



Inquiry into annual and financial reports 2024–2025

Answer to question taken on notice

Asked by: Ms Chiaka Barry MLA

Addressed to: Minister for Homes, Homelessness and New Suburbs

In relation to: Key Performance Indicators and Targets for Maintenance

Hearing: 18 November 2025

Uncorrected Proof Transcript p 16-17

Transcript provided: 26 November 2025

Answer Due: 3 December 2025

MS BARRY: Okay. Would you be able to provide your current service standard by categories of maintenance modifications and repair, and your current performance data against those service standards?

Ms Loft: Our KPIs for the contractor?

MS BARRY: Yes, please.

Ms Loft: For year forward, urgent work, which is immediate risk to health and safety or security, that is completed within four hours. And the current target is 94 per cent. For maintenance work, which is a risk, that if it is not repaired it will become a risk, that is completed by 6.00 pm the following day. That target is 94 per cent. Urgent work to be completed within five days, the target is 90 per cent. And then non-critical urgent work, which would not impact the liveability of the home, that is to be completed within 20 days. And the target for that is 95 per cent.

MS BARRY: And of these targets, which ones have you met? What are your percentages across these targets?

Ms Loft: Sure. Just let me see if I have that or if I will have to take it on notice?

Mr Cahif: If I may? Ashley Cahif, Deputy Director-General, Infrastructure Canberra. This is to manage the Programmed Facilities maintenance contract. So in terms of the targets we have met, we are managing a contract as opposed to necessarily doing the work ourselves through our trades.

MS BARRY: Okay. So has Programmed reported on—I am sure you have set KPIs for Programmed, is that right? Ms Loft: Yes.

Mr Cahif: Those are the KPIs for Programmed.

MS BARRY: And so which ones have they met?

Ms Loft: I will take that on notice

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

For Quarter 1 2025-26, all System Health Indicators were met to standard or above, confirming strong compliance in safety management, social inclusion commitments, and financial processes.

SHI No.	Short Title	Target % (Standard)	Final Assessment
SHI 1	Incident reporting & close-out	≥98	Above Std
SHI 2	SMS activities delivered per schedule	≥100	Standard
SHI 3	Employment cohorts maintained/improved	≥95	Above Std
SHI 4	Social ventures/enterprises participation	≥100	Standard
SHI 5	Timely payment of subcontractors	≤15 days	Standard

For Quarter 1 2025-26, 8 KPI's met the standard or above standard, these are:

KPI	Sub KPI	Category	Result %	Target % (Standard)	Final Assessment
3	3	Planned Maintenance	96.17	≥95	Above Std
5	5	Work Order Management	99.33	≥98	Standard
6	6.1	Quality Assurance - % of audited work that meet the required standards	97.45	≥95	Above Std
	6.2	Quality Assurance % of defective liability works completed during warranty period	100	≥97	Above Std
	6.3	Quality Assurance - % of work that is fixed first time and not recalled	99	≥94	Above Std
	6.4	Quality Assurance - % of targeted agreed audits and Spot checks completed by the contractor in the quarter	100	≥90	Above Std
7	7.1	QA Actions & Reporting - 100% audit, spot-check, review report actions including cure plans (internal and external) completed within timeframes	100	≥100	Standard
	7.2	QA Actions & Reporting - % of financial reports submitted with errors	100	≥100	Standard
8	8.1	Customer Contact & Satisfaction - % customer contact responded within 2 minutes	99	≥95	Above Std
	8.2	Customer Contact & Satisfaction - % customer satisfied with service provided	97.52	≥95	Above Std
10	10.1	Complaints Management - Acknowledged complaint within 24 hours	100	≥90	Standard

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	10.2	Complaints Management - Responded within 16 business days	100	≥100	Standard
	10.3	Complaints Management - 1st level resolved - % resolved	100	≥98	Above Std
	10.4	Complaints Management - 2nd level resolved - % upheld	100	≥98	Above Std
	10.5	Complaints Management - 3rd level resolved - % overturned	100	≥99	Above Std
11	11.1	Finance & Budget - % of rejected invoices (due to value discrepancies and disputes	0.83	≤1	Above Std
12	12.1	Finance & Budget - Services are delivered within the agreed budget for the year.	-15.17*	≤1.50	Above Std

** This percentage is assessed as above Standard because it indicates spending is under the allocated budget at this point in the year.*

Approved for circulation to the Standing Committee on Social Policy

Signature:



Date:

04/12/25

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