



Inquiry into annual and financial reports 2024–2025

Answer to question on notice

Asked by: Mr Thomas Emerson MLA

Addressed to: Minister for Homes, Homelessness and New Suburbs

Reference: Homes, Homelessness and New Suburbs/Health and Community Services Directorate

Hearing: 10 November 2025

In relation to: Level 3 Complaints - Housing ACT

Question received: 11 November 2025

Answer Due: 25 November 2025

1. 31 of the 62 Level 3 complaints CSD received in the 24/25 financial year were to Housing ACT. Can you provide a breakdown of actions taken on these 31 cases?

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

1. A range of actions were taken for the 31, level 3 complaints received by the former Community Services Directorate relating to Housing ACT in 2024 - 2025:
 - 8 matters were investigated and closed with recommendations made to Housing ACT for business improvements.
 - 10 matters were closed as the complaint was withdrawn by the complainant.
 - 13 matters were closed after being assessed and were redirected to another appropriate business area for action, as they did not fall within the scope of a level 3 complaint.

Approved for circulation to the Standing Committee on Social Policy

Signature:

Date:

27/11/25

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