

Public Housing Customer Council

Meeting No. 21

Wednesday 10th and Thursday 11th May 2006

*Venue: Ground Floor Training Room (G2)
NSW Department of Housing, Liverpool Road, Ashfield.*

DAY ONE – 10 MAY 2006

9.30 – 10.30	Tenants Only Session
10.30 – 11.10	Discussion with Mike Allen, Director-General Morning Tea
11.10 – 1.00	Feedback Consultation on PHCC Review - Continued Facilitated by Creative Learning Edge – Sue Basser
1.00 – 2.00	Lunch (option for working lunch should feedback consultation run over time)
2.00 – 2.25	Commence formal Customer Council meeting <i>Chair: Maz McCalman – General Manager, Operational Programs.</i>
	<ol style="list-style-type: none">1. Welcome and Introductions2. Confirmation of agenda3. Minutes of the previous meeting and Action Log - TAB 14. Overview of questions on notice -TAB 2
2.25 – 3.00	<ol style="list-style-type: none">5. Property Colour Schemes Robert Willacy – Asset Policy & Technical Advice
3.00 – 3.15	Afternoon Tea
3.15 – 4.00	<ol style="list-style-type: none">6. Reshaping Public Housing Update Leigh McLaughlin, Sue Taylor & Peter Burgess
4.00 – 4.30	<ol style="list-style-type: none">7. Southern & Western Division – TP Initiatives Paul Harding
4.30	Close of day one

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DAY TWO – 11 MAY 2006

Chair: Maz McCalman, General Manager, Operational Programs

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|----------------------|---|
| 9.00 – 9.20 | 1. Welcome and introductions |
| | 2. Summary of day one meeting and actions |
| | 3. Correspondence |
| 9.20 – 9.50 | 4. Stock Transfer Program Update - Lisa Downie |
| 9.50 – 10.30 | 5. Product Strategy & Development Updates – Nada Nasser |
| | a) Older Persons Strategy Update – Jocelyn Oatley |
| | b) Youth Scholarships & Awards – Tony Ciesiolka |
| 10.30 – 11.00 | Morning Tea |
| 11.00 – 12.30 | 6. Client Service Strategy Updates |
| | a) Asset Tests – Julian Neylan |
| | b) Child Support Payments – Julian Neylan |
| | c) New Look Tenant Account Statements – Julian Neylan |
| | d) 1 st Tier Appeals – Donal Phelan & Dominic Gibson |
| 12.45 – 1.45 | Lunch Break |
| 1.45 – 2.45 | 7. Housing and Support Initiative (HASI) Update
Elena Katrakis |
| 2.45 – 3.45 | 8. PHCC Member Reports |
| 3.45 – 4.00 | 9. Community & TP Programs Unit Update – Raquel Carvajal |
| 4.00 | Wrap up of Day Two |