



Inquiry into annual and financial reports 2024–2025

Answer to question on notice

Asked by: Mr Thomas Emerson MLA

Addressed to: Minister for Homes, Homelessness and New Suburbs

Reference: HCSD

Hearing: 10 November 2025

In relation to: Public Housing Tenant Consultation

Question received: 11 November 2025

Answer Due: 25 November 2025

1. How is the membership of the Tenants Consultative Group determined?
2. In 24/25, the Tenants' Consultative Group met on 7 occasions:
 - a. Can the full deidentified minutes of these meetings be released?
 - b. How many of the requested actions from these meetings have been implemented?
3. What policies does Housing ACT have in place to facilitate engagement with tenants?
4. What consultations does Housing ACT conduct with tenants?
 - a. How is this consultation conducted?
 - b. I understand that one method of consultation is a survey provided to tenants every year or two - what work does Housing ACT do to ensure people are supported to complete the survey (e.g. people with low literacy etc)?
 - c. What specific actions have been taken in response to these surveys in the past 5 years?
5. I understand in the past Housing ACT has facilitated group meetings with tenants from whole multi-unit properties at external locations, but this no longer happens. Why was this stopped and are there any plans for this to continue?
6. How does Housing ACT ensure engagement with tenants from a range of backgrounds, including those who are living with mental health challenges and/or drug dependencies?

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

1. Tenant Consultative Group (TCG) members are selected for a two-year term following an expression of interest process open to all Housing ACT public housing tenants. Applications are assessed by a panel consisting of senior Health and Community Services Directorate staff (including from Housing ACT) and the community sector.

The application process seeks to recruit 20 TCG members representing the diversity of Housing ACT tenants across gender, age, life-stage and tenant tenure, as well as representation from Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse people, people who live with a disability and people from the LGBTIQ+ community.

2. Please see below information:

- a. The TCG members agree to a [code of conduct](#) as part of their membership of the group. One part of this code is regarding confidentiality of the discussions that occur. Records of the meetings are thus treated confidentially and are only shared with TCG members, presenters, and Housing ACT executive staff.
- b. The purpose of the TCG is for tenants to use their personal experience and knowledge to provide input and feedback on work underway in Housing ACT. The TCG is a consultative group. Members do not vote, make formal recommendations or decisions.

Staff highly value the insight provided by the TCG and how it influences their work. Some recent examples of work where the TCG has had a particular impact include:

- i. The introduction and development of a Housing ACT Tenant newsletter.
- ii. Feedback on the digitalisation of Housing Assistance applications process.
- iii. The roll out of public housing insulation and electrification program.

3. There is not a specific suite of policies that require or facilitate tenant engagement. The core business of Housing ACT means we are engaging with clients every single day through initiatives like the TCG, but also through other modes like client service visits, our call centre, the Gateway, our complaints handling processes, and our homelessness programs. Components of various policies will assist to ensure that tenant engagement continues to be a core consideration in all of Housing ACT's activities.
4. Housing ACT has the National Social Housing Survey (NSHS) and the ACT Social Housing Client Satisfaction Survey (SHCSS).

NSHS: This survey is run every two years by the Australian Institute of Health and Welfare (AIHW) and a contracted private research company, Lonergan, with participation from all states and territories, including the ACT. Fieldwork for the 2025 NSHS has been completed, with the report due in 2026.

SHCSS: This survey is conducted every second year (alternate year to the NSHS). A private research company is procured to run the survey. The next survey is due to be run in 2026. The surveys provide information on overall tenant satisfaction for public and community housing. These results are reported in the Budget Statement (as accountability indicators) and the Annual Report.

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- a. Information on the methods used in the NSHS is available at: National Social Housing Survey, 2023; Quality Statement. The SHCSS was conducted via emails, short message service (SMS) or phone call, as appropriate.
- b. The NSHS aligns with best practice by carrying out a stage of cognitive and pilot testing to ensure the survey is well received. It can be completed in 11 different languages. Tenants can request support with either of these surveys via the Housing ACT Central Access Point.
- c. Housing ACT is always working from a perspective of continuous quality improvement in both the way we work and the service experience of our tenants.

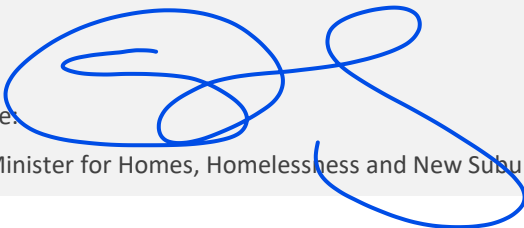
Housing ACT listens carefully to tenant feedback and data regarding the delivery of public housing assistance across Australia. Housing ACT's systemic responses are guided by government priorities, the broader interests of public housing tenants and people on the waitlist, and the most effective use of available resources.

Some examples of how we have responded to tenant feedback include the introduction of a tenant newsletter, the movement towards insourcing maintenance services and the addition of a Disability Liaison Officer.

5. Housing ACT continues to attend tenant community meetings or barbeques but does not directly facilitate these engagement events. Housing ACT appropriately relies on our stakeholder partners who are skilled community development workers to support better outcomes for tenants.
6. Housing ACT staff are provided with robust training to ensure they have the skills and competencies to communicate effectively to a diverse client base. Staff are trauma aware, employ flexible engagement methods and utilise strong working partnerships with specialist support agencies when engaging with tenants presenting with complex needs.

Housing ACT also engages with a range of advocacy and peak bodies to support engagement with clients living with a range of challenges.

Approved for circulation to the Standing Committee on Social Policy

Signature: 

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

Date: 19/12/25