



PRE-BUDGET SUBMISSION

NORTHERN TERRITORY

NT Shelter is the Northern Territory's peak body for affordable housing and homelessness. Our members are specialist homelessness services organisations, community housing providers and other stakeholders engaged with the provision of appropriate and affordable housing for all Territorians.

We acknowledge the Traditional Owners and custodians of country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures and to their Elders past, present and emerging.

NT Shelter is supported by the NT Government through the Department of Local Government, Housing and Community Development.

PRE-BUDGET SUBMISSION TO THE NORTHERN TERRITORY GOVERNMENT



2020-21

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For a summary of what NT Shelter seeks from Northern Territory Budget 2020-21, and an estimate of incremental costs (where applicable), please refer to the boxed text at the rear of this document.

01. SOCIAL AND AFFORDABLE HOUSING

commit to a rolling 5 year supply program

The Northern Territory has a pressing need for more social and affordable housing. The provision of safe, affordable and appropriate housing is absolutely fundamental in ensuring that all Territorians can live healthy, meaningful and productive lives.

There have been a range of estimates of the magnitude of the shortfall. According to the NT Government's recently released housing strategyⁱⁱ, there is a need for an additional 8,000 to 12,000 additional dwellings by 2025, with approximately 75% of those required across the social housing system. Research released in early 2019 by the UNSW City Futures Research Centre identified a current shortfall of 9,000 social and affordable dwellings in the NT and a further 8,300 needed by 2036.ⁱⁱⁱ

In the housing strategy, the Department of Local Government, Housing and Community Development provides a fairly comprehensive outline of the range of challenges in meeting the housing needs of many Territorians. These are a consequence of many factors including demographic, cultural, infrastructure and geographical considerations unique to the NT and our legacy housing system. For those on low to moderate incomes, a chronic shortfall of affordable housing is also a significant problem.

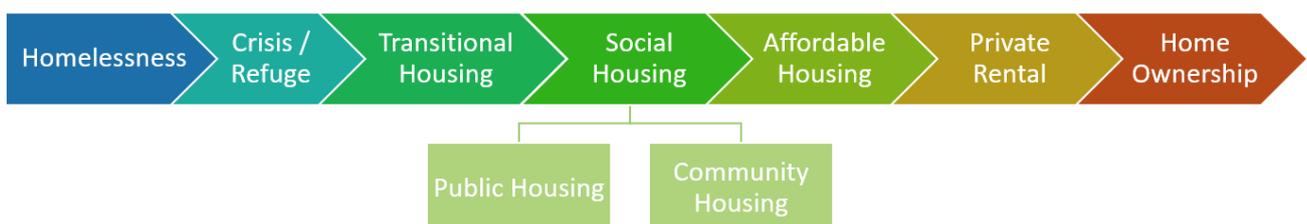
Pleasingly, the housing strategy acknowledges the need for coordinated action across NT Government agencies and with the Commonwealth to address unmet housing demand and secure funding aligned to need. The commitment to advocating for a national housing strategy is vitally important. We expect to see the government active and vociferous on these fronts.

We acknowledge the significant investment across the housing portfolio at the present time under Our Community. Our Future. Our Homes., public housing stimulus programs and other initiatives. The various commitments outlined in the housing strategy are also noted. The sector looks forward to working with government where it can to contribute to their successful delivery.

However, there is still a mountain to climb in addressing our housing challenges. As the government's housing strategy shows, there is a compelling case to do more. The lengthy wait times for urban public housing stock are well known. Many Territorians with eligibility for social housing continue to wait an inordinate amount of time for the housing they are entitled to.

Demonstrable progress is needed to ensure that the current number of 3,488 applicants^{iv} waiting for public housing for up to 8 years

Figure 1: There are significant, undisputed shortfalls in the NT across the entire housing continuum.



or more is reduced and does not further blow out. However, the extent to which the NT government plans to build more social housing over the next 5 years of the strategy, and in which locations, is unclear.

We need to see continued delivery of new housing supply, with an overall increase in social housing assets in net terms. In the short to medium term, economic and regional housing market conditions may render opportunities for additional head leasing on existing and new builds a viable part of the overall supply response. Year-on-year supply forecasts and targets that extend beyond the NT Budget's forward estimates on a 5 year rolling basis should be made public. This will provide a signal to the market as well as eligible wait list participants regarding housing supply.

In the Territory's current economic circumstances, now is the time to continue to repair houses and build more. It is a logical counter-cyclical infrastructure opportunity that can support local builders and keep the economy moving. This will ensure that real inroads that put a significant dent in public housing wait lists are made.

The overall direction and sentiment of the NT Government's housing strategy is supported. There are a range of commitments which

need to extend beyond words and translate into real action and outcomes for vulnerable Territorians. We expect each of the 26 actions starting within the next 12 months to be fully funded and appropriately resourced.

The NT Government's commitment to support the development of the fledgling community housing sector is applauded. The NT lags other states across Australia in respect of the share of social housing that is attributable to community housing (see *Table 1*). Growing the share of community housing to levels comparable to other states is a priority opportunity and we look forward to working with government to lay the foundations for this to happen, including appropriately designed programs that provide an operational or capital subsidy (buildings and/or land) to providers.

PRIORITY 1

Visibility of the forward capital and maintenance program (rolling 5 year horizon) including projected new builds and impact on number of social housing assets by location. Forecasting to be released to show progress expected to be made towards reducing wait times in urban, regional and remote locations.
{COST = zero}

Table 1: Social Housing Composition – Public and Community Housing*

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT
<i>Number of Dwellings for State and Territory by category</i>								
Public Housing	111,341	64,295	51,413	33,293	32,686	7,005	11,181	5,017
Community Housing	35,345	14,486	11,116	8,062	11,561	5,980	895	374
Total	146,686	78,781	62,529	41,355	44,247	12,985	12,076	5,391
CHP share of social housing (%)	24.1	18.4	17.8	19.5	26.1	46.0	7.4	6.9

02.

EXTEND PROGRAMS

to communities on an equitable basis

Over the past year, there has been a continued and welcomed focus by the Northern Territory Government on remote housing, homelessness, and public housing stimulus.

The dollars invested by the NT Government into remote housing delivery are significant, as are the efforts to work with local communities to ensure that good quality, well designed houses are built in accordance with the needs and aspirations of those communities. The Local Decision Making (LDM) framework will be key in achieving successful and sustainable housing outcomes, and is an important part of the transition of control over housing back to Aboriginal communities.

We therefore acknowledge this is a very significant and important investment.

Moreover, the Government's commitments to establish Better Pathways Centres and short-stay visitor accommodation facilities in Darwin, the northern suburbs of Darwin, and Palmerston will provide additional capacity for rough sleeper accommodation and support services. This additional investment will make a significant difference to the lives of many vulnerable Territorians.

However, despite this investment, extensive gaps remain in housing infrastructure and government funded services across the Territory.

Of considerable concern is the absence of any Government commitment to providing equivalent visitor accommodation infrastructure for Katherine. The KPMG report on Rough Sleepers included consideration of the rough sleeper needs in Katherine. The community has 31 times the national rate of homelessness. Upon implementation of the Barkly Regional Deal, Katherine will be the only major regional centre without any visitor accommodation.

The people of the Big Rivers region are no less deserving of a safe place to stay when coming to Katherine for family, medical, cultural, educational, sporting or other reasons. There are strong and growing calls from across the community for visitor accommodation infrastructure comparable to that already in place or earmarked for the other major urban centres.

It is time for leadership on the part of the NT Government to rectify this anomaly by committing to visitor accommodation infrastructure for the Katherine region on a no less favourable basis than the communities of Alice Springs, Tennant Creek, Darwin and Palmerston.

PRIORITY 2

Commit funding for short-term visitor accommodation for Katherine.

{Capital cost = \$5 million + recurrent operational funding \$2 million per annum}

02.1 CASE STUDY

Protecting Katherine's future means not leaving it behind:

Katherine still waiting for a response to KPMG report

As a significant service centre, Katherine is frequently visited from communities to the east and west. With its location on the Stuart Highway, Katherine is also a stopping off point for those traveling north and south. It is a strategically significant crossroads town and, as such, has unique challenges not faced by other NT communities.

As a small town, Katherine does not have the short stay visitor accommodation infrastructure available in larger communities and has less capacity to deal with frequent influxes of visitors. This leads to additional overcrowding in Katherine's limited housing and concerns from residents and business owners regarding anti-social behaviour issues from those forced to sleep rough.

According to the NT Department of Health, Katherine's population "is arguably one of Australia's most disadvantaged, with amongst the poorest health and greatest per capita mortality statistics in the country^{vi}." As a health hub for a region larger than the states of Victoria and Tasmania combined, it is evident that Katherine needs to be viewed in the context of a larger area and population than the Local Government boundaries and resident mainstream population would otherwise suggest.

In the context of hospital visits, and as a percentage of its resident population, Katherine Hospital is twice as busy as the RDH Emergency Department. According to Department of Health statistics, patient admissions for 2017-18 represented 161% of Katherine's estimated resident population compared to 84% in the case of Darwin^{vii}.

Research undertaken by Menzies School of Health Research has found that frequent attendees at the Katherine Hospital emergency department are 16 times more likely to be homeless than not^{viii}. This undoubtedly represents an exorbitant cost to the public health system and is preventable where people are housed.

Community representatives consistently advise that Katherine needs crisis and visitor accommodation located close to town, accessible and affordable. Such a facility would have a significant impact on the local community.

Given the extremely high levels of homelessness in Katherine, the lack of social and affordable housing, high rates of house crowding, and no visitor accommodation, action needs to be taken as a matter of high priority to provide visitors to Katherine with a safe and affordable place to stay.

The Barkly Regional Deal provides an avenue for three levels of government to work together to provide social and economic infrastructure based on local community needs. This agreement is an example of what can be achieved with whole of government collaboration and commitment.

03.

BETTER SUPPORT

cost-effective initiatives that work

There is a large body of research on the non-shelter benefits and avoided costs of providing housing. For every dollar spent by the NT Government on education, health and job-creation initiatives, far greater value-for-money will be realized when appropriate housing is in place. Indeed, inadequate or non-existent housing undermines investment by Government in these areas.

We are encouraged by recent activity by the Department of Local Government, Housing and Community Development to reinstate *Housing for Health* programs, albeit on a small-scale basis, in a few communities across the Territory. These programs are known to work effectively and represent outstanding value for money. They provide a timely, local response to improve the health hardware and safety of housing and enable families to engage in health living practices.

An evaluation by the NSW Department of Health in 2010 revealed that there was a 40% reduction in hospital separations for infectious illness and disease in those Aboriginal communities where a *Housing for Health* program was in place^{ix}. It makes good economic sense through reduced costs on the health system and in many other respects to improve housing conditions. More importantly, it is a relatively low-cost investment that can make a huge difference to the quality of lives in Aboriginal communities.

All Territorians deserve a safe and appropriate place to call home.

PRIORITY 3

Double expenditure on preventative maintenance for housing to enable more *Housing for Health* programs to be rolled out and ensure more Territorians have access to safe, healthy and functioning housing.
{COST = \$8 million p.a.}

04.

A FAIRER DEAL

for the Territory on homelessness funding

We are pleased to note that the NT Government has committed, under its housing strategy, to advocate at the national level for increased housing and homelessness funding aligned to need in the NT. Again, it is vital that the NT Government is active and vociferous in prosecuting this case. The sector is more than willing to work with Government to secure better outcomes and ensure that public money is spent in the right areas. In addition to more housing and improved housing conditions, services on the ground are required to work with communities to secure healthy, functioning and vibrant communities.

This requires further investment, not merely realignment or reshaping of already overstretched services.

We once again draw the NT Government's attention to the following facts^x:

- The demand for homelessness services has risen by 14% since 2017.
- Under existing National partnership agreements for homelessness and affordable housing (NHHA), funding is allocated on a per capita (population) basis with no regard to actual need.
- Accordingly, and as outlined in Table 2, the NT receives a mere \$18.9 million, or 1.3% of total Commonwealth funding for affordable housing and homelessness of \$1.47 billion. A direct comparison to the estimated homelessness count and funding for Western Australia highlights this anomaly clearly.
- Funding for the NT is overwhelmingly inadequate and inequitable given the affordable housing and homelessness challenges across the Northern Territory:
 - a. Almost one half (48.4%) of people seeking help in the NT are unable to be assisted.
 - b. This is twice as high as unmet requests nationally (23%).
 - c. The per capita rate of demand for services is three times that of other states and territories (demand in the NT is 377 clients per 10,000 population compared to the national average of 117 per 10,000).
- Clients living in housing who get supports from specialist homelessness providers maintain tenancies in 9 cases out of 10. This is why it is so important to adequately fund homelessness prevention programmes.

Table 2: The NT receives a tiny proportion of Commonwealth funding for homelessness services despite its high homelessness count.

State	Estimated Homless 2016 Census	Rate per 10,000	NHHA + NAHA (\$ Million)	% of Total	Rank (actual homelessness)
NSW	37,708	50.4	465.0	31.5%	1
VIC	24,818	41.9	373.9	25.3%	2
QLD	21,675	46.1	302.1	20.5%	3
WA	9,004	36.4	157.3	10.6%	5
SA	6,222	37.1	103.9	7.0%	6
ACT	1,593	40.1	24.4	1.7%	8
TAS	1,619	31.7	31.7	2.1%	7
NT	13,721	599.6	18.9	1.3%	4
Total		49.7	1477.2		

Regrettably, the *per capita* method of distributing funding to the states and territories will remain for a further 4 years under the National Housing and Homelessness Agreement (NHHA).

The Commonwealth Government has promised a review of the NHHA during its term. The Northern Territory Government needs to make full use of this opportunity to press the case for a fairer funding deal for the Territory. This process needs to begin now.

The Productivity Commission has also indicated that additional funding should be provided under that national partnership agreement for clients in the homelessness system with mental health issues. Clearly a comprehensive review of the NHHA framework is overdue and necessary.

Now is the time for the NT Government to build support with the Commonwealth Government and other states for a redistribution of Commonwealth funding under the next iteration of the NHHA based on need.

PRIORITY 4

NT Shelter expects to see leadership and representation to Canberra on the following:

- 1. Leadership across the NT Government to make the case, and actively prosecute the case, for factors other than just population size alone to be taken into account in determining State and Territory funding allocations for homelessness services from the Commonwealth;**

2. Representations made to the Commonwealth to secure a supplementary payment for the Territory given the particularly high level of homelessness experienced in the Northern Territory relative to its population size. This funding, additional to the NHHA allocation, would address high levels of unmet demand for specialist homelessness services. A strong case can be made that the total quantum of funding be of the same order of magnitude as that received by Western Australia under the NHHA. Whether or not matching NT Government contributions are required would be a matter for negotiation with the Commonwealth having regard to the Territory's fiscal situation.

05. LOW-COST, INNOVATIVE PROGRAMS

In the current economic climate, innovation by organisations and collaboration between organisations is key. Innovation and collaboration represent low cost, value for money investment in the sector with better outcomes for clients.

We were very pleased to see ongoing NT Government support for pilot programs that have been proven to work. These include the Katherine Doorways Hub, My Place, and the Homelessness Response Group (HRG) pilot.

In a similar vein, better outcomes for clients can be obtained in a cost-effective manner by upskilling the capacity of service provider staff. Priorities include cultural safety, mental health, tenancy management and trauma-informed practice. NT Shelter would be pleased to work with Government to assist with mapping key skill gaps across the sector and coordination of training and development initiatives.

There are further opportunities where collaborative efforts can provide private rental pathways for tenants who would otherwise have great difficulty getting access to the market. Expanding the Housing for Young People pilot program to Alice Springs and Katherine is one such example. These opportunities are generated through hard work and good will, at very little cost, and with positive outcomes for tenants, landlords and real estate agents alike.

Well designed and evaluated programs can be shown to deliver savings from other "system costs" e.g. broader costs of homelessness, domestic and family violence, hospitalization etc. Where these savings opportunities can be demonstrated, the Department of Local Government, Housing and Community Development should have the discretion to provide an appropriate level of funding support.

PRIORITY 5

A modest budget provision to support low-cost, value-for-money programs that deliver innovation, sector capacity building and net savings should be made available. {COST = \$350K p.a.}

06. MAKE RENTING FAIR, SAFE AND CERTAIN

Fair, safe and certain tenancy law is key for retaining and attracting people to the NT. People want to know that the renting system is equitable, that they will not be dealt with unfairly, and that they will be safe and secure in their homes. Most students, workers and families who move to the Northern Territory rent, either because of short term contracts or because they have come to try the Territory lifestyle. Their initial experience is crucial to decision-making about longer term commitments to living in the NT.

Certainty and security of tenure contributes to people staying in the Northern Territory. Economic growth is driven by population, productivity and participation in the economy. It is self-evident that it is in the Territory's economic interests to retain its population. With 50% of Territorians living in rental accommodation, it is important that fair, secure, longer term renting opportunities are provided in the NT on a comparable basis to other states. Moreover, stable tenancy arrangements provide a consistent return on investment in a falling housing market for landlords too.

PRIORITY 6

Expedite comprehensive reform to the NT's Residential Tenancy legislation to provide fair, safe and certain renting for landlords and tenants alike.

{COST = zero to minimal}

07.

INFRASTRUCTURE NEEDS AND FUNDING

for domestic and family violence services

Approximately 47% of all people seeking homelessness services reported family and domestic violence as a reason for seeking assistance. Half of all people who sought assistance were under the age of 25 and almost one quarter under the age of 10. Many of these children are fleeing domestic and family violence from communities with severely overcrowded houses and are likely to return to these situations when appropriate and affordable transitional and longer term accommodation options are not available.

The NT Government's Domestic, Family and Sexual Violence Reduction Framework 2018-2028 requires an appropriate housing response given the prevalence of domestic violence as the main driver of homelessness in the NT. The provision of safe, appropriate, and affordable housing for victims of DFSV needs to be a central and key consideration under the Framework:

- A heightened focus is needed on transitional and longer-term accommodation solutions for persons fleeing domestic violence, recognising that without longer term options, women may re-present to crisis services multiple times and persons existing crisis support services may exit back to the situation they previously fled.

- Crisis accommodation centres need to be provided with necessary capital to increase capacity and meet demand so that women and accompanying children fleeing danger are not turned away (there is also insufficient capacity for men needing shelter across the NT).

- In regional centres, sufficient funding needs to be provided to enable outreach DFSV counselling and support in outlying communities.

Cost savings can be realised through an early intervention approach. It is important to note that appropriate accommodation responses are needed to meet the needs of unaccompanied young people and children.

Leveraging available Commonwealth funding for related initiatives should be rigorously supported and promoted, including the Department of Social Services' *Safer Public Places initiative*.

PRIORITY 7

Undertake a demand analysis of crisis and transitional accommodation services and identify key infrastructure needs across the Territory.

{COST = zero to minimal}

08.

AGENCY COLLABORATION & COORDINATION

The Productivity Commission recently released its report *Expenditure on Children in the NT*. This report highlights myriad issues with program funding, coordination and evaluation across multiple agencies, Commonwealth and NT Government. Recommendations have been made in respect of better information, collaboration and coordination of services, noting the various points of intersection across the range of human services functions, including housing and homelessness.

Last year we noted in our Pre-Budget Submission the high level of consultation, collaboration and coordination across several NT Government agencies participating on the Children and Families Standing Committee. From our perspective, we continue to see this as a simple but effective mechanism to avoid the pitfalls of individual departments and agencies operating in a “silo mentality”.

Our view put forward last year remains unchanged. We see similar need and opportunities in respect of housing. While we strongly support line responsibility and accountability of agencies such as DLGHCD, issues such as housing impact significantly across many other portfolios including Territory Families, Treasury, Aboriginal Affairs, Attorney General and Justice, Education and Health. The scale of housing investment and impact on communities is enormous. The decision of when and where

to build or replace housing infrastructure, and how services are funded and delivered, materially impacts many aspects of life in the community and what the Government is trying to achieve in its broader human services agenda. Better outcomes can be realised through better coordination across government agencies.

We remain of the view that there is merit in the development of a whole-of-government housing cluster to oversee the forward work program for community development (including housing) as part of the Local Decision Making (LDM) process. This could operate in a manner similar to the Children and Families Standing Committee. A practical benefit of this would be better coordinated construction activity (housing and otherwise) in communities to reduce project delivery, consultation and procurement costs. Furthermore, the cluster would, as part of its remit, have regard to the accompanying services that need to be provided in communities to support capital investment by ensuring that tenancy support and maintenance services can effectively be delivered according to local needs.

PRIORITY 8

Establish a whole-of-government housing cluster.

{COST = zero to minimal}

09. OPERATIONAL FUNDING

for Aboriginal Housing NT (AHNT)

NT Shelter strongly supports Local Decision Making and other initiatives that commit NTG to work closely with Aboriginal communities to design and implement arrangements for the provision of suitable and culturally appropriate housing. This must include capacity building initiatives that increasingly provide Aboriginal communities with the means to manage, maintain, design, invest in and oversee housing management in their respective communities.

We also support and encourage investment in initiatives for local job creation during and post construction, with maintenance and repairs being undertaken by local Aboriginal corporations and enterprises.

88.5% of all homeless persons across the Northern Territory are Aboriginal persons, many of whom live in severely overcrowded dwellings (83% of all estimated homeless persons). It is important that Aboriginal communities have greater control over their short, medium and longer term housing needs. There is a strong case for a greater voice for Aboriginal people to articulate these needs and aspirations, with the recently incorporated Aboriginal Housing NT (AHNT) a vehicle for doing that.

PRIORITY 9

Support AHNT and secure recurrent funding accordingly. This to be new, additional funding from either the NT Government and/or Commonwealth Government.

10.

SUMMARY

of NT Shelter's 9 priorities for NT Budget 2020-21

PRIORITY 1

Visibility of the forward capital and maintenance program (rolling 5 year horizon) including projected new builds and impact on number of social housing assets by location. Forecasting to be released to show progress expected to be made towards reducing wait times in urban, regional and remote locations. {COST= zero}

PRIORITY 2

Commit funding for short-term visitor accommodation for Katherine. {Capital cost = \$5 million + recurrent operational funding \$2 million per annum}

PRIORITY 3

Double expenditure on preventative maintenance for housing to enable more Housing for Health programs to be rolled out and ensure more Territorians have access to safe, healthy and functioning housing. {COST = \$8 million p.a.}

PRIORITY 4

Leadership and representation to Canberra on the following:

a. Leadership across the NT Government to make the case, and actively prosecute the case, for factors other than just population size alone to be taken into account in determining State and Territory funding allocations for homelessness services from the Commonwealth;

b. Representations made to the Commonwealth to secure an

supplementary payment for the Territory given the particularly high level of homelessness experienced in the Northern Territory relative to its population size.

PRIORITY 5

A modest budget provision to support low-cost, value-for-money programs that deliver innovation, sector capacity building and net savings should be made available. {COST = \$350K p.a.}

PRIORITY 6

Expedite comprehensive reform to the NT's Residential Tenancy legislation to provide fair, safe and certain renting for landlords and tenants alike. {COST = zero to minimal}

PRIORITY 7

Undertake a demand analysis of crisis and transitional accommodation services and identify key infrastructure needs across the Territory. {COST = zero to minimal}

PRIORITY 8

Establish a whole-of-government housing cluster. {COST = zero to minimal}

PRIORITY 9

Support AHNT and secure recurrent funding accordingly. This to be new, additional funding from either the NT Government and/or Commonwealth Government.

11.

REFERENCES & END NOTES

- ⁱ “Affordable” housing, in this context, refers to rental costs being less than 30% of income for those on the bottom two income deciles. Conversely, when those in the bottom 40% income bracket are spending more than 30% of their income on rent, they are considered to be in rental stress and increasingly unable to meet expenditure needs on other items including energy, food, education and health.
- ⁱⁱ Northern Territory Government, Department of Local Government, Housing and Community Development (2019), *A Home for all Territorians: Northern Territory Housing Strategy 2020-2025*, page 11.
- ⁱⁱⁱ Dr Laurence Toy and Professor Bill Randolph, UNSW Sydney, *City Futures Research Centre, Filling the Gap: Costing a National Affordable Housing Program*, <https://cityfutures.be.unsw.edu.au/research/projects/filling-the-gap/>.
- ^{iv} Northern Territory Government (2019), op cit.
- ^v Productivity Commission, Report on Government Services 2019, Table 18A3.
- ^{vi} Northern Territory Government, Department of Health website (2019), <https://health.nt.gov.au/careers/medical-officers/teaching-hospitals/katherine-hospital>.
- ^{vii} ABS (2016), *Census of Population and Housing* and Australian Institute of Health and Welfare (2018), *MyHospitals* website (archived), www.myhospitals.gov.au/hospital/katherine-hospital.xlsx and www.myhospitals.gov.au/hospital/royal-darwin-hospital.xlsx. Percentages shown are derived by dividing the reported total number of hospital admissions in financial year 2016-17 by the ABS population estimates for Katherine and Darwin respectively.
- ^{viii} Quilty S., Shannon G., Yao A., Sargent W. and McVeigh M. *Factors contributing to frequent attendance to the emergency department of a remote Northern Territory hospital*, *Medical Journal of Australia* 204 (3), 15 February 2016.
- ^{ix} NSW Department of Health, *10 Years of Housing for Health in NSW: An evaluation of a healthy housing intervention*, 2010.
- ^x Productivity Commission (2019), op. cit., *Australian Government nominal expenditure relating to the National Affordable Housing Agreement (NAHA)*, Table GA.1 and Australian Institute of Health and Welfare, *Specialist Homelessness Services Annual Report 2016-17 and Specialist Homelessness Services Annual Report 2017-18*, web reports.

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