

Attachment A: Questionnaire based on discussion points

Discussion – Scope of permitted work	
<p><u>Question 1:</u> Would you support a realignment of the scope of work permitted under the remote Aboriginal communities plumbing scheme as proposed? If not, what concerns do you have with the revised definition and what changes to the proposed scope would you like to see?</p>	<p>Nindilingarri Cultural Health Services would like to have added to the scope of work.</p> <ul style="list-style-type: none"> • Besides the addition of Cistern washers • We would like to also suggest that serious consideration be given to include the replacement of Cistern units as whole. (Remote Community water supplies, range from having high / medium / low calcium levels in the water supplies. The Calcium build up also affects all other irreplaceable moving mechanisms within the cisterns). • Consideration of the inclusion to also repair 20mm copper main water lines between the house meter main valve and the house. (Using Brass Nut & Cone joiners). • Consideration of the inclusion for the replacement of exposed Hob sets e.g. Kitchen sink, Laundry Sinks (Using Brass Nut & Cone joiners or Flexi hose where applicable). • Consideration / Inclusion for the replacement of exposed Hob sets of the bathroom hand basins, with in the Sink cabinet (Reconnection (Using Brass Nut & Cone joiners or Flexi hose where applicable).
Discussion – Authorised workers and training requirements	
<p><u>Question 2:</u> a) Do you support the proposal to expand the list of qualifications in regulation 37(b) to include higher level qualifications relevant to environmental health, health science, and public health and population health?</p>	<p>a) No, I don't support this suggestion / proposal.</p>

	<p>EH Health Referrals. Clearly and correctly identifying and referring housing or plumbing maintenance details with the correct information to contracted housing service providers.</p> <p>EH Services / Teams that have long standing trained senior members are able to oversee the further development of a junior trainees skills once they have completed the course. A classroom is not the same as what a trainee will experience or learn in the field.</p> <p>With the assistance and support of the PLB Inspectors. This is being partly catered to by our current required reporting requirement to the PLB inspector. We have found that the addition of photos accompanying the monthly reports of work performed by the EH teams in the field are helpful to the regulatory assessment of the standards of work being performed and should be incorporated into the process of assessment and reporting.</p>
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Discussion – Eligible remote community

<p><u>Question 4:</u> Are you aware of any reasons preventing eligible communities from using the remote Aboriginal communities plumbing scheme?</p> <p>If so, what are they and what changes do you think would make the scheme more accessible for these communities?</p>	<p>No. But given that it is only current funded services that have authorised trained EH members, who can carry out the scope of work, there are still shortfalls, The current funded State EH services, do not have enough funding to employ enough AEHWs members in our services, to adequately meet the demand. Greater value would be gained if EH service providers were able to further engage local <u>Community Based Aboriginal workers</u>, through the Commonwealths CDP Program.</p> <p>Cert 2 level Trained Community based AEHWs, supported by the Current State funded EH services would guarantee that the program assistance is based and more responsive in the actual community.</p> <p>, what greater way of collaboration between State and Commonwealth Funded programs can anyone suggest otherwise, in relation to adequately meeting the basic emergency plumbing needs?</p>
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<p><u>Question 5:</u> What is your view on the inclusion of town based reserves on a case-by-case basis? What criteria should town-based reserves be required to meet in order to qualify as an 'eligible remote community'?</p>	<p>All aboriginal communities should be included.</p> <p>Fitzroy Crossing is deemed a remote township. Remoteness is not the issue, Aboriginal Communities be they Town based or remote, all experience and suffer from the same level of overcrowding and carry the same health burden of disease, due to the lack of adequate housing supply infrastructure, maintenance and repairs. Response times are similar, based on the consistent availability of plumbers in remote areas.</p> <p>In addition the overall Department of Housing / tenant referral / housing maintenance & repairs process, is also an added contributing factor to these issues overall.</p> <p>Many of us including Plumbers feel response times would be greatly improved if the Local Contracted Housing service providers were charged with engaging Plumbers at a local level.</p>
<p>Discussion – Service providers</p>	
<p><u>Question 6:</u> Are you aware of any reasons preventing service providers from using the remote Aboriginal communities plumbing scheme where there may be benefit to do so?</p> <p>If so, what are they and what changes would make the scheme more accessible to these service providers?</p>	<p>Besides performing basic plumbing maintenance and repairs Contracted EH Services / EH Teams have a range of other core contracted service program activities to provide.</p> <p>In the case of the Nindilingarri Cultural Health Services EH Team we have three out of the five member team who are trained and authorised to perform the scope of work.</p> <p>The other reason is that The Nindilingarri Cultural Health Services Cultural Service boundary (as opposed to a local government boundary) overlaps across two separate Shires.</p> <p><u>We work with both Shire teams, who do not carry out Emergency Remote plumbing and maintenance repairs to date.</u></p> <p>As a service Nindilingarri has to communicate with three individual Housing service contractors based in Derby, Fitzroy Crossing and Halls Creek (Kununurra), who oversee the tenants and housing needs within this Cultural Health Service boundary.</p> <p>As a team overall we do not dedicate as much time as we would like to adequately meet the plumbing maintenance needs that exists in the Fitzroy Valley Cultural Service area. (This will ultimately vary from between each team across the regions, dependant on what your individual organisations programs and service activity priorities are.</p>

	<p>Two years is much too early to be gaging the success of this program overall, time needs to be given for EH teams across the board to be adequately funded, trained and equipped, from a state government perspective, the funding is not available.</p> <p>The engagement of local community based Aboriginal Environmental Health Workers through the Commonwealth Governments CDP program would be a more practical way to monitor and manage this basic area of need. (This was a program model used prior to the termination of ATSIC by the Howard Government in 2005).</p> <p>Health needs of our remote area, also needs to be seriously factored into the review process and the overall measure of success of this program.</p> <p>It is not just a Building Commission / PLB Regulatory / Housing maintenance / Plumbing repairs issue.</p> <p>Community controlled Health Organisations / People in remote area communities must to given the same level of focus and priority in terms of the overall review considerations and outcomes.</p>
<p>Question 7: Do you agree with the proposal to require service providers to keep a register of each 'authorised worker' they employ or engage to perform work under the scheme? If not, please provide your reasons.</p>	<p>Yes we agree.</p> <p>Transparency and accountability needs to be the ultimate aim, as it is partly to blame for much of the work carried out by qualified tradesmen, in the past and currently.</p>
<p>Discussion – Impact of the Scheme</p>	
<p>Question 8: Can you provide any examples of where there has been a decrease in the incidence of health issues that can be attributed to the introduction of the remote Aboriginal communities plumbing scheme?</p>	<p>All maintenance and repairs carried out by Cert 2 AEHWs, is of benefit to the health of tenants that reside in any households. Unblocking, toilets, sewage drain lines, kitchen, bathroom or laundry sinks.</p> <p>Reseating or replacing taps saves not only water, but the long term wear and tear on major community infrastructure such as Community bore pumps, pressure pumps, septic / leach drains.</p> <p>NOTE: Contracted EH Services have other main core EH priorities / program responsibilities as part of our contracts.</p>

I would say that currently the time needed for our teams to be able to adequately respond and meet all needs in relation to the remote emergency plumbing maintenance & housing issues in our communities as a whole, is still falling short of the addressing existing needs across all our communities. Number of trained and experienced EH members can affect the outcome, and will take time to develop. There are also ongoing issues with the referral and reporting process overall, from the tenants right through to a Plumber receiving a work order. Hopefully in time and with a continued collective effort this can be improved?

Lot 26 Bayulu Community 2017 a direct request for assistance to the EH program from a young family that had a new born baby in the house. The issue was reported to the housing contractor, we responded because of the direct health risk to the young family.





In this case the DG grate had been removed by young kids and lost, rocks were thrown down the drain including a socket. Spring rods / plunger were used to push the foreign items to an inspection point where the rocks and socket were retrieved with a gully scoop.

Whilst plunging the drain line, we also discovered a hole in the drain line, that was punctured by a star picket, there was a make shift clothes line erected by the tenant using star pickets and wire, as there isn't sufficient room on the small clothes lines currently erected in the houses. (The Hills Hoist days are no more it seems). Families usually hang clothes on fence lines or on ropes erected along the front or back verandas.

The role of the AEHWs carrying out consistent maintenance and repairs to households, improving health outcomes, has already been proven and justified by work carried out by Paul Pholeros in the 1990s. And is evident in the work currently being carried out. There are still issues with some tenants that do not clearly understand the current housing maintenance referral process. A vital role that EH teams provide is with each engagement or request for assistance is to reinforce and explain the importance of tenants reporting all maintenance issues immediately to the housing contracted services. Language barriers are still an issue in many cases, the ability to read and fully understand the tenant agreements and responsibility.

Lot 12 Kurnangki Community Issue reported by tenant 1- 2 months ago by tenant to housing contractor, Blocked Kitchen sink and leaking hot water flexi hose under bathroom hand basin. EH Team replaced both flexi hoses to bathroom hand basin Unblocked Kitchen sink. (NOTE: Water damage to bathroom cabinet).



Lot 3 Joy Springs Community 2018 Septic tanks full. 4th May

The issue was reported to MWW Housing 1.5 weeks ago.

A plumber from Smithfield plumbing has visit the house
The plumber advised Brendan that they would have to wait another 2 weeks before the Smithfield Plumbing sewage waste truck, could carry out the pump out.

All the family are not able to use the toilet in the house or the laundry to wash clothes, or to shower or bathe themselves.

Re referred to Housing to Perth, pump out completed on the 23rd May.



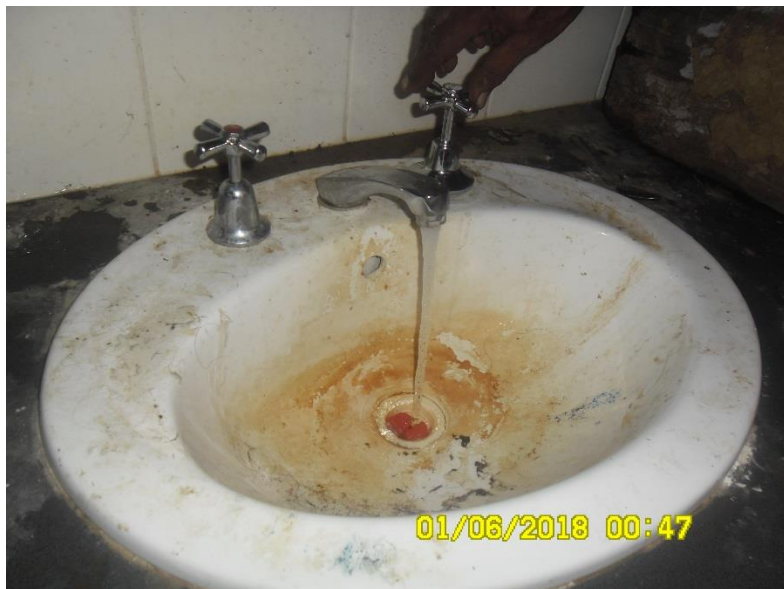
Wangkatjungka Community 2018 health referral on behalf of a chronically ill patient, by the Nurse @ Wangkatjungka Community. 30th May Leaking hand basin tap and Block shower drain.

EH team identified other plumbing issues in the house.

Plumbing Issues

1 Leaking sink mixer tap (seal)

2 Blocked Linear Shower drain & Bath Tub drain
3 Leaking Shower rose
4 Bathroom hand basin taps leaking badly
All repairs / maintenance completed 1st June.



Mimbi Community 2019 (Non housing property) 1st May
Communal Toilet and Shower block this has been like this for two years to our knowledge).



Bayulu Community Lot 33 2019

Leaking Hob Set Bathroom hand basin. This issue was reported 2 months prior to the request for assistance to our team.



Hole in hob set



New Hob Set



New Tap Handles



Question 9:

Can you provide any examples or Calculations showing water saved in remote Aboriginal communities as a result of the remote Aboriginal communities plumbing scheme, as well as the impact of that water saving on the community?

This issue was reported to the housing contracted service provider, the tap was running not leaking for 2 months, in a community within the 50klm radius. (1500lt per hour according to known flow rates of a tap fully opened) resulting in overflowing septic tanks. All the waste from within the septic tanks were washed out of the tanks overflowing into the back yard. (There was just clear water in the both septic tanks)

A laundry tap was attached to the bathroom spout to stop the water from wasting as an emergency procedure this matter was re referred directly to housing in Perth and repaired two weeks later.



Bayulu Community Lot 34
Leaking Garden tap (replaced)



Lot



<p><u>Question 10:</u> If you are a licensed plumbing contractor in an area where the remote Aboriginal communities plumbing scheme is in operation, what has been your experience of the scheme so far? Has the scheme had any impact (positive or negative) on your business? If yes, please tell us what and how.</p>	<p>NOT A LICENSED PLUMBER Statement – as the Nindilingarri Cultural Health Services EH Team Coordinator.</p> <p>A referral process issue identified recently by the Nindilingarri Cultural Health team with a local Plumber (Jila Plumbing) information was referred on to Alana Collings @ housing in Perth, that will greatly assist plumbers in regards to the EH referrals emailed by our team, who utilise photos of all issues identified and referred.</p> <p>Suggested change.</p> <p>Is that the contracted housing service providers email all photos contained in EH referrals through to Housing in Perth and then onto Lakes.</p> <p>As it saves a lot of incurred traveling costs overall if the Plumbers are able to receive photos of the issues, to assess and determine the type of tap hardware or other related details in relation to the repairs needed to be undertaken, prior to responding to work orders issued.</p> <p>Visuals can make a lot of difference, and can enhance the timeframes of response process overall.</p>

