



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON HEALTH AND COMMUNITY WELLBEING
Mr Johnathan Davis MLA (Chair), Mr James Milligan MLA (Deputy Chair), Mr Michael Pettersson MLA

Inquiry into ACT Budget 2021–22
ANSWER TO QUESTION TAKEN ON NOTICE
29 October 2021

QTON No. 26

Asked by MR PARTON on 28 October MS LOFT took on notice the following question(s):

Ref: Hansard Transcript 29 October 2021 PAGE 7&8

In relation to:

Minister, in a recent question on notice, we inquired about the number of work orders completed within each response code timeframe. And in answer it states that “94 per cent of repairs were completed within 20 calendar days.” However, in 2020, to a question on notice, when we asked how many work orders were completed within 20 calendar days, the response was only 43 per cent. It was 6,829 out of the 12,000-odd.

So we have gone from 43 per cent to 94 per cent. Are you able to explain why there is such an astronomical improvement? Has the methodology for calculating these figures changed?

YVETTE BERRY MLA: The answer to the Member’s question is as follows:–

As part of regular performance checks, Housing ACT identified an issue in May 2020 regarding inconsistent practices on how work was allocated by Programmed Facilities Management (Programmed) to the four priority categories. This feedback was provided to Programmed and as a result, their call centre staff undertook training and Programmed implemented new processes to monitor job allocation. This performance methodology has been consistent ever since.

Approved for circulation to the Standing Committee on Health and Community Wellbeing

Signature:

Date: 11/11/21

By the Minister for Housing and Suburban Development, Yvette Berry MLA