



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON ECONOMY AND GENDER AND ECONOMIC EQUALITY
Ms Leanne Castley MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair),
Mr Johnathan Davis MLA

Inquiry into Annual and Financial Reports 2020-2021 ANSWER TO QUESTION TAKEN ON NOTICE 3 March 2022

Asked by Mark Parton MLA on 3 March 2022: David Pryce, Deputy Director-General, Access Canberra took on notice the following question(s):

[Ref: Hansard Proof Transcript 3 March 2022, Pages 132-133]

In relation to:

MR PARTON: Yes. I have got a few to choose from and I might start with this one: housing tenancy management, page 50, table 12. At page 50, the Access Canberra section of the CMTEDD report says that 24,320 inquiries were received on housing tenancy management issues. I am just wondering: are these about private tenancies or are they public housing tenants as well?

Ms Cheyne: Thanks, Mr Parton. I will see if we have that level of detail to hand. That is page 63 of the PDF and page 50 of the actual document; is that right?

MR PARTON: Yes, I believe so. Further to that—whichever official is going to put themselves forward on that—what are the broad categories of topics that people are calling in relation to? Again, that seems like a lot of calls to me: 24,000.

Mr Pryce: I have read and understood the privilege statement. We will have to take that on notice to get the more granular detail, Mr Parton. While we receive the inquiry, often they are referred to Housing ACT to follow up with them.

MR PARTON: Yes. What I am hearing from that answer is that we are not talking about private tenancy issues; we are talking about public housing tenants. Is that what I should deduce from that response?

Mr Pryce: That is my understanding, Mr Parton. But, yes, I will have to get further detail.

MR PARTON: All right. If I could get any relevant detail of that on notice, I would appreciate it.

Ms Cheyne: Mr Parton, Mr Rynehart just jumped on the screen. I will just see if he intended to say anything.

Mr Rynehart: Thanks, Minister. At the high level, we have a service where we take the calls on behalf of Housing ACT. When a member of the community calls Housing ACT, they are actually answered by our contact centre. Those calls are wide and varied across the range of Housing ACT services, but they would be about the Housing ACT services, rather than private, generally.

MR PARTON: Okay.

THE CHAIR: Mr Rynehart, I need you to acknowledge the privilege statement.

Mr Rynehart: Apologies, Chair. I have read and understood the privilege statement.

THE CHAIR: Thank you. Mr Parton.

MR PARTON: I am assuming that any analysis of those call logs is going to be done further down the line with Housing ACT, rather than with Access Canberra?

Mr Rynehart: Yes, essentially. We would have a record of what the call is about, but the outcome of it is more likely Housing ACT.

MR PARTON: Yes; all right.

Ms Cheyne: Mr Parton, if it assists, on the Housing ACT website it says to call the line for general inquiries, to lodge a rebate form or housing application, to book an appointment to visit the shopfront, or to log a maintenance request.

MR PARTON: Right. Thank you, Minister.

MINISTER CHEYNE: The answer to the Member's question is as follows:—

Calls on this line are about public housing issues; and primary topics people call about are tenancy management, general housing support (gateway and operation support), maintenance, and complaints.

Approved for circulation to the Standing Committee on Economy and Gender and Economic Equality

Signature: 

Date: 24/3/22

By the Minister for Business and Better Regulation, Tara Cheyne MLA