



Inquiry into annual and financial reports 2024–2025

Answer to question taken on notice

Asked by: Shane Rattenbury MLA

Addressed to: Minister for Homes, Homelessness and New Suburbs

In relation to: Public housing maintenance and Outsourcing in other jurisdictions

Hearing: 18 November 2025

Uncorrected Proof Transcript p 20

Transcript provided: 26 November 2025

Answer Due: 3 December 2025

MR RATTENBURY: Thank you. Minister, do you know, do any other states or territories use a private company for housing maintenance? Do we have a comparable model to other jurisdictions?

Ms Loft: That work has been done. If you would like it, we can take that on notice. But yes, most—all jurisdictions have a hybrid model. There is not one that is completely insourced. We are the only one completely outsourced at the moment. The majority is around call centres and various pieces of work. We have looked at that modelling as well. We can supply other jurisdiction modelling for you.

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

Yes, all Australian states and territories outsource some or all social housing maintenance to private contractors under various models:

- ACT: Currently uses a Total Facilities Management (TFM) fully outsourced model to Programmed Facility Management. [Source.](#)
- NSW: Under Homes NSW, maintenance coordination is managed in-house via a Maintenance Hub however, repairs and maintenance is delivered via large-scale contracts with providers like Downer and others for responsive and programmed maintenance. Tenants report issues via a central Maintenance Hub, and contractors are allocated accordingly. [Source.](#)
- Victoria: Uses a mixed model, maintenance requests go through the Housing Call Centre, and work is carried out by professional contractors engaged by the Department of Families, Fairness and Housing. [Source.](#)
- Queensland: Maintenance is managed by Housing Service Centres, with emergency and non-urgent repairs outsourced to contractors. [Source.](#)

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- Western Australia: Operates a Head Contractor model with multiple providers (including Programmed and Spotless) delivering maintenance across regions. Each head contractor subcontracts work locally. [Source](#).
- South Australia: Utilises fully outsourced model, to private contractors under long-term service agreements. [Source](#).
- Tasmania: Managed by Homes Tasmania, with outsourcing to contractors via head contracts and panels. [Source](#).
- Northern Territory: Outsourced maintenance and tenancy management for remote housing communities under the Healthy Homes program and related contracts. [Source](#).

Approved for circulation to the Standing Committee on Social Policy

Signature:



Date: 04/2/21

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