

**Table A. Improving Child and Family Health – Performance Indicators**

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
A1. Number of child health checks undertaken	DoHA	n/a	3,184	2,607	2,651	9,428 <sup>1</sup>	n/a <sup>2</sup>		Further child health checks were undertaken through the Medicare Benefits Scheme (see text).
A2. Number of all types of referrals (including specialist referrals) by treatment type <sup>3</sup>  (Unless otherwise specified figures relate to referrals rather than children).	DoHA	n/a	1,946 children received one or more referrals. 3,103 referrals in total. Primary Health Care – 1,135 Dental – 829 Tympanometry & audiology - 328 Paediatrician- 371 ENT -208 All other - 232	1,618 children received one or more referrals. 2,673 referrals in total Primary Health Care – 932 Dental – 846 Tympanometry & audiology - 187 Paediatrician- 291 ENT -229 All other - 188	2,017 children received one or more referrals. 3,788 referrals in total Primary Health Care – 1,079 Dental – 1,124 Tympanometry & audiology - 581 Paediatrician- 355 ENT - 258 All other - 391	5,861 children received one or more referrals. 9,942 referrals in total Primary Health Care – 3,316 Dental – 2,901 Tympanometry & audiology – 1,145 Paediatrician- 1,023 ENT -720 All other - 837	n/a	AIHW Child Health Checks (CHC) AIHW Child Health Checks (CHC) AIHW Child Health Checks (CHC)	
A3. Number of children who have received audiology follow up <sup>4</sup>	DoHA	n/a	0	0	649	649	100% of those referred for audiology		Data on the total number of children referred for audiology follow up is not yet available,

<sup>1</sup> 485 child health checks were delivered in July 2007 and 501 forms received in 2007-08 had the date of CHC missing. Therefore the year to date figure is higher than the sum of figures reported between 1 August 2007 and 30 June 2008.

<sup>2</sup> Targets were not established for the CHCI. See Targets/milestones on page 6.

<sup>3</sup> Referral data presented here is based on the 8,516 children for whom comparable data are available. This includes CHCs delivered in July 2007, therefore the year to date figures is higher than the sum of figures reported between 1 August 2007 and 30 June 2008.

<sup>4</sup> Includes 306 children who did not receive a Child Health Check. It also includes 23 children whose HRN was not recorded on their audiology form, and for which it could not be determined if they received a CHC.

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
A4. Number of children who have received dental follow up	DoHA	N/A	N/A	N/A	N/A	N/A	100% of those referred for dental treatment		Validated data not yet available (see <i>Dental services data</i> page 4)
A5. Number of additional Alcohol and Other Drugs Outreach Workers and community support workers employed in selected primary care and substance use services across each region of the NT. <sup>5</sup>	DoHA	N/A	0	0	28 in total with coverage in each region.	28	Target – workers engaged in each region of the NT	DoHA	These measures commenced in March 08 as part of Phase 2 of the response.
A6. Number of activities funded to provide workforce training to build clinical competence and confidence of the drug and alcohol service delivery sector; and community education activities. <sup>6</sup>	DoHA	N/A	0	0	45	45	Target – see comments	DoHA	Target – maximise opportunities available for workforce development & community education Number funded reflects capacity of organisations.
A7. Number of occupied bed days used for alcohol treatment in Katherine and Tennant Creek hospitals, in the dedicated hospital beds. <sup>7,8</sup>	DoHA	N/A	N/A	127 bed days used in Katherine and 82 bed days used in Tennant Creek Hospitals from 28 Oct to 30 Dec 2007	288 bed days used in Katherine and 240 bed days used in Tennant Creek Hospitals from 1 Jan to 30 June 2008. 29 of these bed days used specifically for withdrawal.	737 bed days used from 28 Oct 07 – 30 June 08 (total for both hospitals)	Target - sufficient capacity to meet demand.	NT DHF	Target met. Bed usage days indicate level of demand. Refer footnotes.
A8. Number of individuals	DoHA	No additional	N/A	Data not available.	90 at Katherine and	248 at both	Target =	NT DHF	Target met

5 Numbers of workers are determined by the capacity of organisations to incorporate new models of service delivery and new staff.

6 Formal workforce training and community education activities were funded and implemented in phase 2 of the response.

7 Data provided for period 1 January 2008 to 30 June 2008.

8 Methods to measure change resulting from NTER AOD measures will be developed in 2008-09.

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
who received alcohol treatment at Katherine & Tennant Creek hospitals, in the dedicated hospital beds. <sup>9</sup>		hospital bed capacity pre NTER.			158 at Tennant Creek Hospitals from 1 Jan to 30 June 2008.	hospitals from 1 Jan to 30 June 2008.	sufficient capacity to meet demand.		
A9. Increased bed capacity & workers at selected residential rehabilitation centres & sobering up shelter to provide increased care & recovery options to individuals & communities	DoHA	N/A	N/A	Data not available	N/A	26 additional beds and 13 additional workers across the NT	Target = sufficient capacity to meet demand	DoHA	Pre NTER data not available. Data will become available from October 2008.
A10. Number of people accessing residential rehab facilities	DoHA	N/A	N/A	N/A	N/A	N/A			Data will become available from October 2008.

**Table B. Enhancing Education – Performance Indicators**

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
B1. Preschool enrolment and attendance rates by preschool <sup>10</sup>	DEEWR	Preschool Enrolment: 812	Preschool Enrolment: 981	Preschool Enrolment: 721	Preschool Enrolment: 781	-31		NT DEET periodic enrolment and attendance collections <sup>11</sup>	
		Preschool Attendance: 449	Preschool Attendance: 541	Preschool Attendance: 434	Preschool Attendance: 429	-20			
		Preschool Attendance rate:	Preschool Attendance rate: 55.1%	Preschool Attendance rate:	Preschool Attendance rate:	- 0.4 points			

<sup>9</sup> Number of patients provides an indication of the level of demand. Provision was made for 100% bed capacity for two beds at each of the two hospitals for the period 15 Sept 07 – 30 Jun 08.

<sup>10</sup> Preschool attendance is not compulsory in any state or territory.

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
		55.3%		60.3%	54.9%				
B2. Primary and secondary school enrolment and attendance rates by school	DEEWR	Primary enrolment: 5383	Primary enrolment: 5574 Primary attendance: 3570 Primary attendance rate: 64.0% Secondary enrolment: 1515 Secondary attendance: 750 Secondary attendance rate: 49.5%	Primary enrolment: 5391	Primary enrolment: 5198	-185			
		Primary attendance: 3464		Primary attendance: 3644	Primary attendance: 3262	-202			
		Primary attendance rate: 64.3%		Primary attendance rate: 67.6%	Primary attendance rate: 62.8%	-1.5 points			
		Secondary enrolment: 1601		Secondary enrolment: 2683	Secondary enrolment: 2315	+714			
		Secondary attendance: 907		Secondary attendance: 1605	Secondary attendance: 1234	+327			
		Secondary attendance rate: 56.7%		Secondary attendance rate: 59.8%	Secondary attendance rate: 53.3%	-3.4 points			
B3. Number of schools with a nutrition program (breakfast and lunch) where income management <sup>12</sup> has commenced	DEEWR	Number pre NTER	Communities scoped: 17	Communities scoped: 24	Communities scoped: 55	No data			
			Town camps scoped: 5	Town camps scoped: 3	Town camps scoped: 8	No data			
			N/A	Contracts offered/under negotiation: 20	Contracts offered/under negotiation: 15	No data			
			Contracts executed: 0	Contracts executed: 9	Contracts executed: 43	No data			
B4. Transition rate from primary to secondary school (annual indicator) <sup>13</sup>		Number pre-NTER	N/A	N/A (annual indicator)	N/A (annual indicator)	N/A (annual indicator)			

11 Enrolment numbers and attendance rates are for all Intervention schools, Catholic and Government.

12 In most communities the SNP will be operating from the commencement of income management in that community.

13 The Transition rate is calculated from the Age/Grade Schools Census (a part of the National Schools Census) which is conducted on the first Friday of August (Usually Week 2 of school). The NTG has scheduled to release the data in September.

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
B5. Parental and carers involvement in all schooling	Report by GBMs	N/A	As detailed in 1Q monitoring report	N/A	N/A	N/A			

**Table C. Supporting Families – Performance Indicators**

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
C1. Number of communities with new or refurbished safe house facilities	FaHCSIA	0 – only reporting on those provided through this measure	N/A	N/A	Safe Houses completed in 8 remote communities.	Safe Houses completed in 8 remote communities.	Safe Houses built or refurbished in 16 remote communities plus Alice Springs & Darwin	Ops Centre	Awaiting CETEC test results before completed safe houses can be operational.
C2. Number of people accessing the safe houses	NTG	0 – only reporting on those provided through this measure	N/A	N/A	None are fully operational.	None are fully operational.	All safe houses operational	Ops Centre	Not appropriate to set targets for usage - under review.
C3. Number of NTER safe house communities who have developed family safety plans	NTG	0 – only reporting on those provided through this measure	0	0	0	No new safe houses yet operational	100% of 16 remote communities	NTG	*For NTG to provide directly
C4. Number of programs and/or activities linked to each NTER safe house	NTG	0 – only reporting on those provided through this measure	0	0	0	No new safe houses yet operational	Each NTER safe house to be linked to at least one program or activity	NTG	*For NTG to provide directly
C5. Number of Indigenous people employed to operate NTER safe houses	FaHCSIA	0 – only reporting on those provided through this measure	0	0	65 potential safe house workers identified for 12 facilities in 9	None employed as safe houses are not operational.	Staff recruited for 16 remote communities plus Alice	NTG	

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
					remote communities.		Springs & Darwin		
C6. Number of Remote Aboriginal Family & Community Workers employed	FaHCSIA	0 – only reporting on those provided through this measure	0	0	10 RAFCWS recruited plus 2 coordinators.	10 RAFCWS 2 coordinators	13 RAFCWs plus 2 coordinators.	NTG	One coordinator has recently left and position is vacant.
C7. Number of Mobile Child Protection Team workers employed	FaHCSIA	0 – only reporting on those provided through this measure	N/A	N/A	8 child protection workers, one coordinator and one admin assistant.	8 child protection workers, one coordinator and one admin assistant.	10 child protection workers, plus 1 coordinator 1 admin support worker	NTG	
C8. Number participating in parenting programs	FaHCSIA		N/A	N/A	75 Nutrition education sessions 11 children and families received case management and intensive nutrition 12 participants attended facilitator training for providing health education programs for teenager	N/A		Performance reporting provided by service providers	1 other project has not been able to provide participant numbers
C9. Number participating in early childhood programs by type	FaHCSIA	19 Existing Crèches ICP baseline 35 children 0-8 yrs 34 parents/ Caregivers delivering facilitated playgroup services to 136 parents/caregivers and 413 children	N/A	N/A	Indigenous Children Program - CAAPS project assisted 21 Children 0-8 yrs and 15 parents/caregivers	N/A	<u>Playgroup Milestones</u> ISP/LSP Site approval ISP/LSP Service provider selection ISP/LSP Playgroup implementation	FOFMS FaHCSIA SO Performance reporting by service providers Individual playgroup	Playgroups have long lead in time while sites selected and approved, service providers selected and communities and families engaged. Where PIs refer only to participation, progress against those PIs will

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
							<a href="#">Playgroup Targets</a> Implementation of 3 LSPs and 2 ISPs	performance reporting provided by each service provider	reflect that lead in time.
C10. Number of Indigenous child abuse and neglect incidents reported to police	NT Police	69	N/A	N/A	N/A	210			
C11. Number of police investigations into alleged child sexual abuse perpetrated against indigenous children	NT Police	66	N/A	N/A	N/A	192			
C12. Number of offences relating to alleged sexual abuse with indigenous/non indigenous status of offender	NT Police	Indigenous – 155 Non Indigenous - 1	N/A	N/A	N/A	Indigenous – 91 Non Indigenous - 5			
C13. Child Abuse – Assault a person U16 years by adult – arrests/summons	NT Police	Men – 4 Women - 4	N/A	N/A	N/A	Men – 7 Women - 2			Indigenous only
C14. Number of child sexual Assault lodgements (filed in court for hearing) by offence location.	NTG Dept of Justice	Indigenous – 100 Non Indigenous – 41 Unknown – 4	N/A	N/A	N/A	Indigenous –62 Non Indigenous – 39			All areas within the NT
C15. Number of child sexual assault convictions - indigenous /non indigenous offenders. <sup>14</sup>	NTG Dept of Justice	Indigenous – 11 Non Indigenous - 0	N/A	N/A	N/A	Indigenous – 11 Non Indigenous - 0			

14 1) Most children reside in these communities are Indigenous and therefore it is assumed that all victims are Indigenous children.

2) A defendant found guilty of a sexual offence on a sentencing occasion is defined as a conviction.

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
C16. Number of matters prosecuted relating to alleged sexual abuse	NT Police	Indigenous – 38 Non Indigenous – 1	N/A	N/A	N/A	Indigenous – 25 Non Indigenous – 1			
C17. Number of projects funded to support youth diversion activities <sup>15</sup>	FaHCSIA	Number and rate pre NTER	N/A	N/A	N/A	\$8.5 million expended over 95 projects			

**Table D. Promoting Law and Order – Performance Indicators**

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
D1. Number of communities with an Australian government funded night patrol service	AGD	23	0 funded <sup>16</sup> .	18 funded	32 funded	73 funded	Target 73	Signed PFAs	Target achieved. All funding agreements (PFAs) signed by mid-March 2008.
D2. Number of people (men and women) transported to a recognised safe house by the Australian government funded night patrol service (applicable where a community has a recognised safe house).	AGD	N/A	N/A	N/A	N/A	N/A		Quarterly performance indicator reports	Reports are due each quarter. As the last PFAs were signed in mid-March 08, and community consultations and recruitment processes are underway, data are limited at this time. <sup>17</sup>

<sup>15</sup> Projects include activities/events, equipment, infrastructure and operations. Include short and medium term enablers and activities and events as well as long term enablers (infrastructure). Numbers of young people attending is not a relevant measure. Figures on attendances and outcomes under funding agreements will be available for the next quarterly report (October 08).

<sup>16</sup> The figures for each period reflect the number of communities which began to receive funding during that period only.

<sup>17</sup> The 4th qtr reports are due 11 August 2008. Note that data relating to transport to a recognised safe house is dependent on the FaHCSIA roll out of safe houses in communities. Note also that the performance indicators used for night patrols operating under the 2007-08 agreements prior to the announcement of the NTER are different to those used post NTER and cannot be reported here.

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
D3. Number of people (men and women) transported (i.e. not to a recognised 'safe house'), and including referrals to other services, by the Australian government funded night patrol service (applicable where a community has a recognised safe house).	AGD	N/A	N/A	N/A	N/A	N/A	N/A	Quarterly performance indicator reports	As above
D4. Number of people (men and women) transported, including referrals to other services, by the Australian government funded night patrol service (applicable where a community does not have a recognised safe house).	NTG Police	N/A	N/A	N/A	No. assisted in MacDonnell & Central Desert Shire communities to 30 May 08: Adults: 250 - male 112 - female 138 Youth: 173	N/A	N/A	Quarterly performance indicator reports	As above
D5. Number of locations with full-time police presence	NTG Police	Number pre NTER	16 police 8 police stations	49 police	51 police	51 additional police			
D6. Number of police callouts to communities without full-time police by community	NTG	Number pre NTER	N/A	N/A	N/A	N/A			
D7. Observation of community safety	Report by GBMs	N/A	As detailed in 1Q monitoring report	N/A	N/A	As detailed in the GBM survey			
D8. Number of Assault Lodgements (files lodged in Court for hearing) <b>Data for all of NT</b>	NTG Dept of Justice	Indigenous = 2290 Non Indigenous = 411 Unknown = 53	N/A	N/A	N/A	Indigenous = 2190 Non Indigenous = 401 Unknown = 32			
D9. Restraining Orders Handed Down by Courts Number of Sentencing Occasions for Breaching of an Restraining Order	NTG Dept of Justice	Restraining order Indigenous = 2036 Non Indigenous = 456 Unknown = 223	N/A	N/A	N/A	Restraining order Indigenous = 1941 Non Indigenous = 425 Unknown = 280			

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
Data for all of NT		Breaches Indigenous = 664 Non Indigenous = 80				Breaches Indigenous = 743 Non Indigenous = 79			
D10. Number of incidents of alcohol and substance abuse (inc. petrol sniffing and volatile substances) by community	NTG Police	Alcohol = 1458 Domestic violence and alcohol = 585 Drug related = 57 Domestic violence related = 971 Substance abuse related = 193	N/A	N/A	N/A	Alcohol = 2287 Domestic violence and alcohol = 756 Drug related = 131 Domestic violence related = 986 Substance abuse related = 234			
D11. Number of incidents of violence related crime by community reported to police	NTG Police	Domestic violence related = 1556 Armed Person = 71 Assault = 154 Assault – Aggravated = 246 Assault – Indecent = 13 Assault – Sexual = 54	N/A	N/A	N/A	Domestic violence related = 1742 Armed Person = 99 Assault = 154 Assault – Aggravated = 234 Assault – Indecent = 31 Assault – Sexual = 57			
D12. Changes in relevant communities due to new licensing provisions (mid Nov)	Report by GBMs	N/A	As detailed in 1Q monitoring report	N/A	N/A	GBM survey			
D13. Number of drinking permits by type	NT SO	Number pre NTER	N/A	N/A	N/A	2246			No. of Permits for Residents Post Intervention to 31/7/2008
D14. Number of new alcohol management plans	NTG	Number pre NTER	1	N/A	1	1			4 being implemented 4 being developed

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
D15. Alcohol consumption / sales data <sup>18</sup> Pure Alcohol Wholesales (Litre) ##	NT Dept of Justice	2006 = 71,830	N/A	N/A	2007 = 60 059	N/A			This data is for 15 of the 20 licensed community outlets. Standard drinks per drinker per day varied between 14.0 and 0.1
D16. Alcohol related hospital admissions	NTG	4083	N/A	N/A	N/A	2443 (till 31 Jan 2008)			Updated data to be provided when available
D17. Protective custody	NTG	502	N/A	N/A	N/A	537			
D18. Availability, access and supply of videos and x-rated material in a community before and after bans took effect in communities	N/A	N/A	N/A	N/A	N/A	N/A			
D19. Number of Breaches of the NTER Act by Indigenous Status <sup>19</sup>	NT Dept of Justice	N/A	N/A	N/A	N/A	Indigenous – 166 Non Indigenous - 9			To identify offences relating to the NTER, this table counts offences that received a penalty.
D20. The number of offences in relation to restricted material	NTG	N/A	N/A	N/A	N/A	N/A			

<sup>18</sup> ## Alcohol wholesale volumes are only related to liquor licensed premises in/near relevant communities. Liquor volumes consumed by permit holders are not recorded/available.

\* The Retailer advised they no longer sell alcohol. Liquor Inspector for the region advised the liquor license is still current and retailer is in receivership and have not sold any alcohol since the introduction of the Intervention Sept 07.

\*\* The Retailer advised they use to purchase from CUB (Fosters) - wholesaler, but now purchase off another retailer.

\*\*\* The Retailer has a large decrease in alcohol sales from 2006 - 2007. The March 2007 return was not received for the retailer, however their December 2006 return is much higher than usual and maybe the result why no liquor was purchased by the retailer for the March 2007 quarter.

<sup>19</sup> There are no specific offences against the Commonwealth NTER Act. However, the NTER Act is related to several NT Acts. This table counts the offences in the NT Acts related to the NTER Act, as well as using a searching fields for "Emergency Response"

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
D21. Number of computer audits performed including compliance levels <sup>20</sup>	FaHCSIA	n/a	N/A	N/A	194 computers audited	194 computers audited			
D22. Rates of recidivism by Indigenous status– Breach of Bail 21	NTG	24	N/A	N/A	N/A	36		IJIS – 16 July 08	
D23. Number of NTER related matters handled by AGD funded legal service providers. <sup>22</sup>	AGD	0	N/A	N/A	285*	285*		IRIS, quarterly data collection for KPIs, NAAJA & CAALAS figures.	NAAJA & CAALAS have only recently received funding and recruited additional staff for NTER activities. Service levels are expected to rise.
D24. Number of outreach visits to communities by AGD funded legal service providers for NTER related matters.	AGD	0	N/A	N/A	54	54			

<sup>20</sup> 'Number of computer audits performed not complying with the NTER Act' not available

<sup>21</sup> 25 (20.8%) of the 120 persons arrested for Breach of Bail are repeat offenders Offence Code 549250 (Breach of Bail) Recidivism for this report is based on having 2 or more Breach of Bail offences recorded on IJIS within the 12 month period (06/07 or 07/08)

<sup>22</sup> \*data received is for the period to end of March 2008 only. End of year figures are still to be received

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
D25. Number of people seeking to access an interpreter for NTER related matters through NTAIS.	AGD	0	N/A	47	94	143		NTAIS	4 <sup>th</sup> Quarter reports were due on 10 July 2008 and are outstanding. Year to date figures are from 1 August 2007 to 31 March 2008. Figures received show an increase in the number of people seeking to access interpreters for NTER related matters.
D26. Number of hours of interpreting provided for NTER related matters by NTAIS.	AGD	0	29.5	522	811.44	1362.94		NTAIS	4 <sup>th</sup> Quarter reports were due on 10 July 2008 and are outstanding. Year to date figures are from 1 August 2007 to 31 March 2008. Figures received show an increase in the number of hours provided for NTER related matters
D27. Number of times GBMs and other Cth Government representatives in communities utilised NTAIS' interpreter services.	FaHCSIA - NTER Ops centre	0	N/A	26	No data	No data			

**Table E. Housing and Land Reform – Performance Indicators**

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
E1. Number of houses assessed by community - habitable and not habitable	FaHCSIA - Indigenous Housing Policy & Programs Branch.	Number of houses (habitable and not habitable) pre NTER	N/A	1,465 houses assessed as habitable 50 houses assessed as not habitable	1,647 houses habitable 148 houses not habitable	3,046 houses habitable 198 houses not habitable	3000 houses assessed	CCU - Property Condition Assessment Report	
E2. Number of bedrooms and inhabitants per house		Number of bedrooms and inhabitants per house* pre NTER	CCU not initiated.	Data collection in progress	Data collection in progress. Due 30 July 2008	Data collection in progress. Due 30 July 2008	N/A	CCU - Property Condition Assessment Report	
E3. Community clean up: Number of houses that received scheduled minor repairs (<\$5k)	FaHCSIA Strategic Projects group.	Number of houses (habitable and not habitable) pre NTER	CCU not initiated.	1,482 properties have been 'made safe'	1,630 properties have been 'made safe'. 450 community buildings have been 'made safe'.	3,046 properties have been 'made safe'. 450 community buildings have been 'made safe'.	3000 minor repairs	CCU - Property Repair Report	
E4. Number of Indigenous people (male and female) employed in community cleanup		0	CCU not initiated.	10 males	35 Indigenous people.	35 Indigenous people.	Employment opportunities explored	CCU - Property Repair Report	Includes 7 apprentices
E5. Number of urgent infrastructure projects (Tasks of Opportunities) funded by community (type of work and funding source provided)	FaHCSIA – Indigenous Housing Policy & Programs Branch	0	44 out of 73 communities have had work started	21 projects	8 projects	29 projects	N/A	NTER Reports	
E6. Number of new dwellings completed by community	NTG/ FaHCSIA (Indigenous Housing Policy & Programs)	Existing Housing Stock	25	30	22	77	N/A	Bilateral Agreement Reports	These houses were constructed under the Community Housing and Infrastructure Program (CHIP)

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
E7. Number of unfit houses made fit by community by major and minor (<\$50k) upgrades	FaHCSIA – Indigenous Housing Policy & Programs Branch	Number of houses (habitable and not habitable) pre NTER	CCU not initiated.	Minor repairs not initiated	2,995 houses have had minor repairs. Major upgrades to occur through SIHIP	2,995 houses have had minor repairs. Major upgrades to occur through SIHIP	N/A	Monthly Reports to the Joint Steering Committee	Future new houses, major refurbishments and new infrastructure will be managed through SIHIP which will commence in Oct 2008
E8. Number of houses that received scheduled major repairs (>\$50k)	FaHCSIA – Indigenous Housing Policy & Programs Branch	Number of houses (habitable and not habitable) pre NTER	N/A	N/A	N/A	Work to commence in Oct 2008 under SIHIP	N/A		
E9. Number of communities with a functional infrastructure and housing maintenance service	NTG/ FaHCSIA (Indigenous Housing Policy & Programs	Existing Infrastructure Stock	N/A	N/A	N/A	Work to commence in Oct 2008 under SIHIP	N/A		
E10. Number of commercial tenancy agreements in place by community	FaHCSIA – Indigenous Housing Policy & Programs Branch	N/A	N/A	N/A	N/A	N/A	N/A	Monthly Reports to the Joint Steering Committee	New tenancy management arrangements came into effect on 1 July 2008. Performance indicators and reporting requirements are being negotiated with the NTG as part of the program funding agreement. Initial data should be available in Oct 2008.
E11. Number of communities with public housing managed by the NTG by community	NTG	0	N/A	N/A	N/A	Data available from Oct 2008	All NT Indigenous Communities		
E12. Percentage of houses with new tenancy agreements		To be determined	N/A	N/A	N/A	Data available from Oct 2008	To be negotiated		
E13. Percentage of rent collected		To be determined	N/A	N/A	N/A	Data available from Oct 2008	To be negotiated		
E14. Number of houses for which maintenance reports have been lodged		To be determined	N/A	N/A	N/A	Data available from Oct 2008	To be negotiated		

**Table F. Welfare Reform and Employment – Performance Indicators**

Performance Indicators	Payment Type	Baseline Data (as at 21 June 2007)	1 Aug 2007 31 Oct 2007 (as at 26 October 2007)	1 November 2007 – 31 January 2008 (as at 25 January 2008)	1 February 2008 – 30 June 2008 (as at 27 June 2008)	Year to date – 30 June 2008 (excluding baseline)	Milestones or targets	Data Source	Comments
F1. Number of people in NTER communities (excluding outstations and town camps), on welfare, by payment type 23	NSA	4047	4369	4995	4737		N/A	Centrelink Mainframe 24	
	PPP	1563	1627	1767	1798		N/A		
	PPS	1148	1226	1226	1167		N/A		
	YA(o)	639	677	841	834		N/A		
	YA(s)	<20	<20	<20	<20		N/A		
	YA(a)	<20	<20	<20	<20		N/A		
	CP	100	110	128	158		N/A		
	DSP	903	1002	1108	1285		N/A		
	SA	<20	<20	<20	<20		N/A		
	AP	761	764	765	769		N/A		
	MAP (MAA)	<20	<20	<20	<20		N/A		
	AUSTUDY	<20	<20	<20	<20		N/A		
F2. Number of people in NTER communities (including outstations and town camps), on welfare, by payment type1	NSA	6735	7154	7974	7654		N/A	Centrelink Mainframe	
	PPP	2253	2281	2440	2456		N/A		
	PPS	2487	2527	2487	2398		N/A		
	YA(o)	931	996	1207	1188		N/A		
	YA(s)	92	88	72	89		N/A		
	YA(a)	<20	<20	<20	<20		N/A		
	CP	227	239	267	329		N/A		

23 (Newstart Allowance [NSA], Parenting Payment Partnered [PPP], Parenting Payment Single [PPS], Youth Allowance (other) [YA(o)]; Youth Allowance (Student) [YA(s)]; Youth Allowance (apprentice)[YA(a)]; CP [Carers Payment]; DSP [Disability Support Pension]; SA [Sickness Allowance]; AP [Age Pension];

24 (Data extracted and compiled by DEEWR Income Support Information Section)

Performance Indicators	Payment Type	Baseline Data (as at 21 June 2007)	1 Aug 2007 31 Oct 2007 (as at 26 October 2007)	1 November 2007 – 31 January 2008 (as at 25 January 2008)	1 February 2008 – 30 June 2008 (as at 27 June 2008)	Year to date – 30 June 2008 (excluding baseline)	Milestones or targets	Data Source	Comments
	DSP	2843	3026	3199	3477		N/A		
	SA	<20	<20	<20	<20		N/A		
	AP	2477	2498	2512	2561		N/A		
	MAP (MAA)	<20	<20	<20	<20		N/A		
	AUSTUDY	<20	<20	<20	<20		N/A		
<p>F3. Number of Payments by type made to Income Managed customers residing in NTER communities<sup>25</sup>:</p> <ul style="list-style-type: none"> <li>NewStart Allowance</li> <li>Parenting Payment</li> <li>Youth Allowance by category (student, jobseeker, apprentice)</li> <li>Carer Payment</li> <li>Disability Support Pension</li> <li>Age Pension</li> <li>Family Tax Benefits</li> </ul>	FaHCSIA/D EEWR	<p>As at 21 June 2007:</p> <ul style="list-style-type: none"> <li>i) Newstart Allowance 6735</li> <li>ii) Parenting Payment 4740</li> <li>iii) Youth Allowance (jobseeker) 931</li> <li>Youth Allowance (student) 92</li> </ul>	N/A	<p>As at 25 January 2008:</p> <ul style="list-style-type: none"> <li>i) Newstart Allowance 7892</li> <li>ii) Parenting Payment 4930</li> <li>iii) Youth Allowance (jobseeker) 1207</li> <li>Youth Allowance (student) 72</li> </ul>	<p>From 1 February to 13 June 2008:</p> <ul style="list-style-type: none"> <li>i) Newstart Allowance 6187</li> <li>ii) Parenting Payments 3433 (Single 1520 Partnered 1913)</li> <li>iii) Youth Allowance (job seeker) 1021</li> <li>Youth Allowance (student) 13</li> <li>iv) Carer payment 201</li> <li>v) Disability Support Pension 1847</li> <li>vi) Age pension 842</li> <li>vii) Family Tax benefits 4749</li> </ul>		Internal administrative data (Income Support Information Section)		

<sup>25</sup> Community breakdown currently being processed by Centrelink.

Performance Indicators	Payment Type	Baseline Data (as at 21 June 2007)	1 Aug 2007 31 Oct 2007 (as at 26 October 2007)	1 November 2007 – 31 January 2008 (as at 25 January 2008)	1 February 2008 – 30 June 2008 (as at 27 June 2008)	Year to date – 30 June 2008 (excluding baseline)	Milestones or targets	Data Source	Comments
F4. Number of Payments by type made to Income managed customers residing in non-prescribed towns or cities in whole of NT.	DEEWR/ FaHCSIA /Centrelink	As at 21 June 2007: i) Newstart Allowance 1404 ii) Parenting Payment 1189 iii) Youth Allowance (jobseeker) 222 Youth Allowance (student) 10	N/A	As at 25 January 2008: i) Newstart Allowance 1918 ii) Parenting Payment 1237 iii) Youth Allowance (jobseeker) 339 Youth Allowance (student) 7	From 1 February to 13 June 2008: i) Newstart Allowance 577 ii) Parenting Payment 203 (Single 104 Partnered 99) iii) Youth Allowance 40 iv) Carer payment 16 v) Disability Support Pension 185 vi) Age pension 54 vii) Family Tax benefits 14				
F5. Customers who have been Income Managed and Auto Income Managed	FaHCSIA /Centrelink	N/A	439 people (standard IM-392; auto IM-47)	5,835 Customers (standard IM-5,183; Auto IM-652)	13,305 customers (standard IM-12,532; Auto IM-777) as of 13 June				
F6. Total amount of income management funds Total dollar amount by payment type Total number of customers by payment type	FaHCSIA Centrelink	N/A	\$325,662 1 August 2007 to 31 October 2007	\$5,669,675 1 November 2007 to 31 January 2008 <sup>26</sup>	\$23,480,106 1 February 2008 to 13 June 2008	\$29,475,443 to 13 June 2008			

<sup>26</sup> Data on total dollar amount by payment type not available

Performance Indicators	Payment Type	Baseline Data (as at 21 June 2007)	1 Aug 2007 31 Oct 2007 (as at 26 October 2007)	1 November 2007 – 31 January 2008 (as at 25 January 2008)	1 February 2008 – 30 June 2008 (as at 27 June 2008)	Year to date – 30 June 2008 (excluding baseline)	Milestones or targets	Data Source	Comments
F7. Allocated Payments (i.e. withheld IM funds paid out of Special Account) by list of Priority Needs	FaHCSIA Centrelink	N/A	\$222,880 1 August 2007 to 31 October 2007	\$4,535,714 1 November 2007 to 31 January 2008	\$22,884,598 1 February to 13 June 2008	\$27,643,380 to 13 June 2008			
F8. Unallocated Payments (i.e. amount remaining in Special Account)	FaHCSIA Centrelink	N/A	\$114,324 at 31 October 2008	\$1,143,742 at 31 January 2008	\$2,888,247 at 13 June 2008	\$2,888,247 at 13 June 2008			
F9. Quality, quantity and range of food at community stores (required for licensing of store) <sup>27</sup>	FaHCSIA Operations Centre	Not a requirement pre NTER	4 stores licensed	20 stores licensed	38 stores licensed. Bush Food Order packages operational and being accessed in an additional 3 communities.	A total of 62 stores licensed and Bush Food Order packages operational and being accessed in an additional 3 communities.	Majority of communities provided with food security by end of August 2008.	Community Stores Licensing Section	
F10. Food Security: appropriate access for all community members to a range and quantity of quality food	OIPC	Community Status Reports	1st GBM survey	GBM survey not undertaken in this quarter	3rd GBM survey				
F11. Number of people exiting CDEP by destination (due to the NTER transition process) (Note, exit data comprises total number of exits and includes multiple exits for some individuals that participated in CDEP more than once)	FaHCSIA	Cumulative Point in Time data as at the end of the indicated month for transitioned providers in the NT only.	692 recorded exits. 74% routine program reasons (including the 44% still on transition	2513 exits. 73% routine program reasons (including the 39% still on transition activities); 22% found employment;	2800 exits. 72% routine program reasons (including the 9% still on transition activities); 23% found	2800 exits. 72% routine program reasons (including the 9% still on transition activities); 23% found	Before the moratorium was announced approx 8,000	CDEP Manager - Exit reason codes, as entered by the provider. Note includes	All NT CDEP participants were planned to be exited from the CDEP program until the new government put a moratorium on the process on 10 December 2007.

27 In order to be licensed, stores must have a reasonable quality, quantity and range of groceries and consumer items, including healthy food and drinks, available and promoted at the store; capacity to participate in the requirements of the Income Management regime; and have sound financial structures, retail and governance practices

Community has food security option at income management commencement. 68 community stores to be licensed (or assessed for licensing) and/ or alternative food security option in place prior to commencement of IM in 10 remaining communities.

			activities); 15% found employment; 11% moved to other programs.	5% moved to other programs;	employment; 5% moved to other programs.	employment; 5% moved to other programs.		transition participants and their exits from transition activities	
F12. Number of CDEP providers where transition has been completed (target 50 by 30 June 2008) <sup>28</sup>	FaHCSIA	0	6	10	0	16	Before the moratorium was announced all 50 providers were to be transitioned	NTER Transition Schedule	
F13. Number of people on CDEP (in NT) <sup>29</sup>	FaHCSIA	Approx 8,000 at beginning of July 2007	Approx 7,100 at end October (incl 307 transition participants)	Approx 6,300 at end January (incl 974 transition participants)	Approx 5,500 at end June (incl 242 transition participants) 30	N/A	Before the moratorium was announced all NT participants would be transitioned off CDEP	CDEP Manager	
F14. Number of communities and outstations where remote area exemptions (RAEs) are lifted (target in all NTER communities by December 2007)	DEEWR	15 of the 86 communities (including 12 of the 73 NTER communities) and 43 of the 654 outstations in the NT	By 31 October 2007 RAEs had been removed from 66 communities (including 61 NTER communities) and 340 outstations (total 406)	As at 18/12/07, RAEs had been removed from 86 communities (including all NTER communities) and 654 outstations in the NT.	N/A	RAEs removed from 86 communities and 654 outstations in the NT.	RAEs to be removed in all NTER communities by December 2007	DEEWR administrative data.	Completed - Milestone achieved.

28 All NT CDEP providers were planned to be transitioned from the CDEP program by 30 June 2008. However a moratorium was placed on the process on 10 December 2007

29 All NT CDEP providers were planned to be transitioned from the CDEP program by 30 June 2008. However a moratorium was placed on the process on 10 December 2007

30 500 people – Routine program exits.

F15. Number of people engaged with DEEWR services in the NTER communities, outstations and town camps <sup>31 32</sup> <sub>33</sub>	DEEWR	5448	7252	10543	10592			DEEWR administrative data	
F16. Number of Job Capacity Assessments undertaken and resulting referral by community and resulting referral (JCA/PSP/JN/DSP/etc)	DHS		2310 assessments have taken place in 58 out of the 73 communities <sup>34</sup>	1769 assessments have taken place in 18 (some communities were covered in Q1) out of the 73 communities <sup>35</sup> .	1,751 JCAs were completed for people in these communities as a result of the lifting of RAEs but were undertaken as regular JCAs	NTER teams undertook 5830 JCAs commencing 19 July 2007 and finishing 23 November 2007. <sup>36</sup>		DEEWR's EA3000	
F17. Number of Work for the Dole activities	DEEWR	7	31	43	46	80 (see comments)	N/A	DEEWR Internal Reporting	Point in time at end of period except for YTD
F18. Number of commencements in Work for the Dole	DEEWR	98	311	285	777	1373	N/A	DEEWR internal reporting	Additive through periods. YTD is cumulative.
F19. % of commencements receiving Newstart or Youth allowances	DEEWR	Not available	96.7%	96.5%	96.2%	96.4%	N/A	DEEWR internal reporting	For each time period
F20. % of commencements receiving Parenting Payment	DEEWR	Not available	3.3%	3.5%	3.7%	3.5%	N/A	DEEWR internal reporting	For each time period

31 (Disability Employment Network (DEN), Vocational Rehabilitation Services (VRS), Personal Support Program (PSP) and Job Placement, Employment and Training (JPET) )

32 Note: Entry into DEN, VRS, PSP and JPET is determined by a JCA. DEN and VRS provide specialist employment assistance to job seekers with a disability. PSP & JPET provide pre-employment assistance to job seekers with multiple non-vocational barriers that are preventing them from getting a job or benefiting from employment assistance programs.

33 The data on number of job seekers engaged in DEEWR programs is only available from 28/9/07 and includes only job seekers receiving income support. Participants in STEP may not receive income support

34 563 people assessed by a Job Capacity Assessor, 82% (493) were referred to services, Job Network Members (34%), Vocational Rehabilitation (37%), Disability Employment Network (16%) and Personal Support Programme (13%). The rate of referrals by community ranged from 50% to 100% of the assessed people in the community being referred to a service.

35 235 people assessed by a Job Capacity Assessor, 89% (176) were referred to services, Job Network Members (43%), Vocational Rehabilitation (28%), Disability Employment Network (11%), and Personal Support Programme (16%). The rate of referrals by community ranged from 76% to 100% of the assessed people in the community being referred to a service

36 48.3 per cent were to Job Network, 7.5 per cent to the Disability Employment Network (DEN), 10.2 per cent to Vocational Rehabilitation Services (VRS), 30.6 per cent to the Personal Support Program (PSP), and 3.5 per cent to Job Placement, Employment and Training (JPET) services

F21. Number of commencements in STEP and STEP ERS in NTER communities, outstations and town camps	DEEWR	N/A	46 STEP and 88 STEP ERS commencements	45 STEP and 77 STEP ERS commencements	170 STEP and 759 STEP ERS commencements	261 STEP and 924 STEP ERS commencements	N/A	EA3000 (end of financial year)	See below.
F22. Number of Indigenous Small Business Fund (ISBF) projects funded in NTER communities, outstations and town camps	DEEWR	N/A	14	4	6	24	N/A	NT ISBF project management spreadsheet (end of financial year)	See below.
F23. Number of referrals to Language, Literacy and Numeracy Program in NTER communities and associated outstations.	DEEWR	N/A	0	218	591	809	600 Training places	LLNPIS	This count does not take into consideration the participants benefit.
F24. Number of referrals to LLNP of people who are activity tested and on a Working Age Payment in NTER communities, associated outstations and town camps.	DEEWR	N/A	57	194	471	722	600 Training places	EA3000	This is the number of people who are activity tested and on a working age payment
F25. Number of projects and participants to Workplace English Language & Literacy (WELL)	DEEWR	N/A		1 Project 7 participants	4 Projects 131 participants	5 Projects 138 participants	161	Internal DEEWR Administrative Data	
F26. Number of activity tested job seekers serving a non-payment	DEEWR	2 non-payment periods for 3 people	36 non-payment periods for 36 people	30 non-payment periods for 29 people	33 non-payment periods for 32 people	99 non-payment periods for 91 people		DEEWR administrative data.	Data does not include Centrelink-initiated failures.
F27. Number of jobs created under the jobs package by Australian Government/NTG, by community	DEEWR		235	401	664	1300	1119	Job Status Report	
F28. What proportion of the positions created under the jobs package are CDEP transitioned positions?	DEEWR		100%	100%	100%	100%	100%	Government Agencies and their Government Service Providers	

F29. How many jobs from the 2000 package are filled by previous CDEP participants	DEEWR		235	401	664	1300	1119	Job Status Report	
F30. Number of positions under the jobs package (including ex CDEP positions) filled by Indigenous people by community	DEEWR		235	401	664	1300	1119	Government Agencies and their Government Service Providers	
F31. Job Placements in the NTER communities, town camps and outstations by Job Network	DEEWR	71	222	249	440	982	N/A	EA3000	
F32. No. of indigenous people employed in childcare from the Jobs Package	DEEWR	N/A	39	16	121	176	N/A	Job Status Report	
F33. Trend in 'Off benefit outcomes' by NTER community	DEEWR	N/A	1176	1293	1910	3915	N/A	Research and Evaluation database	The analysis of trends in 'off benefit outcomes' uses longitudinal data to examine changes in income support receipt for people who have been in receipt of the main activity tested allowances, NSA and Youth Allowance – other, at some time during each of the four periods. An exit from income support occurs when a recipient advises they no longer require income support, they transfer to another benefit or have their benefit cancelled due to a failure to meet allowance eligibility requirements. For the purpose of this analysis a maximum of one exit is counted for an allowee in an analysis period. As allowees who have an exit may subsequently return to income support, the analysis is based on the

									<p>first exit reason in the period. Allowees can be on NSA or YAL and participating in CDEP. As this analysis is based on the allowee's community at either the start of the period or at the start of receipt of an allowance, which ever is later, the exit from income support may have occurred at another community.</p> <p>As comparative data is not available for similar periods in 2006/07 and earlier, it is not possible to determine any seasonal changes in exit rates that usually occur across these periods. As such, care needs to be exercised in attributing the changes in number of exits to the NTER initiatives.</p>
F34. Number of Community Employment Brokers (CEBs) employed	DEEWR	0	18	28	33	N/A	60 CEBs prior to Budget 08 / 31 CEBs post Budget	Internal DEEWR data, provided to FaHCSIA for situational reporting purposes	In April 08 there were up to 46 CEBs employed. This number has been adjusted down to 33 in June in line with the budget.

**Table G. Coordination – Performance Indicators**

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February 2007 – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
G1. Commonwealth Agencies are coordinating their efforts on the ground	Report by GBMs	N/A	As detailed in 1Q monitoring report	N/A	N/A	3rd GBM Survey		3rd GBM Survey	
G2. Governance within community	Qualitative assessment through evaluation	N/A	N/A	N/A	N/A	3rd GBM Survey		3rd GBM Survey	
G3. Indigenous people understand how the measures in the bills will impact on them and what their new responsibilities are	Qualitative assessment through evaluation	N/A	N/A	N/A	N/A	3rd GBM Survey		3rd GBM Survey	
G4. Number of Australian Government Business Managers deployed	NTSO	N/A	37 GBMs	39 GBMs	55 GBMs.	55 GBMs			
G5. Number of communities covered by GBMs	NTSO	N/A	60 communities	62 communities.	72 communities and town camps in Darwin, Alice Springs, Tennant Creek and Elliot	72 communities and town camps in Darwin, Alice Springs, Tennant Creek and Elliot			
G6. Number of new Australian Government staff accommodation deployed	NTSO					49 communities			

Performance Indicators	Data Provider	Baseline Data	1 August – 31 October 2007	1 November 2007 – 31 January 2008	1 February 2007 – 30 June 2008	Year to date – 30 June 2008	Milestones or targets	Data Source	Comments
G7. Number of NTER Community Engagement Regional workshops held for key stakeholders in original 73 identified communities	FaHCSIA Indigenous Leadership and Engagement Group (ILEG)	N/A	7 Workshops 170 stakeholders 73 communities (July-November 2007)		6 workshops 130 stakeholders (January-June 2008)	13 workshops; 300 participants	Workshops to representative s of the originally identified 73 communities before end 2007.	FaHCSIA participant record numbers	The first workshop was held on 4 July 2007. Target was achieved.
G8. Number of complaints by issue received by the Ombudsman	Ombudsman	0	33	73	378	489			
G9. Trend analysis of complaints to the Ombudsman by issue	Ombudsman		<ul style="list-style-type: none"> <li>Lack of understanding and information regarding the rollout of IM</li> <li>Service delivery</li> <li>Not enough information in language</li> <li>difference between IM funds and discretionary funds</li> <li>CDEP transistion payments</li> </ul>	<ul style="list-style-type: none"> <li>Not enough information in language</li> <li>difference between IM funds and discretionary funds</li> <li>CDEP transistion payments</li> <li>Community Stores,</li> <li>No prices on goods at the stores</li> <li>Store licensing</li> </ul>	<ul style="list-style-type: none"> <li>GBM's Communities unsure of the GBM's role and what powers they have. Complaints received that GBM's do not introduce themselves and don't explain their role.</li> </ul>				

