle conflicts with older residents in attached housing - Problems with setup costs - need for “lif eskills”

	<p>the next 10 years. Population ageing at a faster rate than the Queensland average with increasing percentages of mature aged people (55 - 69 years) and elderly people (70+ years)</p> <p>High unemployment compared to the Queensland average</p> <p>Low levels of jobs growth, compared to the Queensland average. A high percentage of jobs in this area are also part time.</p>	<p>bedsit accommodation.</p> <p>Young People</p> <ul style="list-style-type: none"> - Lack of one b/r accommodation - Limited affordable housing options - Lack of short term one b/r stock <p>People with a physical disability</p> <ul style="list-style-type: none"> - Lack of accessible rental properties - Lack of modified properties <p>People with a mental illness or psychiatric disability</p> <ul style="list-style-type: none"> - Lack of one bedroom apartments - Lack of privacy in older one bedroom apartments <p>Indigenous people:</p> <ul style="list-style-type: none"> - Shortage of ATSIH housing supply. - Lack of cultural awareness re extended families 	<ul style="list-style-type: none"> - Long Term CH (35 org'ns, with 366 units of accommodation) - CH Resource Workers <p>Private Housing Assistance:</p> <ul style="list-style-type: none"> - 1444 bond loans (\$661,918) - 65 rental grants (\$14,830) - no rental subsidies - 1 mortgage relief loan <p>ATSI Housing</p> <ul style="list-style-type: none"> - Existing stock 86 - Future CW - 4 	<p>training</p> <p>People with a physical disability</p> <ul style="list-style-type: none"> - Support packages from Dept families limit housing options. - Low turnover of purpose built housing - Lack of interim solutions whilst waiting for purpose built properties. - Wait times longer in rural areas <p>People with a mental illness or psychiatric disability</p> <ul style="list-style-type: none"> - Low income limits housing options <p>Indigenous people:</p> <ul style="list-style-type: none"> - Lack of cultural awareness re extended families <p>South Sea Islanders</p> <ul style="list-style-type: none"> - Lack of support for
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		<ul style="list-style-type: none"> - re extended families - Difficulty in obtaining private rental <p>South Sea Islanders</p> <ul style="list-style-type: none"> - Difficulty in obtaining private rental - Lack of appropriate housing <p>DV Survivors</p> <ul style="list-style-type: none"> - Need secure housing - Need for more shelters as existing ones are often full <p>Homeless people</p> <ul style="list-style-type: none"> - Lack of boarding houses and short term accommodation <p>Lone person households</p> <ul style="list-style-type: none"> - Limited short term housing - Lack of one bedroom housing stock <p>One parent households</p> <ul style="list-style-type: none"> - Lack of safe/secure 		<p>culture specifically</p> <ul style="list-style-type: none"> - Lack of cultural awareness re extended families <p>Homeless people</p> <ul style="list-style-type: none"> - Lack of furniture - Lack of support services – budgeting, life skills <p>One parent households</p> <ul style="list-style-type: none"> - Large amount of DoH stock is small apartments with no yards - Need assistance with general home maintenance - Need assistance with homemaking, budgetary and lifeskills <p>Couples with no children</p> <ul style="list-style-type: none"> - Lack of appropriate housing – one b/r with no guest rooms - Poor location of Snrs units – next to families
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		<p>housing</p> <ul style="list-style-type: none">- Lack of appropriate housing <p>Couples with children and larger families</p> <ul style="list-style-type: none">- Lack of appropriate housing		<p>with kids.</p> <ul style="list-style-type: none">- Uncovered car parks and only one per unit. <p>Couples with children and large families</p> <ul style="list-style-type: none">- Lack of storage sheds- Larger living areas required- Low fences – lack of yard security for kids.- Lack of security screening on doors and windows
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Area/Community	Population pressures	Whom does the private market fail? (include local Knowledge comments for area)	Departmental response	Service delivery issues (see also Local Knowledge comments for Wide Bay Burnett area)
<p>Hervey Bay Community</p>	<p>Larger percentages of mature adults and elderly people than the Wide Bay Burnett average.</p> <p>A higher percentage of households without children than the Wide Bay Burnett average</p> <p>Lower home ownership and higher percentage of rental properties than the Wide Bay Burnett average.</p> <p>Rapid population growth expected in the next 10 years.</p> <p>Very high jobs growth. The wholesale and retail trades sector had strongest growth.</p>	<p>The quantitative needs analysis indicates that:</p> <ul style="list-style-type: none"> - Households in Hervey Bay have Lower incomes than the Wide Bay Burnett average - Low income households are experiencing affordability problems in the private rental market <p>Local knowledge indicates that:</p> <p>People with a physical disability</p> <ul style="list-style-type: none"> - Lack of accessible rental properties - Lack of modified properties <p>People with a mental illness or psychiatric disability</p>	<p>Public Housing: <i>Existing stock: 445</i> Completions 2000/01:</p> <ul style="list-style-type: none"> - 2 DET <p><i>Commencements 2000/01:</i></p> <ul style="list-style-type: none"> - 4 DU - 8 DET <p><i>2000/01 Program B: 4 DU</i> <i>2000/01 Future Program - CWP</i></p> <ul style="list-style-type: none"> - 7 DET - 8 SU - 16 AP 	<p>People with a physical disability</p> <ul style="list-style-type: none"> - Support packages from Dept families limit housing options. - Lack of interim solutions whilst waiting for purpose built properties. <p>People with a mental illness or psychiatric disability</p> <ul style="list-style-type: none"> - Low income limits housing options <p>South Sea Islanders</p> <ul style="list-style-type: none"> - Lack of support for culture specifically <p>Migrants and refugees</p> <ul style="list-style-type: none"> - Limited English speaking skills – high demand on local translating services <p>DV Survivors</p> <ul style="list-style-type: none"> - Difficulty in hiding in small towns – need to relocate away from natural support

	<p>Consequently a high percentage of the workforce is part time.</p>	<ul style="list-style-type: none"> - Lack of one bedroom apartments - Lack of privacy in older one bedroom apartments <p>South Sea Islanders</p> <ul style="list-style-type: none"> - Difficulty in obtaining private rental - Lack of appropriate housing <p>DV Survivors</p> <ul style="list-style-type: none"> - Need secure housing - Need for more shelters as existing ones are often full <p>Homeless people</p> <ul style="list-style-type: none"> - Lack of boarding houses and short term accommodation <p>Lone person households</p> <ul style="list-style-type: none"> - Limited short term housing <p><i>Lack of one bedroom housing stock</i></p>		<ul style="list-style-type: none"> - Yard security for kids <p>Homeless people</p> <ul style="list-style-type: none"> - Lack of furniture - Lack of support services – budgeting, life skills <p>Lone person households</p> <ul style="list-style-type: none"> - Unable to have pets in DoH stock - No guest bedrooms in DoH stock - Lack of bike storage - Long wait lists for one b/r stock - Lack of support services <p>People Leaving Institutions</p> <ul style="list-style-type: none"> - Lack of goods/domestic furniture <p>High need for support services</p>
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Area/Community	Population pressures	Whom does the private market fail?	Departmental response	Service delivery issues (see comments for sunshine coast)
<p>Maryborough Community - includes Tiaro Shire, Woocoo Shire, and Maryborough City</p>	<p>Mainly working age population (25 -54 years) with slightly larger percentages of young adults (15 -24) and elderly people (70+) than the Wide Bay Burnett average</p> <p>The population will age by 2011. A lower percentage of children and higher percentages of over 55 year olds.</p> <p>Similar proportion of household types to the Wide Bay Burnett average</p> <p>High percentage of home ownership</p> <p>Very low jobs growth and a high percentage of the workforce is part time. Lower unemployment than</p>	<p>The quantitative needs analysis indicates that:</p> <ul style="list-style-type: none"> - <i>Private rental in Maryborough is more affordable for households with kids than the area average. Households without kids are more likely to live in unaffordable accommodation</i> <p>Local knowledge indicates that:</p> <p>People with a physical disability</p> <ul style="list-style-type: none"> - Lack of accessible rental properties - Lack of modified properties <p>People with a mental illness or psychiatric disability</p> <ul style="list-style-type: none"> - Lack of one bedroom apartments - Lack of privacy in older one bedroom apartments 	<p>Public Housing:</p> <p>Existing stock: 416</p> <p>Completions: 1 DET, 2 DU</p> <p>Commencements: 3 DET, 4 DU</p> <p>2000/01 Program B: 1 DET</p> <p>2000/01 Future Program CWP: 6 DU, 13 SU</p> <p>Land Purchase Program: 1 DET</p>	<p>People with a physical disability</p> <ul style="list-style-type: none"> - Support packages from Dept families limit housing options. - Lack of interim solutions whilst waiting for purpose built properties. <p>People with a mental illness or psychiatric disability</p> <ul style="list-style-type: none"> - Low income limits housing options <p>South Sea Islanders</p> <ul style="list-style-type: none"> - Lack of support for culture specifically <p>Migrants and refugees</p> <ul style="list-style-type: none"> - Limited English speaking skills – high demand on local translating services <p>DV Survivors</p> <ul style="list-style-type: none"> - Difficulty in hiding in small towns – need to relocate away from natural support - Yard security for kids <p>Homeless people</p>

	<p>the area average, although still very high in Queensland terms..</p> <p>Low population growth,</p>	<p>South Sea Islanders</p> <ul style="list-style-type: none"> - Difficulty in obtaining private rental - Lack of appropriate housing <p>DV Survivors</p> <ul style="list-style-type: none"> - Need secure housing - Need for more shelters as existing ones are often full <p>Homeless people</p> <ul style="list-style-type: none"> - Lack of boarding houses and short term accommodation <p>Lone person households</p> <ul style="list-style-type: none"> - Limited short term housing - Lack of one bedroom housing stock 		<ul style="list-style-type: none"> - Lack of furniture - Lack of support services – budgeting, life skills <p>Lone person households</p> <ul style="list-style-type: none"> - Unable to have pets in DoH stock - No guest bedrooms in DoH stock - Lack of bike storage - Long wait lists for one b/r stock - Lack of support services <p>People Leaving Institutions</p> <ul style="list-style-type: none"> - Lack of goods/domestic furniture - High need for support services - Community perception
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Area/Community	Population pressures	Whom does the private market fail?	Departmental response	Service delivery issues (see also Local Knowledge comments for Sunshine Coast area)
<p>Childers Community</p> <p>- includes Isis Shire, Kolan Shire, Perry Shire and Biggenden Shire.</p>	<p>Mainly working aged population (25 -54 years) with larger percentages of mature (55 -69) people.</p> <p>The population will age by 2011. A lower percentage of children and higher percentages of over 55 year olds.</p> <p><i>Couple with children</i> is the predominant household type with higher percentages than the area average</p> <p>Higher percentage of properties owned outright than the area average</p> <p>Rents are similar to the area average for small accommodation</p>	<p>The quantitative needs analysis indicates that:</p> <ul style="list-style-type: none"> - Many <i>Lone Person</i>, and <i>Couple without children</i> households have low incomes - Lower percentages of low income households have affordability difficulties in the private rental market. <p>Local knowledge indicates that:</p> <ul style="list-style-type: none"> - Young people in particular have difficulty in finding suitable rental accommodation 	<p>Public Housing:</p> <p><i>Existing stock: 18</i></p> <p><i>2000/01 Future Program - CWP</i></p> <p>2 DU</p>	<p>Young people:</p> <ul style="list-style-type: none"> - <i>Existence of communities of homeless squatters</i> - <i>Some neighbour complaints in regards to youth housing properties</i> <p>Homeless people:</p> <ul style="list-style-type: none"> - Lack of finance to secure housing - A desire to remain homeless - Identified youth problem among homeless population

	<p>and lower for larger accommodation sizes.</p> <p>High job growth, although lower than the Wide Bay Burnett average.</p> <p>Population growth higher than Wide Bay Burnett average</p>			
Area/Community	Population pressures	Whom does the private market fail?	Departmental response	Service delivery issues (see also Local Knowledge comments for Sunshine Coast area)
<p>Kingaroy Community</p> <p>- includes Kilkivan Shire, Murgon Shire, Wondai Shire, Nanango Shire and Kingaroy Shire</p>	<p><i>Mainly working age population (25-54 years), but also a high percentage of children under 15</i></p> <p>The population will age by 2011. A lower percentage of children and higher percentages of over 55 year olds.</p> <p>Low levels of population growth</p>	<p>The quantitative needs analysis indicates that:</p> <ul style="list-style-type: none"> - Many <i>One parent, Couples with children</i> and <i>Couple without children</i> households have low incomes <p>Local knowledge indicates that:</p> <p>People with a physical disability</p>	<p>Public Housing:</p> <p><i>Existing stock: 213</i></p> <p><i>Land Purchase Program: 2 DU</i></p>	<p>People with a physical disability</p> <ul style="list-style-type: none"> - Support packages from Dept families limit housing options. - Lack of interim solutions whilst waiting for purpose built properties. <p>People with a mental illness or psychiatric disability</p> <ul style="list-style-type: none"> - Low income limits housing options <p>South Sea Islanders</p> <ul style="list-style-type: none"> - Lack of support for culture

	<p>compared to the Wide Bay Burnett average.</p> <p><i>Very low jobs growth, lower unemployment than the area average although higher than the Qld average</i></p> <p><i>Couples with children are the predominant household type.</i></p> <p><i>High levels of outright home ownership although it is slightly lower than the Wide Bay Burnett average.</i></p> <p><i>Below average rents for all accommodation sizes</i></p>	<ul style="list-style-type: none"> - Lack of accessible rental properties - Lack of modified properties <p>People with a mental illness or psychiatric disability</p> <ul style="list-style-type: none"> - Lack of one bedroom apartments - Lack of privacy in older one bedroom apartments <p>South Sea Islanders</p> <ul style="list-style-type: none"> - Difficulty in obtaining private rental - Lack of appropriate housing <p>DV Survivors</p> <ul style="list-style-type: none"> - Need secure housing - Need for more shelters as existing ones are often full <p>Homeless people</p> <ul style="list-style-type: none"> - Lack of boarding houses and short term accommodation 		<p>specifically</p> <p>Migrants and refugees</p> <ul style="list-style-type: none"> - Limited English speaking skills – high demand on local translating services <p>DV Survivors</p> <ul style="list-style-type: none"> - Difficulty in hiding in small towns – need to relocate away from natural support - Yard security for kids <p>Homeless people</p> <ul style="list-style-type: none"> - Lack of furniture - Lack of support services – budgeting, life skills <p>Lone person households</p> <ul style="list-style-type: none"> - Unable to have pets in DoH stock - No guest bedrooms in DoH stock - Lack of bike storage - Long wait lists for one b/r stock - Lack of support services <p>People Leaving Institutions</p> <ul style="list-style-type: none"> - Lack of goods/domestic furniture - High need for support services
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		Lone person households <ul style="list-style-type: none">- Limited short term housing- Lack of one bedroom housing stock		- Community perception
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Area/Community	Population pressures	Whom does the private market fail?	Departmental response	Service delivery issues (include local Knowledge comments for area)
<p>Cooloola Community <i>includes Gympie and Cooloola Shire</i></p>	<p><i>Mainly working age population (25-54 years), but also higher percentages of children under 15 and working age adults</i></p> <p>The population will age by 2011. A lower percentage of children and working age adults and higher percentages of over 55 year olds.</p> <p><i>Slightly higher levels of unemployment than the area average and a similar level of jobs growth. A high percentage of part time employees</i></p> <p><i>Higher percentage of households with children.</i></p> <p><i>Private rents on a par with the Wide Bay</i></p>	<p>The quantitative needs analysis indicates that:</p> <ul style="list-style-type: none"> - Rental accommodation for low income households without children is generally more affordable. - <p>Local knowledge indicates that:</p> <p>People with a physical disability</p> <ul style="list-style-type: none"> - Lack of accessible rental properties - Lack of modified properties <p>People with a mental illness or psychiatric disability</p> <ul style="list-style-type: none"> - Lack of one bedroom apartments - Lack of privacy in older one bedroom apartments 	<p>Public Housing:</p> <p>Existing stock: 270</p> <p>Completions: 1 DET, 1 DU, 6 SU</p> <p>Commencements: 7 AP, 1 DU, 6 SU</p> <p>2000/01 Program B: 6 SU</p> <p><i>Land Purchase Program: 2 DU</i></p>	<p>People with a physical disability</p> <ul style="list-style-type: none"> - Support packages from Dept families limit housing options. - Lack of interim solutions whilst waiting for purpose built properties. <p>People with a mental illness or psychiatric disability</p> <ul style="list-style-type: none"> - Low income limits housing options <p>South Sea Islanders</p> <ul style="list-style-type: none"> - Lack of support for culture specifically <p>Migrants and refugees</p> <ul style="list-style-type: none"> - Limited English speaking skills – high demand on local translating services <p>DV Survivors</p> <ul style="list-style-type: none"> - Difficulty in hiding in small towns – need to relocate away from natural support - Yard security for kids

	<p><i>Burnett Area average except for larger accommodation sizes which are lower.</i></p>	<p>South Sea Islanders</p> <ul style="list-style-type: none"> - Difficulty in obtaining private rental - Lack of appropriate housing <p>DV Survivors</p> <ul style="list-style-type: none"> - Need secure housing - Need for more shelters as existing ones are often full <p>Homeless people</p> <ul style="list-style-type: none"> - Lack of boarding houses and short term accommodation <p>Lone person households</p> <ul style="list-style-type: none"> - Limited short term housing - Lack of one bedroom housing stock 		<p>Homeless people</p> <ul style="list-style-type: none"> - Lack of furniture - Lack of support services – budgeting, life skills <p>Lone person households</p> <ul style="list-style-type: none"> - Unable to have pets in DoH stock - No guest bedrooms in DoH stock - Lack of bike storage - Long wait lists for one b/r stock - Lack of support services <p>People Leaving Institutions</p> <ul style="list-style-type: none"> - Lack of goods/domestic furniture - High need for support services - Community perception
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Area/Community	Population pressures	Whom does the private market fail?	Departmental response	Service delivery issues (include local Knowledge comments for area)
<p>Bundaberg Community</p> <p>- includes Burnett Shire - Part A, Burnett Shire - Part B and Bundaberg City</p>	<p><i>Not prioritised for quantitative needs analysis</i></p>	<p>The quantitative needs analysis (not completed for this round.)</p> <p>Local knowledge indicates that:</p> <p>People with a physical disability</p> <ul style="list-style-type: none"> - Lack of accessible rental properties - Lack of modified properties <p>People with a mental illness or psychiatric disability</p> <ul style="list-style-type: none"> - Lack of one bedroom apartments - Lack of privacy in older one bedroom apartments <p>South Sea Islanders</p> <ul style="list-style-type: none"> - Difficulty in obtaining private rental - Lack of appropriate 	<p>Public Housing:</p> <p><i>Existing stock: 863</i></p> <p><i>Completions 2000/01:</i></p> <ul style="list-style-type: none"> - 1 DET - 2 Dual Occupancy - 4 AP - 12 SU <p><i>Commencements 2000/01</i></p> <ul style="list-style-type: none"> - 6 DET - 2 DU - 4 AP - 2 Dual occupancy - 24 SU <p><i>2000/01 Program B:</i></p> <ul style="list-style-type: none"> - 2 DU - 2 DET - 18 SU <p><i>2000/01 Future CWP:</i></p> <ul style="list-style-type: none"> - 12 AP - 8 DET - 4 DU - 6 SU - 5 CH <p><i>Land Purchase Program: 2 DU</i></p>	<p>People with a physical disability</p> <ul style="list-style-type: none"> - Support packages from Dept families limit housing options. - Lack of interim solutions whilst waiting for purpose built properties. <p>People with a mental illness or psychiatric disability</p> <ul style="list-style-type: none"> - Low income limits housing options <p>South Sea Islanders</p> <ul style="list-style-type: none"> - Lack of support for culture specifically <p>Migrants and refugees</p> <ul style="list-style-type: none"> - Limited English speaking skills – high demand on local translating services <p>DV Survivors</p> <ul style="list-style-type: none"> - Difficulty in hiding in small towns – need to relocate away from natural support - Yard security for kids

		<p>housing</p> <p>DV Survivors</p> <ul style="list-style-type: none"> - Need secure housing - Need for more shelters as existing ones are often full <p>Homeless people</p> <ul style="list-style-type: none"> - Lack of boarding houses and short term accommodation <p>Lone person households</p> <ul style="list-style-type: none"> - Limited short term housing - Lack of one bedroom housing stock 		<p>Homeless people</p> <ul style="list-style-type: none"> - Lack of furniture - Lack of support services – budgeting, life skills <p>Lone person households</p> <ul style="list-style-type: none"> - Unable to have pets in DoH stock - No guest bedrooms in DoH stock - Lack of bike storage - Long wait lists for one b/r stock - Lack of support services <p>People Leaving Institutions</p> <ul style="list-style-type: none"> - Lack of goods/domestic furniture - High need for support services - Community perception
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Area/Community	Population pressures	Whom does the private market fail?	Departmental response	Service delivery issues (include local Knowledge comments for area)
<p>Eidsvold Community - includes Mundubbera Shire, Gayndah Shire, Monto Shire and Eidsvold Shire</p>	<p><i>Not prioritised for quantitative needs analysis</i></p>	<p>The quantitative needs analysis (not completed for this round.)</p> <p>Local knowledge (as per comments for Sunshine Coast area)</p>	<p>Public Housing: <i>Existing stock: 64</i></p>	<p>(as per comments for Wide Bay Burnett area)</p>

Area/Community	Population pressures	Whom does the private market fail?	Departmental response	Service delivery issues (include local Knowledge comments for area)
Maroochy Balance Community - includes Montville, Kenilworth, Flaxton and Mapleton	<i>Not prioritised for quantitative needs analysis</i>	The quantitative needs analysis (not completed for this round.) Local knowledge (as per comments for Sunshine Coast area)	Public Housing: Existing stock: 24 Commencements 2000/01: 12 SU 2000/01 Future CWP: - 1 DET - 2 DU - 13 SU	(as per comments for Sunshine Coast area)
Rail Corridor Community - includes Landsborough, Beerwah and Beerburrum	<i>Not prioritised for quantitative needs analysis</i>	The quantitative needs analysis (not completed for this round.) Local knowledge (as per comments for Sunshine Coast area)	Public Housing: Existing stock: 72 2000/01 Completions: 6 DET 2000/01 Commencements: - 9 DET - 4 CH - 8 SU 2000/01 Program B: - 3 DET - 4 CH - 8 SU 2000/01 Land Purchase Program: - 10 SU	(as per comments for Sunshine Coast area)