



Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

Answer to question taken on notice

Asked by: Ms Rebecca Vassarotti MLA

Addressed to: Minister for Housing and Homelessness

In relation to: Public housing application process

Hearing: 30 July 2026

Uncorrected Proof Transcript p 65

Transcript provided: 4 August 2026

Answer Due: 11 August 2026

MS VASSAROTTI: I just had one final supplementary. As part of the work that had been previously progressed, there was quite a bit of work looking at the assessment process and particularly in terms of a reflection of the front-ending of people having to provide a whole lot of documentation that then by the time that their application gets assessed if they need to submit it again and that was all part of this digitisation process. Has the looking at that process reform progressed to any extent and have we looked at ways that we can make it a much easier process for tenants—for prospective tenants particularly at the beginning of the process given the amount of documentation that is required?

Ms Orr: Ms Vassarotti, we might take that question on notice just to allow the directorate a chance to brief me on the history of this project and where things may or may not have changed and we can come back to you with it.

MS VASSAROTTI: Okay. So you are taking it on notice?

Ms Orr: Yes, we are taking it on notice. Yes.

Ms Suzanne Orr MLA: The answer to the Member's question is as follows:

The Reimagining Gateway Project (the Project) saw the reform of the application and assessment process and the introduction of the new digital application process for all new and transfer applications for social housing assistance.

The online form provides an easier way for new and transfer applicants to articulate their circumstances whilst ensuring only information which relates to housing need is collected. The online process provides guidance material and information on broader supports throughout to ensure applicants can self-navigate and/or seek further assistance.

The Project enhanced administrative efficiency and created an easier process for applicants by reducing information requirements and the quantity of documents required, whilst also improving accessibility through multiple submission options, including the digital application portal, email to Housing ACT, and in-person lodgement at a Housing Service Centre.

As applicants progress through the digital application process, they receive clear guidance on the mandatory and supporting documentation required, along with the relevant submission timeframes.

Applicants may access the online portal at any time to update their application details, including information about household members, property preferences and requirements, and any changes in circumstances relevant to the assessment of their housing needs and application status.

Support remains available in the Belconnen Housing Service Centre to assist applicants without a device to apply online where possible. The new form remains available to applicants in hard copy format if required.

Approved for circulation to the Select Committee on Estimates 2026-2027

Signature:



Date: 13/08/26

Minister for Housing and Homelessness, Ms Suzanne Orr MLA