



Inquiry into Annual and Financial Reports 2023–2024

Answer to question taken on notice

Asked by: Miss Laura Nuttall MLA

Addressed to: Alisa Borwick, Executive Group Manager, Housing Assistance

In relation to: Housing modifications 3

Hearing: 21 February 2025

Uncorrected Proof Transcript p 38

Transcript provided: 27 February 2025

Answer Due: 6 March 2025 5:00PM

Alisa Borwick took on notice the following question(s):

MISS NUTTALL: I have one last one. I am just interested to know, on the request for modifications, do you have the average wait time between an application – a request being received and the modifications being in place?

Ms Borwick: That would vary enormously depending on what – so the process is probably meeting with our OT or receiving a report from an OT, to then assess what was actually required, to then look at what works and then a scope of works that would be required for that. And then working out how to – and then who – and agreeing to and signing off. And then getting a contractor onto to do those works. And sometimes it can be quite specialist. There might be a series of things to do in a house.

Some of it might be relatively simple, like putting grab-rails in or a ramp in. Some of it might be more – much more work, such as widening doorways, putting in electric doors, changing the levels within a kitchen, those sorts of things. So I do not think we would be able to give an average, because it would really depend on a case-by-case basis on the types of works.

We could certainly give you some further information around that process that I just stepped through, around – but to tell you from that to when works are completed, I really do not think would be particularly helpful.

Yvette Berry MLA: The answer to the Member's question is as follows:

The completion of disability modifications depends on several factors including tenant needs, the type of modification requested, complexity of the works, structural barriers and asset life. Due to these variables, it is not possible to determine an average wait time for completing these modifications.

Approved for circulation to the Standing Committee on Social Policy

Signature:

By the Minister for Homes and New Suburbs, Yvette Berry MLA

Date:

12/03/25