



Inquiry into annual and financial reports 2024–2025

Answer to question on notice

Asked by: Ms Chiaka Barry 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: Public Housing - Transfers

Question received: 12 November 2025

Answer Due: 25 November 2025

1. Noting you are working to reduce bureaucracy and double handling, can you tell me what changes you are making to ensure common sense requests for relocations are facilitated?
2. I note that many of the relocation request complaints that are brought to my attention involve compelling personal circumstances, physical and mental health, and changes in family composition or other aspects that suggest that urgent responses are appropriate. Can you tell me how these cases are prioritised?
3. I note that from your annual report data, it appears new allocations were given priority over relocations in 2024-25, is that a fair assessment?
 - a. If so, can you tell me what the rationale was for this policy change and will there be any changes for 2025/26?
4. I understand that mutual transfer requests may be held up, in some cases for years, because one party has a debt to Housing ACT. Can you advise why a technicality about a debt is given higher priority than facilitating a mutually beneficial transfer between Public Housing properties?

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

1. Applications for housing assistance, including new applications and applications for transfer, are assessed according to risk and need for housing.
2. As per question 1, applications for housing assistance, including new applications and applications for transfer, are assessed according to risk and need for housing on a case-by-case basis.
3. Allocation of properties can depend on many factors, including size and complexity of household, property requirements and region preferences, and availability of stock to meet these needs.

4. Eligibility for a Mutual Exchange depends on a number of factors including ongoing public housing eligibility, bedroom entitlement and both properties being at a lettable standard. All of these criteria must be met for a successful mutual exchange. Housing Assistance works to the legislative requirements of the *Public Housing Rental Assistance Program 2023* under the *Housing Assistance Act 2007* and the *Financial Management Act 1996*. Where there are hardship or exceptional circumstances, discretion can be used by a delegate.

Approved for circulation to the Standing Committee on Social Policy

Signature:



Date:

27/11/25

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