



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: Homelessness policy and services and Outreach programs

Hearing: 10 November 2025

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Answer Due: 21 November 2025

MR RATTENBURY: I want to ask about homelessness services. Specifically I understand we are now about two and a half years into a commissioning process for the homelessness sector, which seems that very long period, and high and complex needs procurement has not progressed during that period. Are you able to give us a timeline for the procurement for those services?

Mr Balaretnaraja: Your statement is correct. So we have undertaken commissioning now since 2022. All of the commitments made through that process have been completed except for high and complex clients. The government is considering options. What we heard from the sector was they would not be able to accommodate high and complex clients within existing funding envelopes. The government has looked to understand how it might be able to address those needs. It is important to recognise that through challenging budgets over the last few years, the government has prioritised programs, important frontline programs, that are coming to an end. It has prioritised the acknowledgement of the work that this sector does do by continuing to fund them at high levels that were agreed through the 2020 budget, and it has looked to fund critical services as well.

Ms Berry: However, I would say, Mr Rattenbury, that where I am having and I know Housing ACT are having regular conversations with homelessness providers, given that complexity has grown. It is significant now. I guess we are trying to work through what is the best way to support these people through services, given that the need has kind of changed and is much more complicated. The existing programs might not have been as all-encompassing or—and I think it is a recognition of—it is just harder. So it is not—we are also, of course, and yes, you know, we have a budget to work within, but I think understanding that, you know, things have changed in our world and it is becoming more challenging. So we are not closed to the idea of continuing those conversations and looking at maybe other ways to do things if that is possible. We are not sure. But, you know, we are open to those conversations about innovation as well.

MR RATTENBURY: Just to clarify then, what has been happening to the support services for those clients during this stalled period?

Mr Balaretnaraja: Support services for people with high and complex needs are continuing. So I would argue that everyone who enters into the homelessness space will have a level of high and complex needs. There are over 50 programs that are dedicated to supporting them, whether it be through tenancy and property management, whether it be wraparound supports, whether it be outreach services, whether it be services that support engagement with our central intake service, whether it be food services, counselling and peak body funding. So for a cohort who can be broadly described as having high and complex needs, there is a significant amount of programs and funding that is directed to try and stabilise them and get them into medium to long term accommodation.

MR RATTENBURY: Is there a specific funding for outreach in the sense that—

Mr Balaretnaraja: Indeed.

MR RATTENBURY: —rather than rely on the clients to come in there with actual dedicated outreach.

Mr Balaretnaraja: Absolutely, yes, yes. So programs such as the Early Morning Centre, programs such as Street to Home, that is run by St Vincent de Paul, our outreach services. We also provide some outreach through the Central Intake Service. It will go to other programs, and it will look to engage with those tenants. And there are also other connections that other service providers do provide.

Ms Berry: And you would know, Mr Rattenbury, that there is also sometime—on occasion, when there is a need for it, where a whole range of state support services and ACT government would wrap around a particular individual or individuals with mental health supports, health supports. Police will be involved as well. Yes, I think we are working a little bit differently to how we would have been a little while ago but knowing that things have changed and we might need to continue to work to adjust to that.

Mr Balaretnaraja: There are a number of working groups that are looking to bring together the entire ACT government service system, whether that be through the City working group, the Dickson working group, or the Oaks Estate working group, which is looking to connect through mental health, justice and community safety, health and community services, ACT Policing, and other government and non-government agencies and organisations. Now, it is not all dedicated towards people who are experiencing homelessness, but it certainly does support and help us identify where supports and where people need support.

MR RATTENBURY: You mentioned there were 50-odd programs supporting these clients. Would it be possible, and this is a question on notice, just to get a consolidated list of what those programs are?

Mr Balaretnaraja: Certainly, absolutely.

MR RATTENBURY: Happy to take that on notice? Thank you.

Mr Balaretnaraja: Happy to take that on notice.

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

The ACT Government funds over 50 different programs to support those experiencing, or at risk of experiencing homelessness. Within these programs there are a number of programs that provide direct service delivery which include, or extend to, outreach support, depending on client need.

Below is a list of our funded homelessness services for the current financial year.

No.	Organisation	Program	Service Description
<i>Women's Services</i>			
1	Beryl Women's Inc	Accommodation and Support Services for Women Escaping Domestic, Family or Sexual Violence	Beryl Women's Refuge is an emergency accommodation service that provides therapeutic support to women with or without children escaping domestic and family violence in the ACT and surrounding region (including women from Aboriginal and Torres Strait Islander backgrounds and culturally and linguistically diverse backgrounds).
2	Doris Women's Refuge	Accommodation and Support Services for Women	Offering emergency accommodation and wrap around support services for women with or without children escaping domestic, family, or sexual violence.
3	Karinya House & Home for Mothers & Babies	Accommodation and Support Services for Women	'Walking in partnership' with each service user in a client-led, trauma informed way to help her create a life in which she is safe, independent and empowered to make choices that are right for her and her children. In doing so, service users are to be supported to maintain their tenancies and to transition into long-term, secure and safe housing as and when it is available and appropriate.
4	Marymead CatholicCare Canberra & Goulburn	Accommodation and Support Services for Women - MacKillop House	MacKillop House provides supported crisis accommodation for women over the age of 18 with/without children experiencing homelessness.
5	Toora Women Inc	Tenancy and Property Management and Support Services for Women	A supported and crisis accommodation service that provides tenancy/property management and support services for women (with or without accompanying children) who are at risk of, or experiencing, homelessness.

6	Toora Women Inc	Accommodation and Support Services for Women in the ACT - Coming Home Program	Provides wrap-around holistic assessment, case management and support along with crisis tenancies, to support women in the corrective system to gain the knowledge and tools for self-improvement and reach an outcome of transitioning into long-term, safe and secure permanent housing and social and reintegration into the community.
7	Toora Women Inc	Head Tenant	Toora's Head Tenant program is a supported transitional service offering tenancy/property management and support services, following a case management approach, for women who are at risk of, or experiencing homelessness.
8	YWCA Canberra	Support Services for Older Women	The Next-Door Program is a support service that aims to prevent older women from falling into crisis and experiencing homelessness without appropriate intervention; and addressing key emerging service gaps for older women who have limited financial means and whose current housing situation is untenable.
Men's Services			
9	Argyle Community Housing	Accommodation and Support Services for Men (Ainslie Lodge)	Supported crisis accommodation service that offers men, over 18 years who are at risk of, or experiencing homelessness, short-term accommodation, and support.
10	Everyman Australia	Tenant / Property Management and Support Services (TPMSS) for Men	Supported transitional accommodation program that offers tenancy/property and support services to build independence for men who are homeless or at risk of homelessness.
11	Everyman Australia	Specialist Accommodation and Support Services for Men - Managed Transition Program	The Managed Transitional program is a specialist transitional program that provides support and tenancy/property management services to men exiting the Alexander Maconachie Centre and related criminal justice programs and who are at risk of homelessness.
12	Everyman Australia	Head Tenant	The Head Tenant program is a supported transitional service offering tenancy/property management and support services, following a case management approach, for men who are at risk of, or experiencing homelessness.

13	Marymead CatholicCare Canberra & Goulburn	Tenancy / Property Management and Support Services for Men (MINOSA and ASSIST)	MINOSA (Men In Need Of Support Accommodation) is a specialist crisis accommodation provider for men over the age of 18, not accompanied by children, who are homeless or at risk of homelessness. ASSIST (Aiding in Secure, Safe, Independent and Stable Tenancies) is an outreach support service that provides support services for people who are at risk of, or experiencing, homelessness. NOTE: ASSIST also supports women.
14	St Vincent De Paul	Samaritan House	Samaritan House is a supported crisis accommodation program for men aged between 18 and 65 years.
Family Services			
15	YWCA Canberra	Tenancy and Property Management and Support Services for Families	Services (Including the provision of crisis and transitional accommodation) to families in all their diversity at risk of or experiencing homelessness.
16	St Vincent De Paul	Tenancy and Property Management and Support Services for Families	Services (Including the provision of transitional accommodation) to families in all their diversity at risk of or experiencing homelessness.
Youth Services			
17	Barnardos	Our Place	Our Place is a youth foyer-like supported transitional program that provides tenancy/property management and support services for young people engaged in education or training and who are at risk of, or experiencing, homelessness.
18	Conflict Resolution Service	Crisis Mediation Service - Family Tree House	The Family Support Program is a support service that provides crisis mediation focused on resolving family conflict and keeping young people at home (if safe to do so), including crisis support, mediation, outreach, warm referral, and utilisation of action plans.
19	Conflict Resolution Service	Support services for young people	Provides essential non-accommodation specialist support to young people experiencing or at risk of homelessness.
20	Salvation Army	Tenancy and Property Management and Support Services for Youth	Services (including the provision of crisis and transitional accommodation) to young people at risk of or experiencing homelessness including mental health and family mediation supports.

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21	Marymead CatholicCare Canberra & Goulburn	Support Services for Young People (Youth)	Provides essential non-accommodation specialist support to young people experiencing or at risk of homelessness.
Aboriginal and Torres Strait Islander Services			
22	Gugan Gulwan Youth Aboriginal Corporation	Specialist Support for Aboriginal and Torres Strait Youth	Provides support services for young Aboriginal and Torres Strait Islander people experiencing or at risk of homelessness.
23	Winnunga Nimmityjah	Specialist Support for Aboriginal and Torres Strait People	Provision of culturally appropriate and meaningful services to clients through the home maintenance and housing liaison program.
24	Yerrabi Yurwang Child & Family Aboriginal Corporation	Tenancy and Property Management and Support Services for Aboriginal and Torres Strait Islander People	Provide specialist services for Aboriginal and Torres Strait Islander people, using a trauma informed practice model where people are supported to gain the knowledge and tools for self-empowerment.
Food Services			
25	St Vincent De Paul	Blue Door	The Blue Door is a drop-in centre in Ainslie Village that provides supports such as free nutritious take-away meals, clothing, and furniture vouchers as well as information, advice, advocacy, and referrals.
26	St Vincent De Paul	Support and Food Engagement Services - Roadhouse Program	Provides support to address food security issues, through the ongoing provisions of free food services at the Griffin Centre Canberra.
27	St Vincent De Paul	Soup Kitchen	Free food service provided to people who are homeless, socially disadvantaged or on very low incomes.
28	Uniting Care Canberra	Support and Food Engagement Services - EMC	The Early Morning Centre (EMC) is a support service that provides community assistance through the provision of free breakfasts, showering facilities, mail collection facilities, food parcels and information and referral to relevant services.
Remaining Homelessness Contracts			
29	Care Inc	Financial Counselling service	The Financial counselling service is a support service that provides an integrated financial counselling service to ensure low income and vulnerable consumers in the ACT are treated fairly and to support them to overcome debt through counselling, advocacy and raising community awareness.

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30	Community Housing Canberra	Common Ground Dickson Tenancy and Property Management and Tenancy Support Services	Permanent supportive housing for people on low incomes and people who have experienced cyclical/chronic homelessness (housing first) - affordable and community housing.
31	COTA	General support service for older people in the ACT	The Housing, information, advice, and support program assists older people and those caring for older people, around issues relating to housing and homelessness.
32	CRCC	Crisis intervention, counselling and education	The crisis intervention, counselling and education service provides crisis phone lines, counselling, advocacy, and education to residents of the ACT and surrounding region who have experienced, been affected by, or are at risk of sexual violence; and/or their family members and supporters.
33	Domestic Violence Crisis Service	Court advocacy Program	The Court Advocacy program is a specialist service that provides support in the form of court advocacy and case tracking to people (with or without accompanying children) who have been subjected to domestic violence.
34	Havelock Housing Limited	Tenancy Management Support and Property Management for: (1) Havelock House, (2) Gungahlin Singles Accommodation, (3) Housing Asset Assistance Program (HAAP) Properties, and (4) Disability Portfolio	Provision of tenancy management, tenancy support and property management at Havelock House, as well as promoting social inclusion of residents and engaging with external providers to ensure residents have access to health and well-being support.
35	Northside Community Service	Support delivery at Common Ground Gungahlin	Common Ground Canberra is a low-cost supportive living initiative, focused on providing long term and secure housing to those who have experienced homelessness or who are on low incomes. Northside provide tenancy management and support services to residents at Common Ground Gungahlin.
36	St Vincent De Paul	Street 2 Home	Street to Home is dedicated specifically to the provision of assertive outreach, accommodation and support to people

			sleeping 'rough' and/or experiencing chronic long-term homelessness.
37	St Vincent De Paul	Tenancy Support Services for Oaks Estate Community Inclusion Program	On-site tenancy support for residents at Oaks Estate, through the Community Inclusion Program.
38	Tamil Senior Citizens Assoc	Tenancy and Support Services	Provides tenancy management and support services for seniors who are eligible for housing under the Public Rental Housing Program (PRHAP).
39	Marymead CatholicCare Canberra & Goulburn	Axial Housing program	AXIAL Housing is a supported transitional program that utilises a housing first approach to provide long-term accommodation to people who are sleeping rough in the Canberra community and who may face barriers navigating the housing system.
40	Woden Community Services	Client Supported services	Client Supported Services is considered a specialist service within a human service system delivering specific services for key client cohorts, whether a particular demographic of the population or individuals and families with particular support needs (mental health support, persons from culturally and linguistically diverse backgrounds).
41	Woden Community Services	Human services Gateway - OneLink	OneLink is OneLink conducts holistic assessments of all requests for assistance, prioritises people according to their needs and makes referrals based on a triaging process. OneLink provides information and connections for support services in the ACT, including services for families and young people, and services for people who are homeless or at risk of homelessness, through a variety of access channels. Service provision focuses on supporting Canberrans to lead healthy, productive, and fulfilling lives, feel safe and connected and have a sense of belonging in the ACT.
42	The Salvation Army	Central Intake Service (new provider)	The new central intake service for Homelessness Services and Child, Youth and Family Services in the ACT. (1) offer a holistic, strengths-based, and person-centred gateway for individuals and families experiencing

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			homelessness or in need of support services; (2) reflect the Contractor's commitment to delivering high-quality, responsive services in line with its mission to meet human needs without discrimination; and (3) deliver a centralised, accessible, and client-centred intake service to support the ACT's most vulnerable residents in achieving long-term stability, while contributing to a more integrated and responsive community service system.
43	YWCA Canberra	Tenancy and Property Management and Tenancy Support Services for Men and Women with Uncertain Immigration Status	Men and women with uncertain immigration status including women escaping domestic / family violence, who are at risk of homelessness or who are moving through their immigration pathway.

Approved for circulation to the Standing Committee on Social Policy

Signature:



Date:

20/11/24

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