

Senate Foreign Affairs, Defence and Trade Legislation Committee

Budget Estimates 2003-2004, June 2003

Answers to questions on notice from Defence Housing Authority

Question from Senator Chris Evans

Hansard pp. 455–456

Question: Provide information on the change over recent years for both the total numbers and the proportion of stock that is, owned by DHA, and stock managed by private investors and leased back to DHA. .

Answer: The stock under DHA management and its ownership status is provided in the table below:

	Jun-96	Jun-97	Jun-98	Jun-99	Jun-00	Jun-01	Jun-02
DHA Owned	13,404	11,895	10,653	9,998	8,252	7,106	6,006
Leased	5,324	6,142	7,958	8,656	9,799	10,012	10,128
Onbase	3,422	3,293	3,238	2,794	2,491	2,420	2,334
Other							132
Total Managed Stock	22,150	21,330	21,849	21,448	20,542	19,538	18,600
DHA Owned	60.5%	55.8%	48.8%	46.6%	40.2%	36.4%	32.3%
Leased	24.0%	28.8%	36.4%	40.4%	47.7%	51.2%	54.5%
Onbase	15.4%	15.4%	14.8%	13.0%	12.1%	12.4%	12.5%

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Hansard pp. 457

Question: Provide information on the client satisfaction survey carried out by DHA, or any information arising out of it.

Answer:

Relocation survey

The aim of the Relocation survey is to determine the level of customer satisfaction with the relocations services provided by the Defence Housing Authority (DHA).

All Members with Dependants and Members with Dependants (separated) who relocate into a service residence (SR), into a private rental property under Rent Allowance (RA) or into their own home, receive a paper based Relocation Questionnaire distributed via post.

Since August 2002, 3187 completed questionnaires have been received, a response rate of 37 per cent.

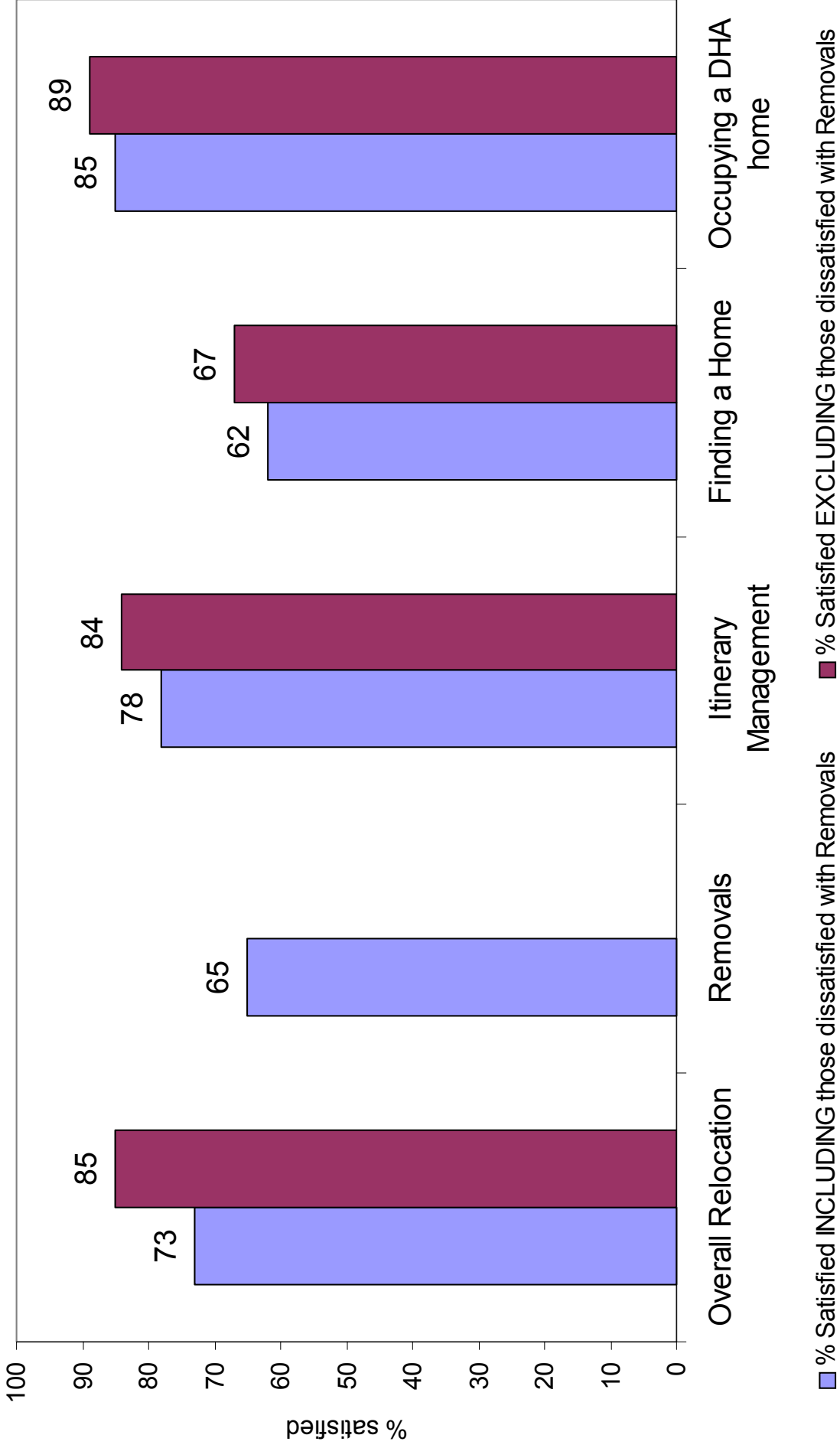
The results show that 73 per cent of members were satisfied with their overall relocation experience. However when those dissatisfied with removals are excluded from the analysis, satisfaction rises to 85 per cent. Defence and DHA have agreed to measure DHA's performance on the latter figure. This is because DHA does not manage the removal of furniture and effects, and an unsatisfactory furniture removal colours members' perceptions of the overall relocation.

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Overall Satisfaction with Relocations - August 2002 - June 2003



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