



Inquiry into annual and financial reports 2024–2025

Answer to question taken on notice

Asked by: Mr Shane Rattenbury MLA

Addressed to: Minister for Homes, Homelessness and New Suburbs

In relation to: Housing assistance policy and services and Central Intake Service - Service name

Hearing: 10 November 2025

Uncorrected Proof Transcript p 12

Transcript provided: 14 November 2025

Answer Due: 21 November 2025

MR RATTENBURY: Did someone ask Woden whether they would give the name over? They are a pretty generous crowd.

Mr Balaretnaraja: I do not think that specific question has been put to Woden community services. But ultimately, this is our central intake service. It was a central intake service since 2016, it will continue to be our central intake service from here on in. And so that is probably one way we could work to alleviate any potential confusion, Mr Rattenbury, is to refer to it as the central intake service as well.

MS BARRY: Just a quick stop on that. If you keep stopping providers—so you work from Woden communities to Salvation Army, and you keep changing names, is it not better to just call it housing central intake service and avoid the name being beholden to a new provider?

Mr Balaretnaraja: Ms Barry, I would not suggest that we continuously change the name. I think 2016 it was a service that was provided by Woden. Nearly 10 years later it is changing. But as I said, yes, we would refer to it as the central intake service and are happy to continue to do so to try and alleviate confusion. But different providers will look to name their services a specific way.

MS BARRY: I just...(indistinct)...[09.45.16] my question that you are not beholden to the service provider, it is a service that the government supports, that the name reflects that.

Ms Berry: Well, sometimes, you know, people have—organisations have attachments to the names and so the ACT government does not sort of name something for them. But what I can say to the committee is that we will take the question back to Salvos and see if they are—you know, if there is something we can work out through that process. I would say I cannot remember what the service was before OneLink now, but it had a name too. So I mean, I know it is complicated because it takes a moment to get used to it, but we can certainly put the question to Salvos. If it is—I can even get you, probably, an outcome within two weeks from what they—immediate response is.

OFFICIAL

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

As I committed in Hearings, the government will discuss these matters with involved parties and an outcome will be communicated in 2 weeks.

Approved for circulation to the Standing Committee on Social Policy

Signature:

A large, stylized handwritten signature in blue ink, consisting of a large 'S' followed by a loop and a long horizontal stroke.

Date:

24/11/25

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