

**2025**

**THE LEGISLATIVE ASSEMBLY FOR THE  
AUSTRALIAN CAPITAL TERRITORY**

**ELEVENTH ASSEMBLY**

**Housing ACT Half-Yearly Performance Report (31 December 2024)**  
**pursuant to Section 30E of the *Financial Management Act 1996***

**Presented by  
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Minister for Homes and New Suburbs  
February 2025**

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# Housing ACT

## Statement of Performance

### For the Quarter Ended 31 December 2024

| <b>OUTPUT CLASS 1: HOUSING SERVICES</b>                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PRINCIPLE MEASURES                                                                                                                                                     |
| <b>OUTPUT 1.1: SOCIAL HOUSING SERVICES</b>                                                                                                                             |
| <b>Description:</b> The provision and management of public housing tenancies and properties and the provision of support and resources to community housing providers. |

| Measures                                                                                                                                                              | 2024-25 Target | Dec YTD Target | Dec YTD Result | Var. % | Notes |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------|----------------|--------|-------|
| <b>Accountability Indicators</b>                                                                                                                                      |                |                |                |        |       |
| a. Allocation of housing to those in greatest need (Percentage of public housing applications to priority and high need applicants)                                   | 99%            | 99%            | 100%           | 1      |       |
| b. Number of social housing properties – includes all Housing ACT properties whether tenanted by public housing tenants or head leased to community service providers | 11,868         | 11,862         | 11,845         | (0)    |       |
| c. Percentage of public housing tenants receiving a rebate                                                                                                            | 95%            | 95%            | 91%            | (4)    |       |
| d. Number of client services visits                                                                                                                                   | 11,000         | 5,500          | 5,912          | 8      | 1     |
| e. Satisfaction with provision of public housing                                                                                                                      | 76%            | n/a            | n/a            | n/a    | 2     |
| f. Average cost per dwelling of public housing                                                                                                                        | \$21,586       | \$21,970       | \$23,104       | 5      | 3     |
| g. Satisfaction with provision of community housing                                                                                                                   | 79%            | n/a            | n/a            | n/a    | 4     |
| h. Occupancy rate of public housing                                                                                                                                   | 96%            | 96%            | 95%            | (1)    |       |
| i. Percentage of public housing households with no rental debt                                                                                                        | 87%            | 87%            | 81%            | (6)    | 5     |
| j. Percentage of rent received                                                                                                                                        | 98%            | 98%            | 99%            | 1      |       |
| <b>TOTAL COST (\$'000)</b>                                                                                                                                            | 295,474        | 149,034        | 163,174        | 9      | 6     |
| <b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>                                                                                                                         | 63,021         | 32,769         | 32,769         | 0      |       |

The above Statement of Performance should be read in conjunction with the accompanying notes.

# **Housing ACT**

## **Statement of Performance**

### **For the Quarter Ended 31 December 2024**

#### **Notes – Explanation of Material Variance (=> 5%):**

1. The higher number of Client Visits year to date is predominately the result of increased planned visits prior to the December/January as during this time visits are unable to be undertaken due to tenant absence/non-contact during the holiday period. It is expected this will level out in the second half of the year and the annual target will be met.
2. The public housing satisfaction survey is expected to be undertaken during the fourth quarter of the financial year, and as such results are not available at 31 December 2024.
3. The higher average cost per dwelling of public housing is largely attributable to:
  - higher write-off of assets (\$4.7 million) resulting from a higher than anticipated number and value of buildings demolished for re-development. This is an accounting treatment only and does not have any cash impact, and
  - higher employee expenses (\$2.6 million) resulting from higher than budgeted number of staff primarily engaged in frontline services and conducting services insourcing analysis.
4. The community housing satisfaction survey is expected to be undertaken during the fourth quarter of the financial year, and as such results are not available at 31 December 2024.
5. The lower than targeted proportion of households with no rental debt reflects cost-of-living pressures for low-income households paired with disrupted benefit payment cycles and a reduction in overtime opportunities for casual workers over the holiday period in the lead up to 31 December 2024. The ACT is not unique as a jurisdiction in this trend as households tend to prioritise the increased costs of visitors, Christmas and other financial costs during this period. These impacts are expected to continue over January and early February 2025 as many of our low income and single parent families have significant costs associated with children returning to school. It is anticipated there will be an improvement in households with no rental debt from mid-February 2025 onwards.
6. The higher total cost as at 31 December 2024 is due to:
  - higher write-off of assets and employee expenses (\$7.3 million combined) as explained in the Note 3, and
  - higher grants and purchased services expenses (\$7.5 million) due to the quarter three payments being recorded as payable invoices in December 2024. It is expected that grants and purchased services expenses will align with budget by the end of the financial year.