



STANDING COMMITTEE ON HEALTH AND COMMUNITY WELLBEING

Mr Johnathan Davis MLA (Chair), Mr James Milligan MLA (Deputy Chair), Mr Michael Petterson MLA

**Inquiry into Annual and Financial Reports 2020-2021**  
**QUESTION ON NOTICE**

[Mark Parton]: To ask the [Minister for Homelessness and Housing Services]

[Ref: CSD Annual Report 2020/21 Page 123]

In relation to: Recommendation 14 working with tenants requiring transfers due to Domestic Violence

1. On average how long do these transfers take;

From 1 July 2019 to 31 December 2021, transfers where domestic violence was a factor waited an average of 164 days to be rehoused.

2. How are the tenants supported whilst waiting for a transfer;

Housing ACT provide ongoing support to clients who have disclosed domestic and family violence. Clients are referred to a Tenant Support Community Connections Officer (TSCCO). The role of the TSCCO is to “walk alongside” the client providing warm referrals to appropriate support agencies, linking in with specialist domestic and family violence specialists whilst explaining the transfer process and assisting the client to submit the requirement documents for their transfer application to be assessed. The TSCCO will also provide assistance for clients requesting or requiring security upgrades and collaborate with DVCS and Programmed Facility Management to get these works underway.

3. Can you outline the process to have a tenants upgraded security to occur;

Housing ACT has a risk assessment framework in place that is aligned with the *ACT Family Violence Act 2016*. The approach ensures that Housing ACT works with domestic and family violence subject matter experts to implement appropriate security upgrades based on individual circumstances, risks assessments and alignment with developed safety plans. Housing ACT have a dedicated inbox and team that coordinate all incoming requests for security upgrades and ensures that work orders are actioned within 24 hours.

For urgent repairs (U4- attended to within 4 hours) the tenant is encouraged to contact the Programmed call centre to raise the maintenance concerns that may impact their immediate safety e.g. doors not locking properly or a lock change.

4. How long do these upgrades usually take?

Depending on the type of security upgrades required, works can take between 1 to 20 business days. The only reason this timeframe would be delayed is when Housing ACT needs to replace Crimsafe security mesh, as this may take up to six weeks to manufacture and install the mesh.

 31/3/2022

[MEMBER'S SIGNATURE] [DATE]