



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QTON No. 11

STANDING COMMITTEE ON JUSTICE AND COMMUNITY SAFETY

JEREMY HANSON CSC MLA (CHAIR), MARISA PATERSON MLA (DEPUTY CHAIR), JO CLAY MLA

Inquiry into referred 2019–20 Annual and Financial Reports and Budget Estimates 2020-21
ANSWER TO QUESTION TAKEN ON NOTICE
19 FEBRUARY 2021

Asked by Ms Jo Clay MLA:

In relation to: **Complaints made in relation to Housing ACT in the last 12 months:**

How many complaints were made in relation to Housing ACT in the last 12 months?

How many matters were settled and how long did they take to resolve?

Commissioner Karen Toohey: The answer to the Member's question is as follows:–

Between 1 January and 31 December 2020 we received 20 complaints regarding ACT Housing.

- Nine of those complaints were finalised in the same period.
- Four were finalised less than 3 months from receipt
- Two were finalised between 3 and 6 months from receipt
- Three were finalised between 6 and 9 months from receipt.

The average time to close these complaints was 128 days – around 4 months from receipt. None of the nine complaints that were finalised were resolved. The reasons for closure of the nine complaints are in the table below.

78(1)(f) conciliation is unlikely to succeed	3
78(2)(d) referred to the ACAT	2
78(2)(c)(iv) lacks substance	2
78(2)(c)(iii) have been, or are being, dealt with by a court or tribunal or have been dealt with by the commission	1
78(1)(d) withdrawn	1

Approved for circulation to the Standing Committee on Justice and Community Safety

Signature: 

Date: 26/2/2021

By the Discrimination, Disability, Health & Community Services Commissioner,
ACT Human Rights Commission, Ms Karen Toohey