



Inquiry into Annual and Financial Reports 2023–2024

Answer to question taken on notice

Asked by: Ms Jo Clay MLA

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

In relation to: Complaints data

Hearing: 11 February 2025

Uncorrected Proof Transcript pp 40-41

Transcript provided: 14 February 2025

Answer Due: 21 February 2025 5.00 pm

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

Ms Clay: A supplementary. Thank you, Chair. There are some discrepancies about the complaints data in the annual report. So if you look at page 105, if you look at table eight, it said that complaints in 22-23 were 2,171, but if you look at the preview of the 22-23 annual report, it said complaints were 2,528, so we seem to have dropped a few 100 complaints this year. What is going on with that?

Ms : I would have to take that on notice.

Ms Clay: If you could. If you could take that on notice, we would love to know why the figures changed from one annual report to the next.

Ms West: So there were two different figures for the same year?

Ms Clay: So in the 22-23 annual report, it says that complaints received to the total facilities manager were 2,528. In this year's annual report, for that year, it has changed that number and made it much smaller. So I would love to know what happened, why you have got different figures in there. I am happy for you to take that on notice. I have actually got another question on the same line, but we would like to know why that figure changed.

Ms West: Yes, we will need to take it on notice.

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

The 2023-24 annual report reports complaints made to Housing ACT. Figures from 2022-2023 reported in the 2023-24 annual report are mapped to the same complaint types to provide comparative information. The 2022-23 annual report, under the heading of complaints made to

OFFICIAL

Housing ACT included 357 complaints made to the Total Facilities Management contracted provider, rather than to Housing ACT.

Approved for circulation to the Standing Committee on Social Policy

Signature:

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

Date:

21/02/25