



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: The Reimagining Gateway Project

Question received: 12 November 2025

Answer Due: 25 November 2025

1. Noting that not all Housing ACT applicants will be technically savvy, can you confirm that there will continue to be a mix of digital and analogue application pathways into the future?
2. Does the electronic application process generate a user experience survey, if so can you provide a list of the questions asked and a summary of the responses provided?
3. You say that changes to the application process improve efficiency and support good decision making. Can you tell me how it does this, and provide me details of any audit reviews that demonstrate that those efficiencies are actually being achieved?
4. What are the challenges for all household members to be added to the digital application, and how are these being addressed?
5. I note your annual report refers to onboarding and training new staff in relation to this project, does this mean you have needed to increase staffing levels because of the implementation of this project?

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

1. Support is available in the Belconnen Housing shopfront and over the phone to assist applicants without a device to apply online where possible. The new form is also available to applicants in hard copy format if required.
2. The *Application for Social Housing Assistance* form includes a simple checkbox question on usability experience and asks the applicant to rate how easy they found the form to complete. The possible responses to this question range from *very easy*, *easy*, and *neither easy or hard* to *hard* and *very hard*. However, the data is not available within the given timeframe. Longer timeframes are required for reporting data not already contained in an established report as this requires additional methodology design, quality assurance and appropriate clearance.

3. The *Application for Social Housing Assistance* form provides an easier way for applicants to articulate their circumstances whilst ensuring only information which relates to housing need is collected, via a series of yes/no or checkbox questions in plain English, based on the risk factors in the *Housing Assistance Public Rental Housing Assistance Program (Housing Needs Categories) Determination 2011* (Needs Determinations).

The form is designed to be intuitive and tailored to individual circumstances and display further questions based on the answer to the previous question. The questions are designed to identify different levels of criticality within each risk factor and provide clear explanations about why the information is required.

Based on the responses provided by the applicant, an indicative waitlist category will be displayed and information on what else is required of the applicant. Following submission and receipt of the application, a Housing ACT staff member will make contact and arrange a time to meet with the applicant/s to assist them with next steps.

For applicants who are required to provide supporting documentation, a series of templates have been developed to assist medical professionals and support services to quickly and easily provide the information required to verify the applicant's housing need.

The new application system was continually tested throughout its development phase to identify gaps, discrepancies and other critical risk factors and circumstances that needed to be included. Post implementation, formal internal trialling reviews were undertaken across applications that were on the Priority and High Needs Housing registers.

4. Provided there is consent, joint applicants can be added to the application form via the digital account and the hardcopy form.
5. Housing ACT have incorporated training modules on the new application system as part of its business-as-usual processes. This training is provided to all new employees and is utilised as refresher training as required. Additional resourcing was utilised in the initial implementation stages of the new application system but is no longer required.

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