



# Inquiry into annual and financial reports 2024–2025

## Answer to question on notice

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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: Tenant Relocation Support - Housing ACT

Question received: 11 November 2025

Answer Due: 25 November 2025

1. In 24/25 the Tenant Relocation Officers assisted 76 households who required a specialised response to relocate. What policies are in place to ensure these households are being connected with appropriate support services and/or are supported adequately by Housing ACT?

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

1. The Tenant Relocation Team are guided by a number of overarching policies and frameworks, including the *Voluntary Tenant Relocation Policy and Guidelines 2023* and the *Human Rights Act 2004*. Tenants are informed about their rights, responsibilities, and options and are at the centre of any decision making.

The process is explained in detail to the tenant and their supports, including information on how decisions are made. They are involved from the beginning to the end of the process and provided with regular updates on the progress of their move.

Tenant Relocation Officers work closely with the tenant to gather as much relevant information as possible to ensure property offers meet their housing needs and support their participation in the community.

Tenants are made aware of community supports, including advocacy or legal services and are provided the option of a warm referral to any service, if the tenant consents to this.

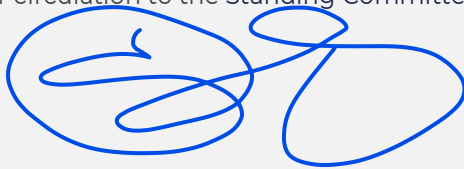
Tenant Relocation Officers engage with tenants via a number of ways, including over the phone, via email and through face-to-face appointments. Other supports provided include meeting tenants in their home if the tenant is willing and accompanying the tenant to property viewings.

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If circumstances change for the tenant, the Tenant Relocation Officers can provide additional support as needed and liaise closely with the tenant's support system to ensure their needs are addressed.

All relevant and reasonable non-standard requirements are considered to ensure potential property offers meet the needs of tenants.

Approved for circulation to the Standing Committee on Social Policy

A stylized, handwritten signature in blue ink, consisting of several loops and a long horizontal stroke.

Signature:

Date: 27/11/25

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