



Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

Answer to question on notice

Asked by: Rebecca Vassarotti MLA

Addressed to: Minister for Housing and Homelessness

Reference: Housing

Hearing: 30 July 2026

In relation to: Insourcing of public housing maintenance and repairs

Question received: 5 August 2026

Answer Due: 14 August 2026

- 1) Regarding the proposed insourcing of public housing maintenance – please elaborate on the proposed model of insourcing: what is the timeline for implementation, and how far progressed is the project - what work has been completed so far?
- 2) What is the extent and scale of the proposed insourcing? What is the extent to which specific trades and expertise will be insourced or not (eg. plumbers, glaziers, locksmiths etc)?
- 3) Is it proposed that the government will also provide tools and materials for insourced trades?
- 4) What costings have been developed for the possible / proposed models; please provide these costings.
- 5) What is the progress so far on the insourcing of disability modifications and domestic violence upgrades at public housing homes:
 - a. is this now operating?
 - b. how many upgrades/modifications have been done by the insourced team;
 - c. what is the timeline for implementation of this service.
- 6) Please provide the report of the taskforce's pilot program of insourced common area repairs and maintenance in multi-unit complexes.

Suzanne Orr MLA: The answer to the Member's question is as follows:

- 1) To date, Government has assessed components of the existing Total Facilities Management (TFM) Contract to determine their suitability for insourcing by the Territory. As part of the 2026-27 Budget process, the ACT Government endorsed a phased implementation approach of the insourcing of public housing repairs and maintenance over the next four years. The phased insourcing delivery model will replace the current fully outsourced model delivered through the Total Facilities Management Services Agreement (TFM contract). Government allocated a total of \$15.828 million over four years for the phased insourcing of Customer Services Functions, Facilities Asset Management and the establishment of a Public Housing Trades Workforce from the 2028-29 financial year. The funding enables ACT Government to take tangible steps towards insourcing public housing repairs and maintenance while maintaining continuity of services for public housing tenants and building operational capacity and capabilities within ACT Government specifically:
 - a. continue delivery of common area services across the 10 Multi-Unit Properties
 - b. procure services for planned Disability Modifications (DisMods) and Domestic Violence Upgrades (DVU) (currently underway)
 - c. deliver an expanded in-house public housing trades workforce from the 2028-29 financial year to support the delivery of DisMods and DVU services
 - d. insource Customer Services Functions and Strategic Asset Management
 - e. deliver a digital solution to enable the Customer Services Function to be insourced (with the digital solution being led and managed by Digital Canberra).
- 2) As outlined in response to Question 1 above, the Government has committed to fully insourcing DisMods and DVU services, customer service functions and Facilities Asset Management. The 2026-27 Budget provided funding for the insourcing of four trades FTE and one safety FTE to support delivery of planned DisMods and DVU services from the 2028-29 financial year. iCBR is currently considering the specific trades for these identified positions.
- 3) Yes. The funding includes a provision for necessary tools and equipment to support the in-house trades workforce. A materials procurement strategy will also be developed to support the delivery of in-house trades works.
- 4) Costings for the implementation of insourcing components of the repairs and maintenance for public housing were considered as part of the 2026-27 Budget. This information is considered Cabinet in Confidence and unable to be released, however it did inform Government's decision to fund the program through the 2026-27 Budget as outlined in the response to Question 1.
- 5) Government is progressing work to fully insource disability modifications (DisMods) and domestic violence upgrades (DVU) services for public housing homes.
 - a. No, the works have not yet commenced.
 - b. No works have commenced.

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- c. The transition of DisMods and DVU services is expected to commence in Quarter 2 of the 2026-27 financial year.
- 6) The Trial Closure and Lessons Learned Report for the Property Services Insourcing – Housing ACT Multi Unit Properties (MUP) Trial 2024–25 can be accessed here: [Trial-Closure-and-Lessons-Learned-Report-2024-25-Housing-ACT-Multi-Unit-Property-Insourcing-Public.pdf](#)

Approved for circulation to the Select Committee on Estimates 2026–2027

Signature:

By the Minister for Housing and Homelessness, Suzanne Orr MLA

Date: 13/08/26