

# INFORMATION SHEET



**ACT**  
Government  
Community Services

## Freedom of Information Disclosure Log Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*

FOI Reference: CSD FOI CSD 20/09

Full Disclosure Log entry at: <https://www.communityservices.act.gov.au/home/disclosure-log>

### Disclosure Log content

Information to be published	Status
1. Subject: <i>"I write to request under the Freedom of Information Act 2016 final documents prepared for or used during the 2018-19 Annual Reports hearings. These documents may include, but are not limited to, briefs prepared for Minister Berry MLA and other witnesses whether or not they appeared or were used. I ask that my request be transferred to other entities that may hold relevant documents. Duplicate documents may be excluded."</i>	N/A
2. Notice of Decision	Published
3. Table of Contents (ToC) 1-4	Published
4. Fees	N/A
5. Processing time (working days) *at 'activation' point?	56 days
6. Ombudsman decision	N/A
7. Ombudsman decision – additional comments by Omb	N/A
8. ACAT decision	N/A
9. ACAT decision – additional comments by ACAT	N/A

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## Further Information

For more information, contact the Community Services Directorate on 133 427 or visit the CSD Disclosure Log directly at: <https://www.communityservices.act.gov.au/home/disclosure-log>

## FREEDOM OF INFORMATION REQUEST – FOI REF: CSD-20/09

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Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to FOI applicants may be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access. Personal information or business affairs information will not be made available. If you think the content of your request would contain such information, please inform the contact officer immediately. Information about what is published on open access is available online at: [www.act.gov.au/open-access](http://www.act.gov.au/open-access)

Applicant	THE PARAMETERS OF THE REQUEST	File No
	<p><i>"I write to request under the Freedom of Information Act 2016 final documents prepared for or used during the 2018-19 Annual Reports hearings. These documents may include, but are not limited to, briefs prepared for Minister Berry MLA and other witnesses whether or not they appeared or were used. I ask that my request be transferred to other entities that may hold relevant documents. Duplicate documents may be excluded."</i></p>	<p><b>Annual Report Briefing Pack for Minister Berry - HACT</b></p>

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
1-2	Table of Contents	12/11/2019	Full release		Full release
3-5	Annual Report Hearing Brief – Operating Statement – income and expenses	31/10/2019	Full release		Full release

## UNOFFICIAL

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
6	Annual Report Hearing Brief -Water and sewerage expenditure	31/10/2019	Full release		Full release
7-9	Annual Report Hearing Brief – Liabilities including the Commonwealth Housing Loan	31/10/2019	Full release		Full release
10-11	Annual Report Hearing Brief – Employment expenses and Full Time Equivalent (FTE) Workload per Branch	5/11/2019	Full release		Full release
12-14	Annual Report Hearing Brief – Financial Snapshot 2019-20	31/10/2019	Full release		Full release
15-19	Annual Report Hearing Brief – Gateway Services including Central Access Point	5/11/2019	Full release		Full release
20	Annual Report Hearing Brief – Multi-Disciplinary Panel	5/11/2019	Full release		Full release
21-25	Annual Report Hearing Brief – Tenant Experience including property condition and antisocial behaviour	6/11/2019	Full release		Full release
26-28	Annual Report Hearing Brief – Tenant Experience – Youth Housing Program	31/10/2019	Full release		Full release
29-31	Annual Report Hearing Brief – Housing for people with disabilities	4/11/2019	Full release		Full release

## UNOFFICIAL

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
32-33	Annual Report Hearing Brief – Rental rebate	31/10/2019	Full release		Full release
34-35	Annual Report Hearing Brief – Tenant Participation Grants	31/10/2019	Full release		Full release
36	Annual Report Hearing Brief – Affordable Rental Office	31/10/2019	Full release		Full release
37-38	Annual Report Hearing Brief – Incarcerated Tenants Procedures	5/11/2019	Full release		Full release
39-41	Annual Report Hearing Brief – Multi-unit property tenancy management strategy	1/11/2019	Full release		Full release
42-43	Annual Report Hearing Brief – Client Review and Response	11/07/2019	Full release		Full release
44-46	Annual Report Hearing Brief – Complaints	4/11/2019	Full release		Full release
47-48	Annual Report Hearing Brief – Housing ACT Panels	31/10/2019	Full release		Full release
49-50	Annual Report Hearing Brief – Tribunal Services	31/10/2019	Full release		Full release
51-54	Annual Report Hearing Brief – Client Services data	6/11/2019	Full release		Full release
55-59	Annual Report Hearing Brief – Total Facilities Management Contract	31/10/2019	Full release		Full release

## UNOFFICIAL

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
60-61	Annual Report Hearing Brief – Public Housing Maintenance	5/11/2019	Full release		Full release
62-63	Annual Report Hearing Brief – Improved Energy Efficiency for Public Housing	22/10/2019	Full release		Full release
64	Annual Report Hearing Brief – Contract Management Data	5/11/2019	Full release		Full release
65-67	Annual Report Hearing Brief – Vacant properties process	5/11/2019	Full release		Full release
68-69	Annual Report Hearing Brief – Growth and renewal of public housing	5/11/2019	Full release		Full release
70-71	Annual Report Hearing Brief – Community Engagement	5/11/2019	Partial release	Schedule 1, section 1.3(5)	Partial release
72-76	Annual Report Hearing Brief – Common Ground Dickson	4/11/2019	Full release		Full release
77-78	Annual Report Hearing Brief – Further Aboriginal and Torre Strait Islander Older Persons Accommodation	1/11/2019	Full release		Full release
79-80	Annual Report Hearing Brief – Shared Equity and Sale to Tenant Schemes	1/11/2019	Full release		Full release
81-83	Annual Report Hearing Brief – Properties held by the Commissioner for Social Housing	5/11/2019	Full release		Full release

## UNOFFICIAL

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
84-85	Annual Report Hearing Brief – Supported accommodation for people with mental illness	4/11/2019	Full release		Full release
86-87	Annual Report Hearing Brief – Kaleen Affordable Housing	5/11/2019	Full release		Full release
88-90	Annual Report Hearing Brief – 2018-19 Capital Program	5/11/2019	Full release		Full release
91-92	Annual Report Hearing Brief – ACT Specialist Homelessness Section	1/11/2019	Full release		Full release
93-94	Annual Report Hearing Brief – OneLink	1/11/2019	Full release		Full release
95-99	Annual Report Hearing Brief – Rough Sleepers (page 99 removed as it was a blank page)	5/11/2019	Full release		Full release
100-102	Annual Report Hearing Brief – New homelessness services for older women and asylum seekers	1/11/2019	Full release		Full release
103-105	Annual Report Hearing Brief – Domestic and Family Violence	1/11/2019	Full release		Full release
106-108	Annual Report Hearing Brief – Support for young people	1/11/2019	Full release		Full release

## UNOFFICIAL

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
109-110	Annual Report Hearing Brief – ACT Housing Strategy – Reducing Homelessness (Goal 2)	1/11/2019	Full release		Full release
111-112	Annual Report Hearing Brief – ACT Housing Strategy – Strengthening Social Housing Assistance	1/11/2019	Full release		Full release
113-114	Annual Report Hearing Brief – Specialist Disability Housing	1/11/2019	Full release		Full release
115-116	Annual Report Hearing Brief – MyHome Canberra	4/11/2019	Full release		Full release
117-118	Annual Report Hearing Brief – Properties owned by the Commissioner for Social Housing used for Community Housing	1/11/2019	Full release		Full release
119-121	Annual Report Hearing Brief – Common Ground Dickson - Cohort	1/11/2019	Full release		Full release
122-123	Annual Report Hearing Brief – Study into support needs of people with high and complex service needs in the ACT (cohort study)	1/11/2019	Full release		Full release
124-126	Annual Report Hearing Brief – Aboriginal and Torres Strait Islander housing services	5/11/2019	Full release		Full release
127-128	Annual Report Hearing Brief – Housing First Pilot	4/11/2019	Full release		Full release

## UNOFFICIAL

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
129-133	Annual Report Hearing Brief – Strategic indicators	4/11/2019	Full release		Full release
134-139	Annual Report Hearing Brief – Accountability indicators	5/11/2019	Full release		Full release
140-143	Annual Report Hearing Brief – ACT Public Satisfaction Survey	5/11/2019	Full release		Full release
144-145	Annual Report Hearing Brief – Wait Lists	6/11/2019	Full release		Full release
146	Annual Report Hearing Brief – Digital Service Delivery	31/10/2018	Full release		Full release

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## 2018-19 Annual Report Hearing – 3:30pm-4:30pm, 12 November 2019

### STANDING COMMITTEE ON HEALTH, AGEING AND COMMUNITY SERVICES

Ms Bec Cody MLA (Chair), Mrs Vicki Dunne MLA (Deputy Chair), Ms Caroline Le Couteur MLA

#### **YVETTE BERRY MLA**

#### MINISTER FOR HOUSING AND SUBURBAN DEVELOPMENT

### OUTPUT CLASS 1: Social Housing Services

#### Statement of Performance

##### Strategic Finance

1. Operating Statement including income and expenses
  - a. Water and Sewerage expenses
  - b. Liabilities including Commonwealth housing debt
2. Employees including expenses and FTE's per branch
3. Financial snapshot 2019-20

#### Output 1.1 Social Housing Services

##### Client Services

4. Gateway Services including the Central Access Point
  - a. the Multi-Disciplinary Panel
5. Tenant Experience including property condition and antisocial behaviour
  - a. Youth Housing Program
  - b. Housing for people with disabilities
  - c. Rental rebates
  - d. Tenant Participation Grants
  - e. Affordable Rental Office
  - f. Incarcerated Tenants Policy
  - g. Multi-unit property tenancy management strategy
6. Client Review and Response including
  - a. Complaints
  - b. Housing ACT Panels
  - c. Tribunal Services
7. Client Services Data

##### Infrastructure and Contracts

8. Contract Management including the Total Facilities Management Contract
  - a. Public Housing Maintenance
  - b. Improved Energy Efficiency for Public Housing
  - c. Contract Management Data
  - d. Vacant properties process
9. Asset Planning including
  - a. Growth and Renewal of Public Housing
  - b. Community Engagement
  - c. Common Ground Dickson
  - d. Further Aboriginal and Torres Strait Islander Older Persons Accommodation
  - e. Shared Equity and Sale to Tenant Scheme
  - f. Properties held by the Commissioner for Social Housing

10. Asset Delivery including
  - a. Supported Accommodation for People with Mental Illness
  - b. Kaleen Affordable Housing
  - c. 2018-19 Capital Program
11. Specialist Housing Service Delivery including
  - a. Specialist Homelessness Services Sector
  - b. OneLink
  - c. Rough Sleepers
  - d. New homelessness services for older women and asylum seekers
  - e. Domestic and Family Violence Services
  - f. Support for Young People

### **Policy and Business Transformation**

12. Housing and Homelessness Strategy and Policy including
  - a. ACT Housing Strategy - Goal 2 Reducing Homelessness
  - b. ACT Housing Strategy – Goal 3 Strengthening Social Housing Assistance
  - c. Specialist Disability Accommodation
  - d. MyHome
  - e. Community Housing
  - f. Common Ground Dickson cohort
  - g. Study into support needs of people with high and complex service needs (Cohort study)
  - h. Aboriginal and Torres Strait Islander housing services
  - i. Housing First (Catholic Care and St Vincent De Paul)
13. Insight and Analytics including
  - a. Strategic Indicators
  - b. Accountability Indicators
  - c. ACT Public Housing Satisfaction Survey
  - d. Wait list
14. Business Transformation including
  - a. Digital Service Delivery

### **Administration**

15. CSD Staff Portfolio
16. Witness Lists
17. Privilege Statement
18. Program Schedule

**Portfolio/s:** Housing and Suburban Development

**ISSUE:**            **Operating Statement – income and expenses**

**Talking points:**

- The 2018-19 Operating Result was a loss (deficit) of \$58.5 million, and \$19.3 million higher than the 2017-18 deficit of \$39.2 million. This was the result of the gap between Revenues and Expenditure, as follows.
- **Total Income** of \$149.6 million was \$3.1 million (2.0%) lower than last year due to:
  - Lower Other Revenue (\$3.2 million) subsequent to the GST recoupment from the ATO in 2017-18;
  - Lower Gains of \$2.6 million (54.7%) in 2018-19, compared to 2017-18, largely driven by lower sales of properties which reflects the current state of the ACT property market.

partially offset by:

- Higher Controlled Recurrent Payments (\$2.1m) due to additional funding for a number of budget initiatives including more frontline specialist homelessness services and digital business transformation and a funding adjustment under the National Housing and Homelessness Agreement;
- Higher Rent Revenue (\$0.3 million) due to indexation to welfare payments and increase of market rent partially offset by the impact of the Public Housing Renewal Program which saw delays in properties being transferred to Housing ACT, leading to a negative impact on property stock numbers and, therefore, rental revenues.
- Higher Interest Revenue (\$0.3 million) due to better than expected cash holdings in the operating account as a result of lower cash outlay on operating expenses and capital works throughout the year.

Cleared as complete and accurate:	31/10/2019	
Cleared by:	Executive Group Manager	Ext:
Contact Officer name:	Catherine Loft	Ext:71514
Lead Directorate:	Community Services	
Cleared for release	Yes	
Information Officer name:	Louise Gilding	
TRIM Ref:		

- **Total Expenses** of \$208.2 million in 2018-19 was \$16.2 million (8.5%) higher than 2017-18, due to:
  - Higher Depreciation (\$7.6 million) mainly due to the accelerated depreciation of buildings on sites identified for sale under the Public Housing Renewal Program. Buildings are fully depreciated prior to the transfer to Suburban Land Agency;
  - Higher Supplies and Services (\$2.9 million) mainly as a result of higher property rates; and water and sewerage costs, as well as general indexation on costs;
  - Higher Employee costs, including superannuation (\$2.6 million) mainly due to higher number of FTEs, wage increases under the Enterprise Agreement and increases in rates used to calculate the present value of leave liabilities, partially offset by lower workers' compensation premium;
  - Higher Grants and Purchased Service payments (\$2.0 million) due to impact of indexation and additional funding to strengthen homelessness services;
  - Higher Other Expenses (\$1.4 million) due to a higher number of properties demolished for redevelopment purposes and additional assets transferred to the community sector;

partially offset by:

- lower Borrowing Costs (\$0.2 million) in accordance with the repayment schedule for the Commonwealth loans.

Cleared as complete and accurate:	31/10/2019	
Cleared by:	Executive Group Manager	Ext:
Contact Officer name:	Catherine Loft	Ext:71514
Lead Directorate:	Community Services	
Cleared for release	Yes	
Information Officer name:	Louise Gilding	
TRIM Ref:		

## Key Information

	2019	2018
	\$'000	\$'000
<b>Income</b>		
<i>Revenue</i>		
Controlled Recurrent Payments	48,887	46,792
User Charges	87,650	87,376
Grants from the Commonwealth	373	-
Interest	1,121	798
Resources Received Free of Charge	111	59
Other Revenue	9,350	12,942
<b>Total Revenue</b>	<b>147,492</b>	<b>147,967</b>
<i>Gains</i>		
Gain from the Sale of Properties	1,946	4,223
Other Gains	205	526
<b>Total Gains</b>	<b>2,151</b>	<b>4,749</b>
<b>Total Income</b>	<b>149,643</b>	<b>152,716</b>
<b>Expenses</b>		
Employee Expenses	27,812	25,313
Superannuation	3,556	3,490
Supplies and Services	96,098	93,191
Depreciation	45,641	38,009
Grants and Purchased Services	23,938	21,971
Borrowing Costs	2,620	2,831
Other Expenses	8,513	7,129
<b>Total Expenses</b>	<b>208,178</b>	<b>191,934</b>
<b>Operating (Deficit)</b>	<b>(58,535)</b>	<b>(39,218)</b>

Cleared as complete and accurate: 31/10/2019  
 Cleared by: Executive Group Manager Ext:  
 Contact Officer name: Catherine Loft Ext:71514  
 Lead Directorate: Community Services  
 Cleared for release: Yes  
 Information Officer name: Louise Gilding  
 TRIM Ref:

**Portfolio/s:** Housing ACT**ISSUE: Water and sewerage expenditure****Talking points:**

- Water and sewerage expenditure was \$14.952 million in 2018-19, split between water and sewerage supply charge (\$7.850 million) and water usage (\$7.102 million).
- In comparison to 2017-18, supply costs were \$0.155 million higher (2.0%) due to increases in Icon Water fees at a rate higher than CPI; while water consumption was lower by \$0.201 million (2.8%) due to the difference between the number of properties transferred out to the Suburban Land Agency (610 properties) and the return of properties from the Public Housing Renewal Taskforce to Housing ACT (314 properties) in 2018-19.

**Key Information*****Comparison to Budget:***

- Lower supply charges of \$0.05 million (0.6%) and lower water consumption of \$1.115 million (13.6%) mainly due to the timing of transfer of sites to the Suburban Land Agency under the Public Housing Renewal program. Some sites that were scheduled to be transferred in 2017-18 did not occur until 2018-19.

**Background Information**

In 2018-19, Icon Water undertook a quality assurance and reconciliation project. Throughout the course of that project, it became apparent there were multiple meters installed at ACT Housing premises for which no consumption was being billed. Through investigation, it was found there was a difference in the way these ACT Housing sites are registered (or title created) and therefore the information was not flowing through to Icon Water's billing database.

Housing ACT was advised by the Land Titles Office that lease registration for Commonwealth land was not required. Therefore, if builds are occurring on these particular sites and a meter installed, there is no associated lease linked to a financially responsible party.

The Public Housing Renewal Program may be associated with the creation of many of these sites, noticed particularly from 2016 onward.

Cleared as complete and accurate:	31/10/2019	
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Lead Directorate:	Community Services	
Cleared for release	Yes	
Information Officer name:	Louise Gilding	
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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** Liabilities including the Commonwealth Housing loan

**Talking points:**

- 70% of liabilities relate to the interest bearing liabilities (loans) owing to the Commonwealth
- Liabilities decreased by \$6.2 million from June 2018 as a result of:
  - Lower Other Liabilities (\$7.7 million) mainly due to the discharge of payment received in advance from the Public Housing Renewal Taskforce at the handover of 33 units at Kaleen.
  - Lower interest bearing liabilities (\$4.6 million) as the Commonwealth loans were repaid in accordance with the loan repayment schedule.partially offset by:
  - Higher Payables (\$5.3 million) due to higher accruals for operating expenses in repair and maintenance, general rates and water charges, as well as for capital works.
  - Higher Employee Benefits (\$0.8 million) mainly due to increases in rates used to calculate present value for leave liabilities.

**Commonwealth Loan**

**Talking points:**

- The Chief Minister has written to the Prime Minister requesting waiver of the ACT's \$115 million housing debt, separated two-ways with Housing ACT responsible for \$53.5 million and CMTEDD for \$61.5 million.
- The Commonwealth recently waived Tasmania's \$157 million housing debt. In 2013, South Australia had \$320 million of housing debt similarly waived.
- Tasmania must expend all funds saved from this arrangement on public and affordable housing.

Cleared as complete and accurate:	31/10/2019	
Cleared by:	Executive Group Manager	Ext:
Contact Officer name:	Catherine Loft	Ext:71514
Lead Directorate:	Community Services	
Cleared for release	Yes	
Information Officer name:	Louise Gilding	
TRIM Ref:		

# ANNUAL REPORT HEARING BRIEF

- The Chief Minister has indicated that the ACT would similarly redirect funds saved to the provision of social and affordable housing in the ACT.
- The ACT is required to make a repayment of \$13.4m (Housing ACT \$6.9 million and CMTEDD \$6.5 million) on the housing debt this financial year, of which \$5.2 million comprises interest on the loan.

## Key Information

- The housing debt arises from the 1987 transfer of ownership of Commonwealth rental housing stock and Commissioner for Housing mortgages scheme prior to self-government of the ACT.
- Along with the transfer of assets, a debt was attributed equivalent to the debt that would have existed had the ACT been funded for public housing in the same way as the states since 1945 under the Commonwealth State Housing Agreement. Similar arrangements were adopted to the transfer of the mortgages scheme.
- The original loan incurred in 1987 was \$287 million.
- The Commonwealth State Housing Agreement ceased on 31 December 2008 and was replaced by the National Affordable Housing Agreement, but the obligation to repay the Commonwealth loans continued.
- The loans have a term of 53 years, with the last loan due to expire in 2042. The interest rate payable on the loans is a **fixed 4.5 per cent**.
- The total amount repayable from now until maturity of the loans in 2042 is \$157.8 million which includes an interest component of \$42.9 million.
- The ACT will receive \$27 million from the Commonwealth under the National Housing and Homelessness Agreement in 2019-20, but will give back about half of this amount to service the outstanding housing debt.

Cleared as complete and accurate:	31/10/2019	
Cleared by:	Executive Group Manager	Ext:
Contact Officer name:	Catherine Loft	Ext:71514
Lead Directorate:	Community Services	
Cleared for release	Yes	
Information Officer name:	Louise Gilding	
TRIM Ref:		

## Key Information

	<b>2019</b>	<b>2018</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Current Liabilities</b>		
Payables	8,052	2,730
Interest-Bearing Liabilities	4,511	4,619
Employee Benefits	8,815	8,139
Other Liabilities	5,985	13,684
<b>Total Current Liabilities</b>	<b>27,363</b>	<b>29,172</b>
<b>Non-Current Liabilities</b>		
Interest-Bearing Liabilities	48,969	53,480
Employee Benefits	410	295
Other Provisions	226	220
<b>Total Non-Current Liabilities</b>	<b>49,605</b>	<b>53,995</b>
<b>Total Liabilities</b>	<b>76,968</b>	<b>83,167</b>

Cleared as complete and accurate:	31/10/2019	
Cleared by:	Executive Group Manager	Ext:
Contact Officer name:	Catherine Loft	Ext:71514
Lead Directorate:	Community Services	
Cleared for release	Yes	
Information Officer name:	Louise Gilding	
TRIM Ref:		

# ANNUAL REPORT HEARING BRIEF

**Portfolio/s:** Housing and Suburban Development

**ISSUE:** **Employee expenses and Full Time Equivalent (FTE) Workload per Branch**

**Talking points:**

- The increase in employee costs, including superannuation (\$2.6 million) is due to higher rates applied as part of the previously agreed Enterprise Agreement and an increase in the number of **funded positions**; 260.5 FTEs in 2018-19 compared with 256 FTEs in 2017-18.
- For Superannuation, the higher cost Schemes such as the CSS, PSS and PSSAP Schemes are not open to new employees and therefore the amount contributed each year will generally decline with the retirement or transfer of members. This is reflected in the lower costs compared to Employee costs.

**Key Information**

- Information for FTE numbers supplied in QoN # 2690 about public housing expenses and revenue, asked by Mr Mark Parton MLA, are taken from Budget Paper G. These numbers differ from Annual Report data as they are sourced from separate systems that have variances.

**Employee and Superannuation Costs**

	<b>2019</b>	<b>2018</b>
	<b>\$'000</b>	<b>\$'000</b>
Employee Expenses	27,812	25,313
Superannuation	3,556	3,490
<b>Total Employee and Superannuation Costs</b>	<b>31,368</b>	<b>28,803</b>

Cleared as complete and accurate:	05/11/2019	
Cleared by:	Executive Branch Manager	Ext: 71514
Contact Officer name:	Shane Nielsen	Ext:
Lead Directorate:	Community Services	
Cleared for release	Yes	
Information Officer name:	Louise Gilding	
TRIM Ref:		

# ANNUAL REPORT HEARING BRIEF

## FTEs -Employee and Superannuation Costs per Branch

	2019	2018	2019	2018	2019	2018
	\$'000	\$'000	Actual FTE Numbers	Actual FTE Numbers	Funded (Budget) FTE Numbers	Funded (Budget) FTE Numbers
<b>Employee Expenses</b>						
Executive Services	4,772	3,981	34	35	37	33
Client Services	12,440	11,933	126	120	131	130
Policy and Business Transformation	3,379	1,945	29	30	29	30
Infrastructure and Contracts	7,221	7,454	70	58	64	63
<b>Total</b>	<b>27,812</b>	<b>25,313</b>	<b>259</b>	<b>243</b>	<b>261</b>	<b>256</b>
<b>Superannuation</b>						
Executive Services	607	565				
Client Services	1,566	1,473				
Policy and Business Transformation	406	256				
Infrastructure and Contracts	977	1,196				
<b>Total</b>	<b>3,556</b>	<b>3,490</b>				
<b>Employee and Superannuation Costs</b>						
Executive Services	5,379	4,546				
Client Services	14,006	13,406				
Policy and Business Transformation	3,785	2,201				
Infrastructure and Contracts	8,198	8,650				
<b>Total Employee and Superannuation Costs Housing ACT</b>						
	<b>31,368</b>	<b>28,803</b>				

Note: - In 2018-19, Housing ACT had 21 CSD FTE in its accounts, siting within Executive Services  
 - FTE numbers are rounded.

Cleared as complete and accurate: 05/11/2019  
 Cleared by: Executive Branch Manager Ext: 71514  
 Contact Officer name: Shane Nielsen Ext:  
 Lead Directorate: Community Services  
 Cleared for release: Yes  
 Information Officer name: Louise Gilding  
 TRIM Ref:

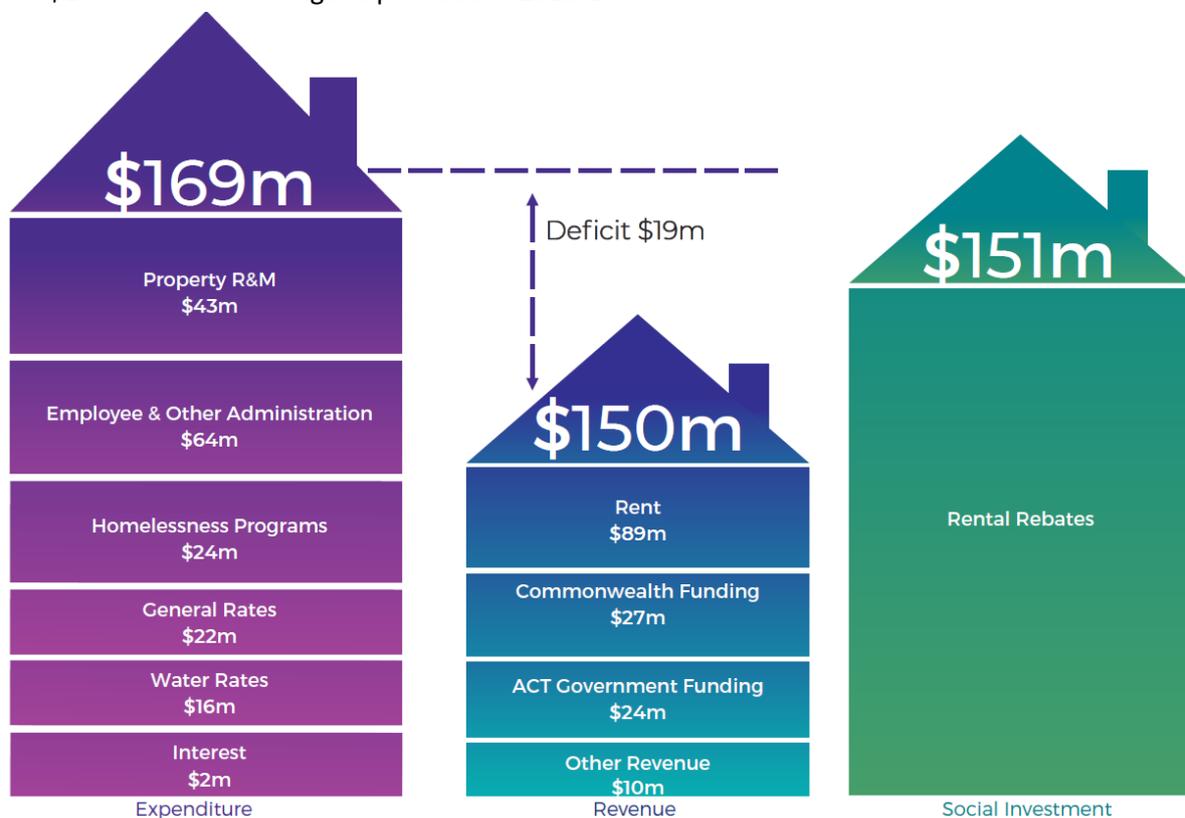
## Portfolio/s Housing & Suburban Development

### ISSUE: FINANCIAL SNAPSHOT 2019-20

Each year, government is responsible for delivering housing and homelessness services in an increasingly challenging environment. In the ACT and across Australia, public housing and homelessness service delivery is fundamentally unsustainable for government. The cost of operations is significantly greater than revenues generated and the increased targeting of housing to those most in need has resulted in fewer market renters, increasing the shortfall between revenues and expenses.

Forecasts for 2019-20 indicate that government will generate:

- **Cash flow Revenues of \$150 million** consisting of \$89 million in rental receipts, \$51 million in government funding consisting of \$27 million from the Commonwealth and \$24 million from the ACT Government, and \$10 million from a range of other sources.
- **Cash flow Expenses of \$169 million** consisting of \$43 million in property repairs and maintenance, \$32 million in employee costs, \$30 million administration and other operating costs such as insurance premium, \$24 million for homelessness services, \$22 million in general rates, \$16 million in water charges and \$2 million in interest repayments.
- **Social benefit of \$151 million** for the community in the form of rebated rents (or rent foregone) for lower income households. The forecast is an increase of \$7 million or 5% from the \$144 million rent foregone provided in 2018-19.



Cleared as complete and accurate:  
 Cleared by:  
 Contact Officer Name:  
 Lead Directorate:

31/10/2019  
 Executive Group Manager  
*Catherine Loft*  
 Community Services

Ext: 71514  
 Ext:

TRIM Ref:

This presents an ongoing challenge for government which is expected to operate at an annual cash flow deficit of \$19 million in the 2019-20 financial year. While the ACT Government worked closely with State, Territory and Commonwealth Governments throughout 2017-18 to reach a new **National Housing and Homelessness Agreement** that came into effect on 1 July 2018, no additional Commonwealth funding is being provided under these new arrangements. It is therefore vitally important that the ACT Government continues to advocate for the Commonwealth to use its unique policy levers to influence improved affordability and address the social and economic drivers of homelessness for the benefit of all Australians.

In the interim, Housing ACT is expected to perform at an **operating loss of \$53 million** in 2019-20, primarily as a consequence of \$36 million in asset depreciation (refer to Budget Summary provided below).

### **COST PRESSURES**

Housing ACT has unfunded cost pressures relating to:

- Increasing property costs such as **higher general rates**, increasing \$1.6 million from 2018-19.
- **Employee expense escalations** mandated under the recent Enterprise Agreement, which are to be absorbed, as Housing ACT does not receive additional matching supplementation (budget appropriations) to cover these overheads.
- The rising cost of other outlays due to **indexation and growth in service provision** for which no corresponding supplementation is provided (\$7.91 million).

These cost pressures arise because of Housing ACT's increasing requirement (and increasing outlays) to provide social housing and homelessness services, which continues to grow year-on-year at a rate that outgrows revenues.

As Housing ACT does not receive additional supplementation to compensate for these greater costs – such as indexation increases, government direction, or ACT Taxation System revisions (increasing property rates), as well as changes to other government fees and charges – an affordability gap between revenue and expenditure has emerged that is unlikely to be resolved by Housing ACT's revenue raising capacity in its current business-as-usual operating structure.

Mitigation strategies are being explored and include continually reviewing daily operations and costs to achieve efficiencies or offsetting savings, and/or to seek to derive additional revenues wherever possible. In addition, expenditures are closely managed to minimise significant cost over-runs and a range of specific measures are currently being investigated, such as better managing cashflows to maximise interest on investments. Although the reduction in the official cash rate is having a significant impact on interest earning from cash reserve.

Furthermore, more strategic measures are also being assessed to return Housing ACT's budget to a more sustainable position, looking at ways of reducing major expenditure lines, while at the same time investigating options to increase Housing ACT's revenue base on an ongoing basis.

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# ANNUAL REPORT HEARING BRIEF

## Budget Summary



	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>
	<b>Budget</b>	<b>Estimate</b>	<b>Estimate</b>	<b>Estimate</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Controlled Recurrent Payment	51,345	51,765	51,185	51,184
Rental Revenue	89,953	91,285	92,104	93,249
Interest	371	165	255	296
Other Revenue	7,695	5,807	5,440	5,580
Profit <u>On</u> Sale	3,772	4,654	5,563	5,454
<b>Total Revenue</b>	<b>153,136</b>	<b>153,676</b>	<b>154,547</b>	<b>155,763</b>
Employee Expenses	28,707	29,805	30,778	31,569
Superannuation	3,886	4,092	4,239	4,370
Supplies and Services	105,568	108,044	113,336	117,977
Depreciation	36,287	35,613	36,132	36,019
Grants and Purchased Services	24,441	25,019	25,315	25,280
Interest Expenses	2,422	2,215	2,014	1,820
Other Expenses	4,688	4,542	4,650	4,764
<b>Total Expenses</b>	<b>205,999</b>	<b>209,330</b>	<b>216,464</b>	<b>221,799</b>
<b>Operating Result</b>	<b>52,863</b>	<b>55,654</b>	<b>61,917</b>	<b>66,036</b>

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** Gateway Services including Central Access Point

**Talking points:**

**Central Access Point**

- The Central Access Point is the primary access point into Housing ACT for applications, tenancy matters and maintenance.
- Rental Bond Help and Safer Families Grants are also administered through the Central Access Point.
- In 2018–19:
  - 22,949 people visited the Central Access Point – the top three reasons for visiting were for tenancy matters (5,178 people), social housing assistance (4,376 people) and rental rebates (4,220 people);
  - 406 applications for Rental Bond Help were issued totalling \$584,408.37 – the average bond loan amount was \$1439.43; and
  - 84 applications were approved under the Safer Families Assistance Program – totalling \$168,000 in 2018-19.

**Gateway Services**

- Gateway Services is Housing ACT’s front-line service hub. It manages:
  - the Central Access Point (shopfront for housing and support);
  - assessment and allocation processes for social housing assistance;
  - safer families grants and rental bond help; and
  - tenancy relocation under Growth and Renewal Program.
- In 2018–19:
  - 1,899 new applications for social housing assistance were received and 368 new public housing tenancies were created;
  - 583 transfer applications were received and 335 existing tenancies (711 people) transferred to more appropriate houses; and

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- 32 community service providers accessed the Housing Asset and Assistance Program
- In 2018–19, the Tenant Relocation Team and a number of occupational therapists joined Gateway Services to support Housing ACT’s allocation processes and improve client outcomes.

## Central Access Point – 1/7/2018 to 30/6/2019

Type ↑	Count of Cases
Tenancy	5178
Social Housing	4376
Allocations	1980
Assessing	3061
Bond Loans	966
Rental Rebates	4220
Property Services	337
Spotless	1417
Onelink	996
Complaints Management	96
Finance	45
Asset Management	46
Policy and Participation	7
Other Payments	53
Miscellaneous	171
<b>Total</b>	<b>22949</b>

## Applications

- In April 2019, Gateway Services introduced a differentiated assessment model to assess and process applications for housing assistance. The Assessment Team now operates under two streams – The Intake and Assessment unit and Assessment Connections.
- This new assessment model ensures that complex risk factors are identified early and that supports and collaboration with other stakeholders can be established.
- The Intake and Assessment unit assesses basic eligibility and manages applications on the standard and high needs registers. As part of its role, the team identifies

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applicants with risk factors and can make referrals to the Assessment Connections team.

- The Assessment Connections team manages applicants who demonstrate risk factors and provide case management and coordination in response to their needs. This team also manages and prepares cases for the consideration of the Multi-Disciplinary Panel.
- 2482 applications for social housing assistance were received in 2018-19. This number includes 583 applications for transfer to another Housing ACT property.

### **Allocations**

- When allocating homes to clients, Housing ACT's is focused on ensuring the right home for the right person the first time.
- Taking the time to fully understand the needs of clients and their families is imperative to matching them to the most appropriate home. This means that the allocation process takes longer, but delivers a better outcome.
- Housing ACT's allocation process has evolved and is now more person centred.
- We have listened to clients who have been allocated unsuitable properties. They have told us that they would prefer to have a conversation about the home and the area in an effort to determine if it was the most appropriate for them – even if it takes a little longer to find the right home.
- Housing ACT is working closely with prospective clients, their families, and support services to identify the most appropriate property that will meet their needs now and into the future.
- Housing ACT has taken on board lessons learned from the relocation of clients through the Public Housing Renewal Program, where we were able to take the time to ensure we were matching the needs of clients to the most appropriate home.

### **Occupational Therapist**

- Occupational Therapists are involved at the start of the conversation with clients, families and carers rather than addressing these needs once the client has moved into their new homes, and making modifications retrospectively.
- In 2018-19, 251 referrals were received and actioned during this time.
- In May 2019, Housing ACT's Occupational Therapist joined Gateway Services.
- Since joining the team, the average referrals per month has increased to 24 and the longest wait time to be seen is 19 weeks.

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- The increase in referrals can partly be contributed to the Occupational Therapist's collaborating with the Allocations team to ensure suitable properties are being allocated to clients.

### **Housing Assistance Asset Program (HAAP)**

- The HAAP works closely with the ACT Specialist Homelessness Sector, other ACT Government Directorates and the community sector to provide community housing crisis accommodation, supported and transitional accommodation to people whose needs might not otherwise be appropriately met through the allocation of public housing.
- The HAAP team works closely with the ACT Specialist Homelessness Sector, other ACT Government Directorates and the community sector to provide community housing crisis accommodation, supported and transitional accommodation to people whose needs might not otherwise be appropriately met through the allocation of public housing.
- In 2018-19, 55 public housing properties were allocated to 32 service providers. Of these:
  - 14 properties were provided to community organisations that support people with disabilities to live independently or in shared accommodation in the community; and
  - 41 properties were provided to community organisations that support disadvantaged and vulnerable people including those accessing the ACT Specialist Homelessness Sector, Out-of-Home Care, and Care and Protection.

## **Background Information**

### **Taken from 2018-19 annual report**

Gateway Services manages assessment and allocation processes for social housing assistance in the ACT. The unit provides housing assistance, information and advice to applicants, tenants, stakeholders, community advocates and agencies. Furthermore, Gateway Services works in partnership with OneLink and applicants for public housing in supporting and maximising their community participation through referrals to appropriate services for housing support, homelessness services, disability services and children, youth and family services.

Gateway Services oversees the Central Access Point, the primary access point into Housing ACT for applications, tenancy matters and maintenance. Rental Bond Help and Safer Families Grants are also administered through the Central Access Point. In 2018–19, 22,949 people visited the Central Access Point at Nature Conservation House.

During 2018–19, 1,899 applications for social housing assistance were received along with 583 applications to transfer to another Housing ACT property. During 2018–19, 368 new tenancies were created and 100 per cent of the people housed were assessed as priority or high needs. There

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were 335 tenancy transfers to more appropriate houses for approximately 711 people. Of these, 99 per cent were priority and high needs transfers.

Gateway Services continues to oversee the allocation of social housing properties in the ACT. In 2018–19, the Tenant Relocation team and a number of Occupational Therapists, joined Gateway Services to support Housing ACT's allocation processes and improve client outcomes.

Gateway Services manages the Housing Asset Assistance Program (HAAP) which provides properties to ACT Government Directorates and non-profit community organisations to allow them to provide services such as community housing, transitional and crisis accommodation. In 2018–19, 32 service providers accessed the HAAP program.

As part of Housing ACT's induction and training program, Gateway Services staff attend cultural awareness training and activities throughout the year. Through annual Individual Performance Agreements, staff work with their managers to identify further training opportunities to improve cultural awareness, including Cultural Master Class training.

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**Portfolio/s:** Housing and Suburban Development**ISSUE: Multi-Disciplinary Panel****Talking points:**

- In 2018–19, the Multi-Disciplinary Panel met 27 times and assessed 301 applications for the Priority Housing Category. Of these:
  - 266 applications were approved for priority housing;
  - 21 applications were deferred for further information; and
  - 14 cases were denied.
- The majority of applicants presented to the Multi-Disciplinary Panel, 118 of the 301 assessed, cited domestic violence as a presenting need for housing.
- In 2018-19, Community agencies submitted 100 Priority Needs Recommendations to support clients accommodated in the ACT Specialist Homelessness Sector or community housing.

**Background Information**

- Under the *Housing Assistance Public Rental Housing Assistance Program 2013 (PRHAP)*, Housing ACT provides housing assistance to eligible people in the Territory who are in most need.
- As part of its assessment process, Housing ACT places clients on one of three housing categories depending on their relative needs.
- The three needs categories are – Standard; High Needs; and Priority Housing.
- Clients assessed by Gateway Services as potentially meeting the Priority Housing Category are referred to the Multi-Disciplinary Panel.
- The Multi-Disciplinary Panel has increased the frequency of its meetings during 2018-19 and aims to meet weekly. It is made up of senior officers from the ACT Government and community organisations, with expertise in working with special needs groups and the issues that relate to clients being assessed to the Priority Housing category.

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** Tenant Experience including property condition and antisocial behaviour.

**Talking points:**

**Tenant Experience**

- Housing ACT’s tenancy management model provides a targeted, differentiated and outcomes focussed approach that recognises the variety of people who live in public housing and their differing capacities and support needs.
- While the majority of Housing ACT tenants successfully maintain their tenancies, some of our tenants do require a higher level of support to maintain a stable tenancy.
- The key indicators of a stable tenancy are:
  - when rent is up-to-date
  - properties are maintained
  - there is no neighbourhood conflict or anti-social behaviour.
- Housing ACT’s Tenant Experience Team supports tenants to achieve stable tenancies through a range of policies and procedures.

Maintaining property condition

The Tenant Experience team:

- Conduct annual property inspections and other property visits.
  - As at 30 June 2019, Housing Managers conducted 10,577 visits to public housing properties, including 589 ‘ninety day’ visits to new tenants.
- Link tenants with community services and supports.
- Provide more intensive tenancy support through the Intensive Tenancy Team.
  - A tenant with significant hoarding issues would be transferred to the Intensive Tenancy Team.

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- Provides skips where additional assistance is required with maintaining property condition to an acceptable community standard.
  - As at 30 June 2019, 140 skips had been provided to tenants.
- Uses the legal framework as appropriate under the *Residential Tenancy Act 1997*, including Notice to Remedies (NTRs).
- Sponsors and participates in projects like Belconnen Community Service's annual 10/10 Project where volunteers come together to undertake garden projects for tenants who would like some extra assistance.

### Hoarding and Squalor

- Housing ACT recognises that hoarding is a complex mental health issue associated with the accumulation, and failure to dispose, of items that severely impact on a tenant's ability to utilise their property and engage in community life.
- A person's mental wellbeing, social participation and personal health outcomes are a vital consideration in the way Housing ACT identifies and responds to tenants with hoarding behaviour. This additional social responsibility is what takes the Housing ACT response beyond the model of a traditional landlord where managing property condition and tenant behaviour are the primary concerns.
- Housing ACT's Modernising Tenancy Services Framework provides a targeted and outcomes focused service delivery model for tenancy management. This includes a continuum of support and resources to assist people to engage in behavioural change. As hoarding behaviours differ from household to household, Housing ACT works together with tenants and support agencies to tailor response that takes into account individual capabilities.
- Within the Modernising Tenancy Services Framework, Housing ACT has an Intensive Team of very skilled front line specialist workers that works intensively with tenants that require additional support to maintain their tenancies. The Intensive Team are currently working with over 55 tenants that require additional support due to hoarding, hoarder/squalor challenges.

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- During 2018-19, Housing ACT provided 140 skips to assist tenants with managing their property condition to an acceptable community standard.
- In addition to supports offered within the Framework, each year Housing ACT supports the Belconnen Community Services to help the tenants of 10 properties by volunteering basic gardening and yard clean up services. The service provides assistance to tenants experiencing difficulty maintaining their outdoor areas and is the result of strong community partnerships between employees of BCS, Housing ACT and members of our community.

## Anti-social behaviour

Housing ACT works in accordance with its *Disruptive Behaviour Policy*. As part of this approach, the Tenant Experience team:

- Connects tenants to Tenancy Support Community Connections Officers (TSCCO).
- Places tenancies with the Intensive Tenancy Team where there is a history of ongoing significant anti-social behaviour.
- Links tenants with community services and supports.
- Undertakes visits/patrols by housing managers, community support workers and/or the AFP (where AFP intervention is required).
- Utilises the legal framework as appropriate under the *Residential Tenancies Act 1997*.
- Provides support to those affected by anti-social behaviour from a Housing ACT tenant.
- Works with the AFP under a Memorandum of Understanding (MOU) where illegal behaviours are an issue.

## Tenancy Early Intervention Review Panel (TEIR)

- Tenancy matters where action before the ACT Civil and Administrative Tribunal (ACAT) is being proposed are now considered by the newly established Tenancy Early Intervention Review Panel (TEIR).

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- The TEIR comprises three Client Services Branch Senior Directors (or their delegates) and seeks to ensure that before a matter proceeds to ACAT all appropriate action has been taken to engage with the tenant, connect them with appropriate services and supports; and to manage the impact on neighbours.
- TEIR meets weekly and reviews requests for Unconditional Termination and Possession Orders, General Orders or Payment Orders.
- The panel also satisfies itself that proper consideration of the tenant's human rights has occurred and that the recommended actions are legal, proportionate and grounded in fact.
- The TEIR also provides a forum in which emerging issues such as the management of anti-social behaviour and property condition matters can be openly discussed to develop a consistent Housing ACT approach to these issues.

## Complaints

- Housing ACT received in excess of 2,200 complaints in 2018-19.
- Each complaint is acknowledged upon receipt and the matter is then investigated by the relevant Business Unit.
- Housing ACT seeks to provide final responses within 28 days. Responses are signed-off at the Assistant Director level

## **Background Information**

### **Taken from 2018-19 Annual Report**

The Tenant Experience team is responsible for the holistic management of public housing tenancies within the ACT. Under the Modernising Tenancy Services model, the team provides specialised services for tenants to help them sustain their tenancies.

The core responsibilities of the Tenant Experience team are to engage with tenants and undertake property visits, rental rebate assessments, investigate and respond to complaints and ensure tenants are supported to meet their rental obligations.

As part of Housing ACT's induction and training program, we are focussed on building cultural competency for our Tenant Experience staff. Staff attend cultural awareness training and, through annual Individual Performance Agreements, also work with their managers to identify further training opportunities to improve cultural awareness. Training completed by staff include Cultural

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Master Class training and Aboriginal and Torres Strait Islander Mental Health First Aid training at the Ngunnawal Bush Healing Farm.

The Tenant Experience team streamlined the tenancy experience by providing an Intake stream, a Northern and Southern Self Supported stream and an Intensive stream to assist those most vulnerable to sustain their tenancies. In addition to these streams, Housing ACT remains committed to assisting the young and vulnerable individuals across Canberra through the Youth Housing Program. The Program supported 406 young people sustain tenancies throughout 2018–19. In addition to managing these tenancies, 29 youth housing assessments were undertaken with the aim of providing safe and secure accommodation for young people.

As at 30 June 2019, Housing Managers conducted 10,577 visits to public housing properties. This included 589 ‘ninety day’ visits to new tenants. These visits are important as they give Housing Managers an opportunity to engage early with new tenants around their obligations under their tenancy agreement.

At 30 June 2019, 140 skips had been provided to tenants who had required additional assistance with maintaining property condition to an acceptable community standard.

At 30 June 2019, Tenant Experience had provided 68 crisis food vouchers to assist with addressing immediate concerns identified either at the time of a property inspection or through other forms of engagement with the tenant.

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** Tenant Experience - Youth Housing Program

### **Youth Housing Program**

- The Housing Young People Program commenced in September 2008. Young People between the ages of 16 to 25 are eligible to be part of the program.
- The Housing Young People Program has three Youth Housing Manager (YHM) positions. Each staff member has approximately 50 tenancy's which they manage and a caseload of files to assess. This enables the YHM to provide holistic housing manager support. The number of tenancy's need to stay around the 40-60 mark per YHM in order to meet the needs of the program and the clients.
- YHM support clients with referrals to services, education around HACT's requirements, collaboration with Children and Youth Protection Services and other youth services. The first goal is to build rapport and trust with the young person, which may be lacking due to a history of government intervention.
- Young People stay in the program, usually up until they are 25. However, exceptions can be made to transition to mainstream if the young person has shown capacity to sustain tenancy before the age of 25.
- Success is measured by sustainable tenancies. This does take time due, in the vast majority of cases, the tenancy being the first independent tenancy which the young person has ownership of. Antisocial behaviour, financial hardship, lack of education and employment are a few of the factors in which the YHM supports the young person and are considered a "success" as the young person builds engagement and capacity.
- To be eligible, Youth Homelessness Services, CYPS involvement and/or involvement with the juvenile justice system needs to be evident, however, consideration is also given to vulnerable young people on a case by case basis.

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- The Housing Manager is the one point of contact, which makes the program unique. The staff member guides the young person through the assessment process, and once they have been allocated a home, the same staff member becomes the young person's Housing Manager.
- A key focus is to connect young people to the required support service to ensure they have a network of people around them to not only sustain their tenancy, but also to set and achieve life goals.

### **Background Information**

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:**       **Housing for people with disabilities**

**Talking points:**

**Tenant Experience managed properties**

- Housing ACT work collaboratively with a range of community services that provide wrap around care for clients with disabilities. Housing ACT provides tenancy management for 10 group homes across Canberra for people with disabilities. These properties are designed with multiple bedrooms and each bedroom is allocated to a tenant with a disability.
- The homes have a service in place that, in most cases, offers 24/7 live-in care. The services provide living skills, care, activities and coordination of services for each client.
- The services will also coordinate the clients' advocates, often family members, to meet and discuss any property issues with Housing ACT. The homes are intended for clients to age-in-place, however, Housing ACT will review if a home needs upgrades. In these cases, Housing ACT will coordinate with the service and the advocates to best work with the needs of the clients.

**Community managed properties**

- A number of community housing providers in the ACT are also registered providers for Specialist Disability Accommodation.
- Many of these providers have received properties through Housing ACT to offer this housing option.
- For example, Havelock Housing Association, which is one of ACT's largest community housing providers, also provides enhanced tenancy support to people living with disabilities through one of its programs. There are 93 properties offering more than 190 tenancies ranging from one to two bedroom apartments and townhouses for single individuals, through to larger specially modified properties for group living.

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- Havelock Housing Association is flexible, responsive, and respectful of individual rights, and encourages and maximises opportunities for tenants with disabilities to take control of their home and environment through participation in management, and the development of communities.

**Key Information**

- At 30 June 2019, there were 6,174 people with disabilities in public housing.
- Of our 10,529 households at 30 June 2019:
  - over half (52% or 5,449 households) have at least one person with a disability;
  - at least one in three (36%) households have a person with a physical disability;
  - at least one in seven (14%) have a person with a psychiatric or mental health condition;
  - at least one in sixteen (6%) have a person with an intellectual disability; and
  - at least one in one hundred (1%) have someone with a sensory disability (e.g. seeing or hearing).
- At 30 June 2019, there were 2,227 households on the waiting list for housing (excluding applicants for transfer). Of these, 20% were households with at least one person with a disability.

**Project Independence**

- Project Independence (PI) is a registered community housing provider and has received status as a charitable organisation. It is a limited company providing a model of home ownership for people with low-level intellectual disability.
- To support this model, the ACT Government provided land and funding for the construction of 20 accommodation places over two sites, in Harrison and Latham. These developments were completed in 2016. The ACT Government also agreed to make land available for a third PI.
- The preferred site for the third complex was identified in Phillip. This site has been valued at \$1.8 million and was transferred to PI in May 2019, bringing the total ACT Government contribution to these projects to \$7.76m. PI has lodged a Development Application for its Phillip site, which will comprise 10 units and a coordinators unit, similar to Latham and Harrison.

**Background Information****Taken from 2018-19 Annual Report**

Housing ACT provides ten properties for people with disabilities who are able to live in the community with support services. In these share houses, tenancy management functions are provided by Housing ACT and support services are provided by non-government services of the

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individual's choice and according to their NDIS package. 32 people with disabilities were accommodated in these share houses at 30 June 2019.

A number of community housing providers also provide supported accommodation for people with disabilities. Many of these providers have received properties through Housing ACT to offer this housing option. These include Havelock Housing Association, Disability Trust, Catholic Care, Focus ACT, L'Arche Australia, Abbeyfield Australia and Project Independence.

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## Housing &amp; Suburban Development

**ISSUE: Rental Rebates****Talking points:**

- Rental rebates for public housing tenants provide a safeguard against housing stress. A household is defined as being in housing stress when it pays more than 30% of its gross income in housing costs.
- The majority of public housing households have household incomes in the lowest income quintile. They largely rely on Centrelink pensions or benefits as their main source of income. A rental rebate ensures that these households pay no more than 25% of the income on rent.
- At 30 June 2019, more than 93% of tenants in public housing do not pay market rent for their property. They receive a rent subsidy from Housing ACT.
- The average weekly rental subsidy per rebated household in public housing in 2018-19 was \$279. Over a year, this is an average rental subsidy of approximately \$14,500 per household for public housing tenants.
- The 2019 Social Housing Survey of ACT tenants shows that many people appreciate the benefit that living in public housing has provided to them. In particular, they report feeling more able to cope with life events (84% agreed this was a benefit for them) and being able to continue living in areas that might otherwise be unaffordable (90% agreed this was a benefit for them).

**Key information**

- Tenants are required to pay market rent unless they are eligible for a rental subsidy (rebate), which ensures they pay no more than 25 per cent of their assessable household income as rent.
- Over the last five years, rental rebates have increased at approximately the same rate as market rents. The total rent subsidy provided to tenants in 2018-19 was \$144 million. This compares with \$145 million in 2017-18.
- The percentage of public housing tenants receiving a rebate (93%) was just slightly lower than the 94 per cent for 2017-18. This difference simply reflects variability in rebate status that occurs during a typical week as rebates are processed. It is not a reflection of a downward trend. Percentage of tenants on a rebate at 30 October 2019 is 94%.

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- The difference of the subsidy of \$144 million in 2018-19 and \$145 million in 2017-18 is due to a small decrease in the overall number of tenancies during the course of the year (10,529 households at 30 June 2019 down from 10,621 at 30 June 2018). The number of tenancies is expected to increase as transfers of properties through the Public Housing Renewal Program are completed and tenanted.
- With continued targeting of housing assistance to those most in need, the majority of newly allocated households in 2018-19 had a Centrelink/Commonwealth Government pension or benefit as their sole or main source of income and would most likely be eligible for a rebate.
- At least 76% of all public housing households have a main income sourced from a Centrelink benefit (income details are not known for households who are not on a rebate). Among those households receiving a rebate, 81% receive a Centrelink benefit as their main income source.
- Housing ACT assists tenants to address their debt at the earliest possible opportunity and ensure negotiated rental repayments or arrears are no more than 30 per cent of their assessable weekly household income.

#### **Background Information – from the annual report**

At 30 June 2019, more than 93 per cent of tenants in public housing were in receipt of a rental rebate. The total rent subsidy was \$144 million, compared to \$145 million in 2017-18.

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**Portfolio/s:** Housing and Suburban Development

**ISSUE: Tenant Participation Grants**

**Talking points:**

- Housing ACT provides affordable, safe and secure housing within the ACT community, to people on low incomes.
- We know that some sporting, arts, education and cultural activities can be costly, and that people and families on low incomes may difficulty in participating in these activities.
- Tenant Participation Grants can give more Housing ACT and community housing tenants and their families the opportunity to take part in activities of their choice. Up to \$400 per household member is available, with a total funding of \$30,000 can be allocated.
- Applications from across public and community housing in previous years have been increasing, but still low numbers.
- For the 2019-20 round, Housing ACT focussed on broadening awareness of the grants to ensure those who are eligible are able to apply. This included engaging with other ACT Government agencies including Access Canberra, ACT Libraries, Child and Family Centres, and others.
- This year, a record number of applications have been received from more than 150 households across public and community housing.
- Applicants have also provided feedback on the grants process which we will consider as we review the TPGs before next year's round.

**Key Information**

- The 2018–19 Tenant Participation Grants (TPG) program opened on 29 June 2018 and closed on 10 August 2018.
- A total of \$29,543 was allocated to 42 successful recipients.
- Many of these grants were to support the participation of children in sporting and musical activities. Other successful grants included gym memberships for health and fitness, text books, educational courses and child care to allow tenants to undertake further education and develop skills for current or future employment.

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- The current TPG grants round (2019) opened on 12 August and closed on 23 September. Applications are currently in the process of being assessed. Housing ACT is aiming to contact successful applicants by late November, early December.

**Background Information**

The annual Tenant Participation Grants program (TPG) funds tenants and their families to participate in a range of sporting, arts, cultural, education, employment and training activities. Up to \$400 is allocated to individuals to undertake activities that support physical, social and personal development and to encourage tenants to engage in community events and build their social networks.

Housing ACT has run TPG rounds for ACT social housing tenants (community housing and public housing tenants) since 2013. No budget allocation has been made for TPG rounds – funding is provided by Housing ACT.

TPG guidelines detail application and assessment processes as well as eligibility. Activities that could be applied for under a different grant scheme are not eligible, and some specific items/activities are excluded from grant funding. Participants that have not acquitted a previous grant are also ineligible.

CSD Service Funding support run Smartygrants, the online platform that supports all CSD grants processes. Three face to face assistance sessions were conducted for people who needed support to apply online.

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**Portfolio/s:** Housing and Suburban Development**ISSUE:** Affordable Rental Office**Talking points:**

- The Affordable Rental Office (ARO) is managed by Housing ACT and provides affordable housing to older Canberrans.
- A total of 57 properties were managed under the Affordable Rental Scheme as at 30 June 2019. Tenants pay between 33.3 per cent and 74.9 per cent of market rent for their properties.
- The Affordable Rental Office provides a valuable service for older Canberrans on low income who are ineligible for public housing. There was a total of 18 approved applicants on the waiting list as at 30 June 2019.

**Key Information - stats**

- The Affordable Rental Office manages 57 properties in five separate sites across Canberra. The properties are located in Bonython, Chapman, Kambah, Florey and Rivett. Each site provides a mix of properties for both affordable renters and public housing tenants.
- When a public housing property becomes vacant in these sites, the Affordable Rental Office is given the first option of managing the property. Current planning is that the number of ARO properties should not exceed 80.

**Background Information****Taken from 2018-19 Annual Report**

Housing ACT manages the Affordable Rental Scheme on behalf of the ACT Government. The scheme provides affordable housing for older Canberrans. Residents pay an affordable rent from 33.3 per cent to 74.9 per cent of market rent based on their income. Eligible applicants can earn up to 75 per cent of Average Australian Weekly Income, must be of Aged Pension age and qualify for Commonwealth Rent Assistance. At 30 June 2019, the Office managed 57 properties with 57 tenancies, and there were 18 approved applicants on the wait list and five applications pending assessment.

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**Portfolio/s:** Housing and Suburban Development

**ISSUE: Incarcerated Tenants Procedures**

**Talking points:**

- When Housing ACT receives information that a tenant of a public housing property becomes incarcerated, each case is assessed against the Incarcerated Tenants Policy.
- Consideration is given to household composition and length of sentence when deciding on what action needs to be taken.
- Housing ACT works with Alexander Maconochie Centre (AMC) to meet with the tenant and where possible, discuss returning the property back to Housing ACT.
- There may be times where Housing ACT finds out the tenant is incarcerated several months into a sentence and will follow up with the tenant about a caretaker for the property rather than take action to recover the property if there is only a short time remaining on the sentence.
- Where a tenant is incarcerated for a significant time (over one year) and is the sole resident, Housing ACT may need to serve a 26 weeks no cause notice to vacate to recover the property.
- As at 31 October, Housing ACT is aware of 34 properties where the tenant is incarcerated.
- Housing ACT is continuing to assess these tenancies for next steps and, where possible, seeks to achieve the voluntary return of these properties by the tenant so that they can be reallocated to other Canberrans in need. At all times, Housing ACT acts in accordance with *the Residential Tenancies Act, 1997*.
- In 2018-19, Housing ACT pursued one 26 week no cause notice to vacate through the ACT Civil and Administrative Tribunal. One further notice has been progressed this financial year to 31 October 2019.
- When a tenant does return their property back, Housing ACT works with the AMC and the client around rehousing.

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**Key Information**

- There are four incarceration-based processes which can be taken by Tenant Experience dependent on the household composition. They are:
  1. Single Tenant Response
  2. Tenant is a Member of Joint Tenancy
  3. Sole Tenant with Non-tenant Resident
  4. Sole Tenant Leaving Dependents
- Housing ACT will work with Children and Youth Protection Services in matters where the sole tenant is incarcerated leaving dependents.
- The most challenging matters are where the sole tenant is incarcerated. Often, Housing ACT does not become immediately aware of this. Often, these properties are then targeted by unknown peoples and are squatted in and used for illegal purposes.
- Housing ACT, on identification of a single incarcerated tenant will schedule a meeting at the AMC to meet with the tenant. At this time a discussion will be held regarding the possible length of their period of incarceration. If it is a lengthy sentence a discussion will be held about them surrendering their property.
- A rental rebate is completed, reflecting the current circumstances, and generally a \$5.00 rent will be charged. Housing ACT will seek a third party as a caretaker if possible and confirmation that they do not give permission for anyone to be living in the property in their absence. A 26 week no cause notice is issued.
- If the tenant has not surrendered the property and the 26 week notice lapses and they are not due for release for a period of time, the matter will be progressed to the ACAT for termination of the tenancy.
- An unauthorised occupants notice will be placed on the premises when people are entering the property without permission. Housing ACT works with ACT Policing in these instances.
- In matters where there is a joint tenancy, a new rental rebate will be arranged and the household composition will be updated.
- Housing ACT works with all tenants on release from incarceration and return to their tenancy, commencing with the completion of a new rental rebate.

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** Multi-unit property tenancy management strategy

**Talking points:**

- Multi-Unit Properties (MUPs) are groups of dwellings that are co-located. Housing ACT is currently focusing on the 73 MUPs comprising 20 or more units, which represents 2,259 dwellings and 21% of the total public housing portfolio.
- MUPs have increasingly become a focal point for Housing ACT. This has been evidenced in the number and types of complaints, executive responses and Ministerial responses being generated.

<b>Category</b> (as at 30 June 2019)	<b>Multi-unit properties (MUPs)</b>	<b>Total public housing portfolio</b>
<b>Number of properties</b>	2,259	10,936
Proportion vacant	9%	4%
<b>Number of households with tenancies</b>	2,042	10,529
Proportion of tenancies in rent arrears	12%	16%
Average debt of accounts in arrears	\$1,724	\$1,769
Proportion of tenancies with complaints*	9%	6%

\* Complaints relate to anti-social behaviour over the two years from July 2017 to June 2019 and includes neighbourhood dispute, noise nuisance, animal complaint and other general anti-social behaviour.

- Housing ACT is working to reduce antisocial behaviour in MUPs, which are registered at a 60% higher rate than all other properties in the portfolio.
- Housing ACT is looking at the below as part of the management strategy:
  - Allocations – the historical allocation strategy and the built form has supported high numbers of people with high and complex needs to be housed in MUPs.

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- Site Leadership –challenges for information, points of contact and consistency.
- Community and tenant engagement – there is a lack of social capital driven by a low sense of ownership and community engagement and participation.
- Systemic issues – a range of systemic issues can impact on people living in MUPs, including lack of access to National Disability Insurance Scheme, non-residents/tenants being bailed to Housing ACT properties and gaps in supports for alcohol, drugs and mental health.
- Individual interventions – historically the focus has been on individual tenant management (client service visits, debt and complaints) and not on complexes as a whole.
- Management of vacant properties – squatters accessing vacant properties.
- A trial of the strategy is being conducted in the Ainslie Avenue precinct. The trial commenced in October 2019 and will run through to April 2020. This will provide an opportunity to develop and practice new ways of working with our tenants.
- The trial will involve realigning housing portfolios to ensure that the Ainslie Avenue precinct is managed by a dedicated team of staff. The trial will also establish a community room for the precinct at Jerilderie Court.
- During the trial, the following objectives will be the primary function of the team:
  - Decreasing anti-social behaviour;
  - All complexes have a full complement of tenants;
  - Physical site looks inviting ( complex specific);
  - Property condition improves;
  - A decrease in tenant debt, including new sundry debt;
  - Tenants are not seeking transfer;
  - Reduction in Riskman reports; and
  - Reduced police attendance for incidents.

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## **Background Information**

### **Taken from 2018-19 Annual Report**

The Tenant Experience team is responsible for the holistic management of public housing tenancies within the ACT. Under the Modernising Tenancy Services model, the team provides specialised services for tenants to help them sustain their tenancies.

The core responsibilities of the Tenant Experience team are to engage with tenants and undertake property visits, rental rebate assessments, investigate and respond to complaints and ensure tenants are supported to meet their rental obligations.

As part of Housing ACT's induction and training program, we are focussed on building cultural competency for our Tenant Experience staff. Staff attend cultural awareness training and, through annual Individual Performance Agreements, also work with their managers to identify further training opportunities to improve cultural awareness. Training completed by staff include Cultural Master Class training and Aboriginal and Torres Strait Islander Mental Health First Aid training at the Ngunnawal Bush Healing Farm.

The Tenant Experience team streamlined the tenancy experience by providing an Intake stream, a Northern and Southern Self Supported stream and an Intensive stream to assist those most vulnerable to sustain their tenancies. In addition to these streams, Housing ACT remains committed to assisting the young and vulnerable individuals across Canberra through the Youth Housing Program. The Program supported 406 young people sustain tenancies throughout 2018-19. In addition to managing these tenancies, 29 youth housing assessments were undertaken with the aim of providing safe and secure accommodation for young people.

As at 30 June 2019, Housing Managers conducted 10,577 visits to public housing properties. This included 589 'ninety day' visits to new tenants. These visits are important as they give Housing Managers an opportunity to engage early with new tenants around their obligations under their tenancy agreement.

At 30 June 2019, 140 skips had been provided to tenants who had required additional assistance with maintaining property condition to an acceptable community standard.

At 30 June 2019, Tenant Experience had provided 68 crisis food vouchers to assist with addressing immediate concerns identified either at the time of a property inspection or through other forms of engagement with the tenant.

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**Portfolio/s:** Housing and Suburban Development**ISSUE:** Client Review and Response**Talking points:**

- The Client Review and Response team manages Housing ACT's engagement with the ACT Civil and Administrative Tribunal, the ACT Human Rights Commission and the ACT Ombudsman.
- It is also responsible for the management of complaints, the conduct of administrative reviews; and the processing of Freedom of Information and subpoena requests.
- In 2018-19, the team met these responsibilities adopting a more client-centred decision-making approach reflecting Housing ACT's Social Landlord approach and with a clear focus on effectively supporting tenants to sustain their tenancies.
- The results were positive and useful lessons were learnt that will help to further improve Housing ACT's policies and practices.

**Key Information**

- In 2018-19, Housing ACT received 2,223 complaints. 841 of these complaints (37.8%) related to anti-social behaviour; 388 (17.4%) were about Total Facilities Management maintenance issues; 357 (16.1%) were about property condition; and 254 (11.4%) related to Tenant Responsible Maintenance.
- Housing ACT is carefully monitoring the level of anti-social behaviour complaints to identify trends (e.g. regions, property types, nature of incidents, etc.) to assist in the development of strategies to help reduce the incidence of anti-social behaviour involving Housing ACT properties and tenants.

**Background Information****Taken from 2018-19 Annual Report**

The Client Review and Response Team is responsible for providing support services to Housing ACT including representation before the ACT Civil and Administrative Tribunal (ACAT), the management of compensation matters, representations from the ACT Ombudsman and ACT Human Rights Commissioner, complaints, administrative reviews, freedom of information requests and subpoenas. The team works closely with the ACT Government Solicitor's Office which provides formal legal advice and legal representation.

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Client Review and Response also provides secretariat support to the Housing Assistance Tenancy Review Panel (HATRP) which considers matters proposed for hearing before ACAT, as well as undertaking second level reviews of decision. In January 2019, the team also assumed responsibility for first level reviews of decision. It reviewed 82 matters over the last six months of the financial year. Over the full year, a total of 208 first level reviews of decision were undertaken.

Throughout 2018–19, the Client Response and Review Team worked with the ACT Ombudsman's Office and the ACT Human Rights Commissioner to respond to a number of complex complaints matters and successfully negotiate conciliated outcomes. Housing ACT learned valuable lessons around client-centred decision-making through these processes and is using these insights to help improve Housing ACT's policies and practices

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**Portfolio/s:** Housing and Suburban Development**ISSUE: Complaints****Talking points:**

- Housing ACT recognises that complaints provide a valuable feedback loop in relation to the standards of service being provided and of community satisfaction of the organisation's performance. Complaints also provide a proxy indicator of community support for public housing.
- In 2018-19, Housing ACT received a total of 2,223 complaints. The greatest percentage of these complaints (37.8 per cent or 841 complaints) related to anti-social behaviour. 16.1 per cent of complaints (357) related to property condition.
- Anti-social behaviour and property condition are key areas of attention for Housing ACT, as these figures highlight the potential impact of neighbourhood disputes on community support for public housing.
- Supporting tenants to participate to their full potential in the life of our community is a key objective for Housing ACT. These complaint numbers show the need for early intervention to remind tenants of their obligations and responsibilities under their tenancy agreements. They also highlight the need to build the capacity of some tenants and to support them to access appropriate services.
- This work is underway and Housing ACT will use complaint figures as a means of measuring the effectiveness and impact of these efforts.

**Key Information – refer to table below**

- The 841 complaints for anti-social behaviour relate to 497 tenancies.
- Property condition complaints relate to concerns about the condition of Housing ACT properties. Responsibility for making good these issues may sit either with Housing ACT or the tenant. Complaints about Tenant Responsible Maintenance (TRM) in tenanted and vacant properties refer to repair work undertaken on a property which is considered to be the responsibility of the tenant – or former tenant if the repairs are made at the end of a tenancy.

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- An example of TRM could be window reglazing where a window was broken by a ball. Another could be the removal of garbage and discarded furniture and effects that are left behind in a property at the end of a tenancy.
- There were 275 fewer complaints in 2018-19 than the previous year. The main areas of improvement were in the number of complaints relating to maintenance completed by the TFM provider – a drop of 171 or 4.9% - and tenant responsible maintenance – a drop of 315 complaints (a drop of 11.4%).
- The number of complaints regarding general maintenance increased in the last year by 121 (5.7%). Housing ACT changed Total Facility Management providers in November 2018 which matches the timing of the increase in complaints.
- An increase in complaints during the first 12 months of the contract with Programmed FM was expected as new processes were imbedded. Housing ACT and Programmed FM work on continuous improvement and education for both staff and tenants to ensure best quality customer service.

### **Background Information**

#### **Taken from 2018-19 Annual Report**

The Housing ACT Complaints and Information Unit is the first point of contact for all complaints about property condition, maintenance, anti-social behaviour or general concerns about Housing ACT tenancies. Complaints can be made by any member of the public in addition to Housing ACT residents. All complaints are carefully considered by Housing ACT staff with a target response time of 28 days.

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**Table 19: Complaints received by Housing ACT**

Category	Number (18-19)	Number (17-18)
Disruptive behaviour or neighbourhood issues	841 (37.8%)	756 (30.3%)
Maintenance (managed by Total Facilities Management)	388 (17.5%)	559 (22.4%)
Maintenance (managed by Housing ACT)	167 (7.5%)	46 (1.8%)
Property Condition	357 (16.1%)	368 (14.7%)
Allegations about fraud	104 (4.7%)	114 (4.6%)
Tenant responsible maintenance (in tenanted and vacant properties)	254 (11.4%)	569 (22.8%)
Other (includes legal matters, debt and general tenancy matters)	112 (5.0%)	86 (3.4%)
<b>Total</b>	<b>2223 (100%)</b>	<b>2498 (100%)</b>

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** Housing ACT Panels

**Talking points:**

**Housing Assistance and Tenancy Review Panel**

- The Housing Assistance and Tenancy Review Panel provides a second-level internal review of administrative decisions about tenancy and housing assistance matters.
- In 2018-19, the Panel sat on 13 occasions and considered 68 cases. 52 matters (76.5 per cent) related to tenancy matters while 16 (23.5 per cent) were housing assistance matters.

**Sustainable Income Review Panel**

- In 2018-19, Housing ACT completed a Sustainable Income Review which targeted households paying full market rent and earning more than \$103,582 per annum.
- A total of 218 households were contacted in the review. As a result, 17 households were found to be able to seek alternative accommodation. Five households purchased their properties under the Sale to Tenant Scheme and four were eligible for the Shared Equity Scheme. The remaining eight households either purchased their own home or moved out to rent privately.
- The properties that were freed up through the Sustainable Income Review were able to be reallocated to other vulnerable Canberrans in greater need.

**Key Information – only if needed**

- The 2018-19 Sustainable Income Review was the first review since 2014-15. The next review is planned to occur in 2020.

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## **Background Information**

### **Taken from 2018-19 Annual Report**

The Housing Assistance and Tenancy Review Panel (HATRP) provides a second level internal review of administrative decisions about tenancy and housing assistance matters. The panel is composed of senior officers from across Housing ACT. In 2018–19, the HATRP sat on 13 occasions, considering 68 cases. Tenancy matters accounted for 76.5 per cent of total cases reviewed, with housing assistance cases, such as eligibility for housing assistance or rental rebates, making up 23.5 per cent.

The Sustainable Income Review monitors the incomes of tenants who pay market rent to determine their ongoing need for housing assistance. When incomes are over the threshold amount of \$103, 582.49, their ability to seek alternative housing options is assessed.

The review relies upon a review of the income of both the tenant and their domestic partner over two previous financial years. In the 2018–19 review, contact was made with 218 households. Seventeen households were found to be able to seek alternate housing options. Five households purchased their property through the Sale to Tenant Scheme and four households were eligible for the Shared Equity Scheme. The remaining households moved out to rent privately or purchased their own home. The review will continue in 2019–20.

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** Tribunal Services

**Talking points:**

- In 2018-19, Housing ACT took 124 applications to the ACT Civil and Administrative Tribunal under the *Residential Tenancies Act 1997*. These applications related generally to either general orders or termination and possession orders for breaches of the standard residential tenancy terms.
- This was a significant drop from the previous year, when 401 applications were made to the ACAT. The reduction in applications was the result of a greater focus being given to identifying the underlying issues of non-compliance of residential tenancy agreements and making greater efforts to connect tenants to available supports so that they might sustain their tenancies.
- A further 161 applications were made for endorsed terms to be included in tenant's standard residential tenancy agreements. These endorsed terms related to repayment plans for rental arrears or additional access requirements to monitor property condition. This number was not reported in 2017-18.
- Housing ACT also sought two Workplace Restraining Orders against tenants to ensure the safety of Housing ACT staff and sub-contractors. This was the same number that was sought in 2017-18.
- In 2018-19, two Warrants for Eviction were executed against Housing ACT tenants. By contrast in 2017-18 a total of 17 Warrants were executed. The reduction this year reflected the greater efforts to work with tenants to sustain their tenancies and avoid them exiting into homelessness.
- The warrants related to one property that Housing ACT was selling and another tenancy where the tenant was evicted for rental debt.
- A further eight unconditional termination and possession orders were also approved, although Warrants for Eviction were not executed in these matters as the tenants vacated in accordance with the tribunal order.

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**Background Information****Taken from 2018-19 Annual Report**

- Details of Housing ACT appearances in Courts and Tribunals are shown on page 407 of the CSD Annual Report.
- Details of the reasons for tenancies ending are shown on page 78.

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**Portfolio/s:** Housing and Suburban Development**ISSUE: Client Services data****Tenancies**

Of our 10,529 households at 30 June 2019:

Disability

- over half (52% or 5,449 households) have at least one person with a disability;
- at least one in three (36%) households have a person with a physical disability;
- at least one in seven (14%) have a person with a psychiatric or mental health condition;
- at least one in sixteen (6%) have a person with an intellectual disability; and
- at least one in one hundred (1%) have someone with a sensory disability (e.g. seeing or hearing).

Household composition

- one in two (50%) are lone person households;
- one in four (25%) are single parent households; and
- one in eight (13%) are a couple only household.

Aboriginal and Torres Strait Islander

- one in ten (10% or 1,012) households are Aboriginal or Torres Strait Islander.

Children

- one in ten (11%) households have a child or children under five years of age. For Aboriginal and Torres Strait Islander households, one in six (17%) have a child under five;
- over 3,000 (or 28%) households have a child or children under sixteen years of age. For Aboriginal and Torres Strait Islander households, one in two (49%) have a child under sixteen.

**Applications and allocations**

On 30 June 2019, there were 2,227 applicants on the waiting list that are seeking public housing assistance. During the year, 1,899 new applications were received and 368 households were housed.

On 30 June 2019, there were 734 existing public housing tenants on the waiting list that were seeking a transfer to another public housing property. During the year, 583 new transfer applications were received and 335 households were transferred to another property.

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## Change over time

The number of applicants on the waiting list (excluding transfers) has fluctuated over the past five years, from a high of 2,320 in 2014-15 to a low of 1,759 in 2017-18 and back to 2,227 in 2018-19.

- This fluctuation is in part due to changes in operational practices that support applicants through the application process. For example, reducing barriers to assist people in unstable living circumstances maintain an active application where contact and response may be delayed. Also, providing additional support when applicants could not initially provide all documentary evidence required for an application.
- It is also due in part to external factors such as a tightening in the rental market with few low cost housing options available for people on low incomes. The Real Estate Institute of Australia report that the vacancy rate in the private rental market was 1.4% in June 2019 and median weekly rent for a three bedroom house was \$520; a 4.0% increase in median rents over the last year.
- The number of transfers and new allocations to public housing peaked in 2016-17 at 1,084 and was lowest in 2018-19 at 703. The lower than trend allocations and relocations has been affected by the progress of the Public Housing Renewal Program.
- Significant program changes for Housing ACT have had an effect on the number of properties available to allocate to new households. At 30 June 2019, Housing ACT had completed 1,288 stock transfers to the Public Housing Renewal Taskforce. Housing ACT had received 1,094 properties from the Taskforce by that date. With replacement stock still pending from the Taskforce to Housing ACT, there has been a temporary decrease in properties available for allocation to new tenants.

	2014-15	2015-16	2016-17	2017-18	2018-19
Total number of applicants on waiting list (excluding applicants for transfer) at 30 June	2,320	1,917	1,770	1,759	2,227
Total number of applicants requesting a transfer on waiting list at 30 June	839	807	675	600	734
Total number of new households assisted for year ending 30 June	553	591	591	523	368
Total number of households who relocated from one public rental housing dwelling to another public rental housing dwelling for year ending 30 June (transfers)	194	336	493	439	335

## Public Housing Rental Debt

At 30 June 2019:

- among 10,542 public housing tenancies, 84% had no rental debt;
- there were 1,670 public housing households that were behind in their rent payments, with these households having an average rental debt of \$1,757;

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- there were 828 households with rental debt over \$500 and whose rent was four or more weeks in arrears, with 70% of these households having signed a repayment agreement;
- the total value of rent arrears for current tenants was \$2,934,662, which represents approximately 3.43% of the net annual rental income.

On an annual basis, the Government achieves a high level of overall rental return through effective support of tenants regarding debt management and recovery. From 1 July 2018 to 30 June 2019, the rent collection rate (total value of rent collected divided by total value of rent charged) was 98% inclusive of collection of rental arrears from former and current tenants.

## Multiunit properties

Multiunit properties (MUPs) with 20 or more dwellings make up 21% of all properties. They have a higher vacancy rate than the total portfolio (9% compared to 4% for all properties) and have a higher proportion of tenancies with a complaint made against them in the last 12 months (9% for MUPs tenancies compared to 6% for all tenancies).

Rental arrears is lower for MUPs tenancies and a smaller proportion have rent arrears compared to all tenancies. This may be because ended tenancies have rental arrears moved to vacant debt and the rate at which tenancies end may be higher in MUPs.

Category (as at 30 June 2019)	Multi-unit properties (MUPs)	Total public housing portfolio
<b>Number of properties</b>	2,259	10,936
Proportion vacant	9%	4%
<b>Number of tenancies</b>	2,042	10,542
Proportion of tenancies in rent arrears	12%	16%
Average debt of accounts in arrears	\$1,724	\$1,769
Proportion of tenancies with complaints*	9%	6%

\* Complaints relate to anti-social behaviour over the two years from July 2017 to June 2019 and includes neighbourhood dispute, noise nuisance, animal complaint and other general anti-social behaviour.

## Jerilderie Court

### Completed transfers

There were eight transfers out of Jerilderie Court in 2018-19 and a further six have been transferred since 1 July 2019 to current date (30 October 2019). These transfers were all Out of Turn.

Those transferred from Jerilderie Court in 2018-19 waited an average of eight days from the date they were given Out of Turn status (minimum of one day, maximum of 22 days waiting). All of the 2018-19 transfers occurred in June.

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## Waiting for transfer

As at 30 October 2019, there were nine tenancies with applications for transfer out of Jerilderie Court. These have waited an average of 447 days since the time of first application.

## Complaints

In 2018-19 there were two complaints received about anti-social behaviour of Jerilderie Court tenants. None have been received in 2019-20 (as at 30 October 2019).

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** Total Facilities Management Contract

**Talking points:**

- Following a competitive tender process, the Total Facilities Management (TFM) contract was awarded to Programmed Facility Management (Programmed) initially for six years and commenced on 1 November 2018, with the option to extend for up to two periods of four years, totalling a potential 14 years.
- The contract incorporates an integrated performance management system that encourages Programmed to achieve the highest levels of service delivery, tenant engagement and satisfaction and organisational performance.
- Programmed deliver maintenance services through a sub-contractor model and have engaged over 70 local providers to deliver the services.
- Quality of service and tenant satisfaction continue to be a priority for both Housing ACT and Programmed.
- Programmed have a rigorous complaints management system that records and responds to complaints independently of the subcontractor or staff member it relates to.
- All complaints received are managed in line with established protocols and provide the opportunity to not only resolve the issue raised but also highlight opportunities for continual improvement.
- Housing ACT have full visibility of these complaints and function as an escalation point should tenants not be satisfied with the response provided from Programmed.
- In addition, Programmed have an established Quality Assurance program that audits a minimum of 5% of all work orders each month and the results of these audits are invaluable in highlighting deficiencies in practices and process.

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- Housing ACT operate an independent Quality Management and Risk team that undertake co-operative and independent assurance activities on work orders, processes and compliance.
- Housing ACT and Programmed are working to establish more robust systems for collecting tenant satisfaction surveys on maintenance undertaken so that more timely and targeted solutions to areas for improvement can be implemented.

### **Key Information**

- Housing ACT aims to maximise the amenity of properties through upgrades and sets the Total Facilities Manager a target that 70% of all funding is spent on planned works (which includes upgrades).
- Planned upgrades (eg kitchens and bathrooms) were initially delayed as subcontractors were brought on board and properties scoped. As a result, the total number of upgrades in 2018-19 was lower than previous years, however, the unspent capital monies will be rolled into next financial year to ensure that the assets are maintained and this will mean a larger capital delivery in 2019-20.
- As a result of the above, Programmed underspent the maintenance budget by approximately \$4 million in 2018-19. Housing ACT has rolled over an initial \$2 million in capital funding to ensure that the portfolio and tenants are not disadvantaged, with the capacity to increase this rollover amount later in the year.

### **Background Information**

#### **Taken from 2018-19 Annual Report**

After a rigorous open tender process, the Total Facilities Management contract was awarded to Programmed Facility Management and commenced on 1 November 2018. Housing ACT ensured tenants were provided with continuity of service as the new contract came into force. The contract incorporates an integrated performance management system that encourages Programmed Facility Management to achieve the highest levels of service delivery and tenant satisfaction.

From 1 November 2018 to 30 June 2019, the Programmed Facility Manager Call Centre received 63,222 calls, with over 35,000 work orders being raised. Programmed are continually working to improve their service to tenants and introduced an interactive voice recognition system to the call centre from 1 June 2019. This included a separate line for vendors to contact Programmed Facility Management. This will ensure that tenants are not waiting on the phones for longer than necessary.

The contract also specifies employment targets for disadvantaged groups in the ACT community, including Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with disability, young people and Housing ACT tenants. At 30 June 2019, 151 people from these cohort groups participated in programs or were employed under the contract.

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## Social Inclusion under the TFM contract

### Talking points:

- The Total Facilities Management contract acknowledges one of Housing ACT's key initiatives in encouraging participation of specific cohorts within the ACT community.
- This includes Aboriginal and Torres Strait Islander peoples, people from CALD backgrounds, people with a disability, Housing ACT tenants and the opportunity for apprenticeships.
- In 2018-19, 151 people from these cohorts were employed under the contract.
- Programmed have a dedicated Social Inclusion Manager who has made connections with a range of organisations such as community groups and employment providers.
- Housing ACT and Programmed FM established a Social Inclusion Steering Committee that brings together the commercial, government and not-for-profit sectors to guide and support the social inclusion activities.
- The contract sets a target of 260 people across the social cohort groups. As of September 2019, Programmed have reached a total of 201.
- This result is not reflective of the significant and quality outcomes that Programmed have achieved in laying the foundations for future training and employment initiatives.
- In 2018-2019, Housing ACT and Programmed participated in:
  - NAIDOC week and subsequent Youth Interchange Program involving indigenous students receiving training and practical hands on work experience.
  - Two separate Trade for a Day programs at Aged Persons Units, an initiative where a range of tradespersons attend a site to undertake any works required; and
  - Kippax Trade Start, where 18 people received accredited CIT training and are participating in hands on practical work experience.

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- In 2019-20, Programmed FM have a forward schedule of programs that will continue to identify, train, mentor and employ people from the local community.

**Key Information**

- Programmed have a dedicated Officer who has made connections with a range of organisations including Spark (Ginindery development), the Alexander Maconochie Centre, Uniting Care Kippax, Koomarri, Indigenous community groups and several employment providers.
- Programmed have established a Social Inclusion Steering Committee group comprising of members from Spark, Uniting Kippax and Housing ACT. The Committee guides the agenda for social inclusion activities and the framework to ensure subcontractors are skilled to manage difficulties that may arise when dealing with members from target cohort groups.
- On 2 September 2019 the Kippax Trade Start Program commenced the Certificate II in Construction and Basic Handy Person Skills. There are 26 participants participating in the Certificate II.
- The 2<sup>nd</sup> Trade for a Day was delivered in September 2019. There were 55 subcontractors of various trades and PFM staff on site to work collectively in carrying out minor maintenance and repairs and, building tenant's confidence and self-sufficiency in maintaining their Housing property. This program will continue to create further opportunities of Programmed's commitment of engaging with Housing ACT tenants to seek other social ventures to achieve social outcomes.
- The Youth Interchange Program is designed to provide educational and employment opportunities for all cohorts in partnership with Guan Gulwan Aboriginal Youth Service and ACT Education. This includes training in Work Health and Safety and asbestos awareness, which was followed by the opportunity to gain onsite work experience on a vacant Housing ACT property.
- Discussions are ongoing with ACT Education in delivering a Certificate II in Horticulture/Land Management and Certificate II in Basic Trade skills for identified young people at risk of disengaging in school to participate in the Youth Interchange Program.

**Background Information**

The contract acknowledges one of Housing ACT's key initiatives in encouraging participation of specific cohorts within the ACT community. This includes Aboriginal and Torres Strait Islander peoples, people from CALD backgrounds, people with a disability, Housing ACT tenants and the opportunity for apprenticeships. A breakdown of these employment groupings as at the end of September 2019 is below:

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# ANNUAL REPORT HEARING BRIEF

Cohort	Actual	Targets
Indigenous	21	25
CALD/Refugees	22	25
Disability	35	50
Young Persons	58	100
Tenants	35	50
Apprenticeships	30	10
<b>Total</b>	<b>201</b>	<b>260</b>

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**Portfolio/s:** Housing and Suburban Development**ISSUE:** Public Housing Maintenance**Talking points:**

- Housing ACT manages a portfolio of approximately 11,600 properties with a value of over \$5 billion.
- Over the 2018-19 financial year, Housing ACT spent approximately \$35 million on repairs and upgrades to its portfolio through its Total Facilities Manager.
- Housing ACT works closely with the maintenance provider to review and improve maintenance programs and service delivery to achieve the best possible value for money and customer service.
- Housing ACT also provides an in-home occupational therapy assessment service to tenants. The service provides professional advice on the disability modifications required to assist tenants with a disability to live more independently in their public housing homes.
- Like any landlord, Housing ACT has to manage issues of damage to its properties and expects its tenants to maintain their homes.
- Tenants are not responsible for the costs of fair wear and tear such as carpet or tap washers that have worn out due to age.
- Not all Tenant Responsible Maintenance (TRM) is the result of wilful damage. TRM includes other costs such as cleaning and rubbish removal at the end of a tenancy. Other examples of TRM include broken windows, holes in walls or doors, stains or burns on floor coverings.
- When a property is vacated a complete assessment is carried out by the Total Facility Manager to assess what routine works and major upgrades are required to return the property ready for re-allocating.
- The vacant property assessment is also used to assess whether a property may be considered for sale or redevelopment.
- Customer satisfaction surveys collect data on both maintenance and call centre satisfaction.
- This data is an important driver for continuous improvement of services.

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- Customer satisfaction continues to be a priority, with Housing ACT working closely with Programmed to ensure that there is a robust customer satisfaction collection methodology in place.

### **Key Information**

- Housing ACT aims to maximise the amenity of properties through upgrades and sets the Total Facilities Manager a target that 70% of all funding is spent on planned works (which includes upgrades).
- Planned upgrades (e.g. kitchens and bathrooms) were initially delayed as subcontractors were brought on board and properties scoped. As a result, the total number of upgrades in 2018-19 was lower than previous years, however, the unspent capital monies will be rolled into next financial year to ensure that the assets are maintained and this will mean a larger capital delivery in 2019-20.
- As a result of the above, Programmed underspent the maintenance budget by approximately \$4 million in 2018-19. Housing ACT has rolled over an initial \$2 million in capital funding to ensure that the portfolio and tenants are not disadvantaged, with the capacity to increase this rollover amount later in the year.
- Tenants are encouraged to arrange their own repairs when damage has been caused by themselves, a family member, a guest or where usual wear and tear does not seem likely to be the cause.
- When properties become vacant, routine maintenance is carried out to ensure the property is safe and fit for purpose. When a property requires more substantial work such as a new kitchen, bathrooms, painting and floor coverings, this additional work invariably impacts on the time frame and Housing ACT works closely with the Total Facility Manager to have properties back as soon as possible.

### **Background Information**

#### **Taken from 2018-19 Annual Report**

Over 2018–19, Housing ACT worked closely with maintenance providers to refine maintenance programs and definitions to achieve better value for money. As a result, in 2018–19 public housing tenants have benefited from 805 upgrades to properties, including 48 kitchens, 55 wet areas, 318 floor coverings and 384 internal or external painting jobs. These improvements were also incorporated into the current maintenance contract.

Housing ACT also delivers an in-home occupational therapy assessment service to tenants which provides professional advice on the disability modifications required to assist tenants with disability to live more independently in their public housing homes. In 2018–19, 393 disability modifications were made to public housing properties at a cost of approximately \$1.7 million. Work ranging from grab rails to a complete property alteration have been completed.

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**Portfolio/s:** Housing and Suburban Development**ISSUE:** Improved Energy Efficiency for Public Housing**Talking points:**

- Building on the success of the trial program in 2017-2018, the ACT Government allocated \$5.713 million over three years on the next stage of the program, with an aim to improve energy efficiency and reduce reliance on gas to more than 2,000 public housing properties.
- The expanded program targets inefficient gas heating as well as electric wall heaters and gas hot water systems.
- In 2018-19, the program replaced 468 heaters and hot water systems with energy efficient electric systems, with an estimated \$5.5 million in lifetime energy bill savings for tenants.
- Public housing tenants are also able to access education programs and energy audits through the Energy Efficiency Improvement Scheme and the ACTsmart Low Income Program.
- Through the Energy Efficiency Improvement Scheme, Housing ACT continues to provide energy efficient products and deliver energy efficient upgrades to help tenants reduce their power bills, use energy more efficiently and cut greenhouse gas emissions.
- These initiatives will also contribute to improved health, wellbeing, and comfort for vulnerable households.

**Quote from Housing ACT tenants regarding the energy efficient electric heat pump installed as part of the program:**

“Thank you so very much for putting us on the program for the energy efficient heat pump. We are both absolutely thrilled with it and it has already made a real difference in our lives. The luxury of being able to use hot water as and when we need it feels incredible, as we had so many years of expensive lukewarm water with the old gas water heaters. We were amazed at how quickly we got these wonderful hot water systems and the installers did a great job. This is a fantastic program and we are so glad to be beneficiaries of it. Once more – thank you!”

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## Key Information

- As part of the Energy Efficiency Improvement Scheme Trial, ActewAGL was contracted to replace up to 75 ducted gas heaters and up to 160 gas wall flued heaters with split system heaters by 30 June 2018.
- The trial program concluded with 83 ducted gas heaters, and 157 gas flued heaters replaced.
- The continuation of the program through budget funding of \$5.713 million over three years, will provide approximately 2,200 energy efficient products and upgrades.
- Housing ACT meets regularly with ActewAGL in regard to contract governance and reporting requirements.
- Housing ACT also meet regularly with ActewAGL, the Environment, Planning and Sustainable Development Directorate (EPSDD) and St Vincent de Paul to ensure eligible properties are correctly identified and included in the program where appropriate.

## Background Information

- In early 2017, Housing ACT in collaboration with the (EPSDD) entered into partnership with ActewAGL to deliver energy efficient products into public housing.
- As a result of this collaboration, the Government launched a trial program in December 2017 to improve energy efficiency and lower utility bills in ACT public housing homes under the Energy Efficiency Improvement Scheme.
- This program helped public housing tenants by replacing more than 200 old, inefficient heaters with better systems, including electric reverse-cycle units that will reduce energy bills and improve the comfort of homes all year round.
- In 2017-2018, 240 properties had new appliances installed.

## Budget Funding Table

	2018-19	2019-20	2020-21	2021-22	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital	494	2,453	2,766	0	<b>5,713</b>

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**Portfolio/s:** Housing and Suburban Development**ISSUE: Contract Management data**

- Housing ACT manages a portfolio of approximately 11,600 properties with a value of over \$5 billion.
- Over the 2018-19 financial year, Housing ACT spent approximately \$35 million on repairs and upgrades to its portfolio through its Total Facilities Manager, Programmed FM.
- Key figures since the commencement of the Total Facilities Management Contract with (1 November 2018) to 30 June 2019 include:

Contact Centre:

- Approximately 63,000 phone calls were made to the contact centre.
- On average over 8,000 calls per month are answered by the call centre resulting in an average of approximately 2,900 priority (between 4 hours and 5 days) work orders and a further 1,500 non-priority work orders.

Repairs and Maintenance:

- Approximately 44,000 work orders were raised for repairs and maintenance to 9,462 properties, or 80% of the property portfolio. Less than 1% the work orders raised resulted in a formal complaint being made.
- In 2018-19, public housing tenants benefited from 805 upgrades to properties including 48 kitchens, 55 wet areas, 318 floor coverings and 384 internal or external painting jobs.
- In 2018-19, 393 disability modifications were made to public housing properties at a cost of approximately \$1.7 million.
- Disability modification ranged from grab rails to complete property modifications, all to ensure that tenants with mobility issues could continue to live in their homes in comfort.

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**Portfolio/s:** Housing and Suburban Development**ISSUE:** Vacant properties process**Talking points:**

- The efficient management of vacant properties is important to ensure that we are maximising the use of these assets to assist those most in need in the Canberra community.
- There are two performance indicators that tell us how we are going in this respect:
  - The occupancy rate of our properties. That is, the number tenanted as a proportion of our stock (reported in our Accountability Indicators); and
  - The turnaround time for vacant stock. That is, the average time between when a dwelling becomes vacant and when it is re-let through normal processes (reported in the annual Report on Government Services).
- The number of occupied public housing dwellings has been lower over the last three financial years, due to the progression of the Public Housing Renewal program. In 2017 and 2018, there were multi-unit properties being prepared for renewal and this meant that there were dwellings temporarily held in stock until all units are vacated for redevelopment.
- In 2017-18, the vacant figure was 651 and this was due to a large number of multi-unit dwellings sitting on Housing ACT books at 30 June 2019. Shortly after they were transferred to the Suburban Land Agency
- In 2019, a large number of new dwellings were delivered to Housing ACT from the Public Housing Renewal Taskforce close to the end of the financial year and these were awaiting allocation at 30 June.
- So at 30 June 2019, of the 432 properties that were vacant, just over one quarter (27%) were ready for tenanting and in the process of being matched to a new household.
- Turnaround time for vacant stock has averaged 32 day over the five years from 2013-14 to 2017-18. In 2019, average turnaround time was slightly higher. This was due to two factors, some minor delays in the

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return of vacated dwellings to lettable condition during the transition between Total Facilities Management, and longer than average times to allocate new tenancies during the periods in which large numbers of stock were returned to Housing ACT from the Public Housing Renewal Taskforce.

## Allocations:

- It is important to remember these figures are point in time and fluctuate throughout the year, due to properties being returned for allocation through the routine maintenance pathway, after being vacated by tenants.
- 30 June 2019 also saw the winding up of the Public Housing Renewal Program, with groups of properties becoming available close to the 30 June 2019 reporting date.
- Groups of properties can take longer to allocate than individual properties returning to the portfolio after being vacated. This time is needed to ensure that the group of tenancies will as best as possible create an appropriate community.
- This is also combined with the additional conversations Housing ACT staff are having with applicants on the wait list to ensure that as much as possible, the right house is provided the first time.
- This includes more detailed discussions with tenants regarding required disability modifications before acceptance of a property.

## Key Information

- Table 1 provides trend data for the number of properties, occupancy rate, and turnaround time for routine vacancies.

**Table 1. Stock management performance 2014 to 2019**

Year	Number of properties	Occupancy rate	routine turnaround time
2014	11,498	98%	37.3
2015	11,596	98%	34.1
2016	10,885	97%	29.7
2017	11,821	96%	25.9
2018	11,903	96%	31.5
2019	11,582	96%	45.1

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## Background Information

Taken from 2018-19 annual report

**Table 23: Vacant properties at 30 June 2019**

<b>Vacant properties</b>	<b>Number</b>	<b>Percent</b>
Available for allocation to eligible applicants <sup>1</sup>	116	27%
Under planning assessment <sup>2</sup>	21	5%
For sale/redevelopment <sup>3</sup>	66	15%
Final stage development <sup>4</sup>	133	31%
Maintenance or Upgrade <sup>5</sup>	96	22%
<b>Total vacant properties at 30 June</b>	<b>432</b>	<b>100%</b>

1. Available for allocation to eligible applicants = Received by the Allocations team for offer to clients or already under offer to client

2. Under planning assessment = Asset planning decision to occur, fire damage or other insurance events

3. For sale/redevelopment = Property is being prepared to dispose or redevelop

4. Final stage development = Property has been received Housing ACT as a new property transfer, purchase or construction but not yet available to allocate

5. Maintenance or upgrade = Routine maintenance, upgrade or major work

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**Portfolio/s:** Housing and Suburban Development**ISSUE:** Growth and renewal of public housing**Talking points:**

- Growing and Renewing Public Housing 2019-24, as part of the ACT Housing Strategy, will focus on continuing to upgrade Canberra’s ageing public housing stock, improve tenant outcomes and support the broader renewal of Canberra’s city and urban areas.
- The program will build around 700 new houses on existing Housing ACT land and around 360 new houses in both new and established suburbs across Canberra. It will also include the acquisition – through market purchase and/or EOI – of around 140 houses.
- As has occurred under the Public Housing Renewal Program, Housing ACT will have a dedicated team of staff that will be working with our tenants to identify appropriate properties for renewal.
- In the first instance, we will focus on renewing properties where tenants have expressed an interest in moving, or where the property is due to become vacant.
- Tenants will receive support and assistance during any relocation process, as well as post-relocation support.
- Governance of the program includes the establishment of a cross-government steering committee and a six-monthly update to Cabinet on the progress of the program.

**Background Information****Taken from 2018-19 annual report**

In May 2019, the Minister for Housing and Suburban Development released Growing and Renewing Public Housing 2019–2024, which supports the work of the ACT Housing Strategy and its goal to strengthen social housing assistance by delivering safe and affordable housing to support low income and disadvantaged Canberrans.

A total investment of \$600 million over five years – \$100 million of which will be provided through the Budget – will renew 1,000 properties and grow the portfolio by at least 200 homes. These targets will be delivered by:

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# ANNUAL REPORT HEARING BRIEF

- selling 700 dwellings and reinvesting the proceeds into new public housing;
- demolishing approximately 300 existing properties;
- building approximately 700 new properties on the demolished blocks;
- building approximately 360 new properties on new land provided through the Indicative Land Release Program; and
- purchasing approximately 140 properties from the market.

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**Portfolio/s:** Housing and Suburban Development**ISSUE:** Community Engagement**Talking points:**

- Housing ACT's commitment to community engagement aligns with the *Whole of Government Communications and Engagement Framework*.
- Housing ACT values the contributions of all Canberrans and encourages participation in engagement activities through YourSay; community events, meetings and forums; grant and award programs; social media; and through speaking with relevant interest groups and community members.
- All proposed public housing developments that are larger than 15 dwellings are listed on YourSay for public comment, as well as letters being sent to the local neighbourhood, and pop-up information sessions hosted either on site or at local shops.
- All other proposed public housing developments will have varying degrees of engagement, ranging from a letter box drop to a combination of communication tools, including planned pop-up information sessions.

**Key Information**

- In 2019-20 to date, the Asset Planning team of Housing ACT has undertaken or is undertaking community engagement campaigns for 28 public housing redevelopments, including:
  - Ainslie – Sched 1.3 (5) FOI  
Act 2016
  - Campbell – Sched 1.3 (5) FOI  
Act 2016
  - Campbell – Sched 1.3 (5) FOI  
Act 2016
  - Chifley – Sched 1.3 (5) FOI Act  
2016
  - Cook – Sched 1.3 (5) FOI  
Act 2016
  - Dickson – Sched 1.3 (5)  
FOI Act 2016
  - Downer – Sched 1.3  
1.3(5) FOI Act
  - Evatt – Sched 1.3 (5) FOI Act  
2016
  - Evatt – Sched 1.3 (5) FOI  
Act 2016
  - Farrer – Sched 1.3 (5)  
FOI Act 2016

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- Garran – Sched 1.3 (5)  
FOI Act 2016
- Giralang – Sched 1.3 (5)  
FOI Act 2016
- Kaleen – Sched 1.3 (5) FOI  
Act 2016
- Kaleen – Sched 1.3 (5) FOI Act  
2016
- Kaleen – Sched 1.3 (5) FOI Act  
2016
- Kambah – Sched 1.3 (5)  
FOI Act 2016
- Kambah – Sched 1.3 (5) FOI Act 2016
- Macgregor – Sched 1.3 (5) FOI Act  
2016
- Macquarie – Sched 1.3 (5) FOI Act  
2016
- Mawson – Sched 1.3 (5) FOI Act  
2016
- Melba – Sched 1.3 (5)  
FOI Act 2016
- Monash – Sched 1.3 (5) FOI Sched  
Act 2016 1.3 (5)
- Narrabundah – Sched 1.3 (5) FOI  
Act 2016
- O'Connor – Sched 1.3 (5) FOI  
Act 2016
- Spence – Sched 1.3 (5) FOI  
Act 2016
- Stirling – Sched 1.3 (5) FOI  
Act 2016
- Wanniasa – Sched 1.3 (5) FOI  
Act 2016
- Wanniasa – Sched 1.3 (5)  
FOI Act 2016

## Background Information

### Taken from 2018-19 Annual Report

During 2018–19, Housing ACT undertook 28 community engagement campaigns on proposed public housing redevelopments across Canberra. Community engagement aims to reframe community perception and discourse around public housing in the Territory and to improve the public housing experience. It gives the Canberra community an avenue to provide meaningful feedback, expose areas of concern and better align projects to the needs of the community when designing new public housing properties. This promotes goodwill amongst future neighbours and a sense of community for tenants, as public housing has, and continues to play, an important role in Canberra's community. Community engagement activities and timeframes vary by project type, and may include drop-in information sessions, letterbox drops and the use of the ACT Government online portal YourSay. During 2018–19, through community engagement activities, Housing ACT staff had more than 600 interactions with the community, talking face-to-face, online and on the telephone about our redevelopments.

More information about community engagement activities is available in the Community Engagement section at page 129.

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**Portfolio/s:** Housing and Suburban Development**ISSUE:** Common Ground Dickson**Talking points:**

- Throughout September and October 2019, Housing ACT undertook pre-Development Application community engagement on the proposed designs for Common Ground Dickson. This engagement ran in parallel with Environment, Planning and Sustainable Development Directorate's consultation on the draft variation for Block 25 Section 72 Dickson, which is necessary to deliver a Common Ground on this site.
- In drafting the concept designs for Common Ground Dickson, Housing ACT worked with architects to incorporate community feedback received during 12 months of consultation on broader precinct planning for Section 72, including general community support for Common Ground.
- The range of building heights has been supported by the National Capital Design Review Panel which considers the design to provide a well-balanced and considered response to the site, the streetscape, the wider precinct and the community's feedback to date.
- The proposed design and dwelling mix also responds to the needs of the future tenant cohort, which is intended to include older women, single parents and families with children. Addressing the needs of these cohorts is a key deliverable of the ACT Housing Strategy as they represent new and emerging groups vulnerable to homelessness.
- At this stage, Housing ACT anticipates submitting a Development Application by the end of 2019. In early 2020, the Government will also release the construction tender to build Common Ground. This Request for Tender will seek a philanthropic contribution from industry to deliver the project.

**Key Information**

- Building on the success of Common Ground in Gungahlin, the Government allocated \$100,000 in the 2017-18 budget to undertake early planning to identify design options for a second Common Ground and a further \$250,000 in the 2018-19 budget for further design work.

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- Community engagement on changing the zoning of Section 72 Dickson commenced in 2018 and is being led by the EPSDD. Key messages heard through the first two stages of engagement included strong support for an integrated development in the landscape through supportive residential uses, prioritising active travel, enhanced community facilities, improved green spaces and urban amenity.
- Housing ACT met several times with the Common Ground Canberra Board to discuss the proposed design of Common Ground Dickson. The Board supports the concept designs and has joined Housing ACT at community engagement events to promote the project, including the launch on 12 September 2019.
- Feedback from the community on the pre-DA designs was largely positive, but some concerns were noted about the six storey component of the building, the provision of car parking within the development and the potential impact of the development on trees along the Dickson Channel (external to Block 25). Following the eight week community engagement period, feedback to the design will be compiled and where required, addressed in the next iteration of the design. A Consultation Report will be prepared which will be published on YourSay and submitted as part of the Development Application.

## Feedback on the cohort

- The design for Common Ground Dickson is different to Gungahlin model in that it will comprise a mix of one, two and three bedroom units to allow for greater flexibility of tenants, including families.
- The Common Ground model can be applied to any population group which requires the combination of permanent affordable housing connected with support services that are appropriate to the chosen population.
- The adaptability of the Common Ground model to different cohorts, has been demonstrated in South Australia with the Mellor St Common Ground complex in Adelaide including single parents and families.
- We will continue to work with the community sector to ensure the tenancy and support services meet the needs of the tenant mix.

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## Budget Funding Table

### 2019-20 Budget

	2019-20 \$'000	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000	Total \$'000
Reducing homelessness by delivering another Common Ground (Controlled Recurrent Payment)	70	567	1,281	1,123	<b>3,041</b>
Reducing homelessness by delivering another Common Ground (Capital Injection)	2,147	nfp	nfp	nfp	<b>2,147</b>

**nfp** – not for publication

- \$2.217m is allocated in the 2019-20 budget (with capital injections for the out-years provisioned in the Territory Account and provided to Housing ACT once the tender for construction is completed and a successful proponent chosen)
- In 2019-20, Housing ACT will finalise detailed-designs and progress the tender for construction. Once the tender process is completed, Treasury will release funding to allow Housing ACT to commence construction.

## Background Information

### Taken from 2018-19 Annual Report

Building on the success of Common Ground in Gungahlin, the Government committed to delivering a second Common Ground in Dickson. This will increase the supply of affordable housing and help free up crisis accommodation, leading to long-term sustainable housing.

Common Ground Dickson will include 40 units, with a mix of one, two and three bedroom dwellings. Housing ACT has been working with an architect to prepare designs throughout 2018–19 and has considered the feedback received from the community during the broader consultation on precinct planning undertaken by the EPSDD. Housing ACT will commence Pre-Development Approval Community Consultation on the proposed design, including the height, shape and scale of the building, in late 2019. It has also been working closely with EPSDD on the zoning for Block 25, Section 72 Dickson, as it will need to be varied to permit Common Ground.

## Common Ground Gungahlin

- Common Ground Gungahlin is an excellent example of Government, community and private sector organisations working together for a common cause. Since opening in 2015, it continues to receive strong community and business support.
- Common Ground is based on a *Housing First* approach, in that it provides permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements.

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On site supportive services are proactively offered to help tenants achieve and maintain housing stability, but tenants are not required to participate in services as a condition of their tenancy.

- Common Ground Gungahlin continues to exceed expectations in terms of tenants achieving great outcomes.
- During 2018-19, of the 20 social tenants at Common Ground who transitioned from chronic homelessness, seven have successfully maintained their employment; one tenant has volunteered in the same role for over a year, and four tenants are being supported to engage with various Job Network Providers and are actively working towards obtaining employment.
- Additionally, four social tenants continue to participate in education or training, with one tenant completing their Certificate IV in Community Services and beginning their Diploma.

### **Key Information**

- Common Ground Gungahlin has 40 x 1 bedroom units - 20 social units for chronic homeless clients (25% of income), and 20 affordable rental units (allocated to those paying up to 80% of market rent as prescribed by the former National Affordable Rental Scheme (NRAS). Units can accommodate couples.
- Argyle Community Housing provides tenancy and property management; and Northside Community Service provides support. Both service providers are on site.
- Common Ground is currently fully tenanted and vacancies are filled quickly when they become available.

### **Background Information**

#### **Taken from 2018-19 Annual Report**

In 2018, a young couple, Jane and Max, moved into their affordable unit at Common Ground Gungahlin. Common Ground provides twenty units for people who have experienced chronic homelessness, and twenty units for those paying affordable rental (up to 74.9 per cent of market rent). This mixed tenancy is one of the principles of Common Ground, with the idea of providing stable accommodation and creating a diverse, harmonious and inclusive community. Upon entering Common Ground, Max was in full time employment and Jane was studying Aged Care and working part time. Over the period of them living at Common Ground, Jane finished her studies and gained full-time employment. The couple embraced living in the complex and whenever possible joined in

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the groups and activities offered. With a great amount of hard work and saving and a little assistance from their families, Jane and Max are delighted to have been able to put a deposit on their own home recently. They told Common Ground's tenancy manager, Argyle Community Housing (Argyle), they are forever grateful for the support and encouragement that they received from them. Jane advised Argyle staff that they would not have been able to purchase their home if they hadn't been fortunate enough to be offered their unit. It is their intention to try to help others who struggle to pay for private rental by offering a bedroom for rent in their own home. Jane and Max have made many friends at Common Ground.

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**Portfolio/s:** Housing and Suburban Development

**ISSUE: Further Aboriginal and Torres Strait Islander Older Persons Accommodation**

**Talking points:**

- Mura Gunya, a complex for older Aboriginal and Torres Strait Islander people in Kambah, is a successful example of the Government's commitment to people in the community that are in need of support and recognises the need for dedicated, culturally appropriate housing.
- The complex of five two-bedroom units opened in September 2016, with tenancies commencing in November 2016.
- The Government committed to build on this example and identified \$250,000 in the 2017-18 Budget to undertake planning and early design of further dedicated housing for older Aboriginal and Torres Strait Islander people.
- We also committed a further \$4.488 million over two years in the 2018-19 Budget to deliver up to ten more dwellings for older Aboriginal and Torres Strait Islander Canberrans.
- Housing ACT has worked with the Aboriginal and Torres Strait Islander Elected Body to find a suitable site in Lyons for the second older persons' complex (comprising five new dwellings) and worked together closely during the community consultation period from August to October 2018.
- Housing ACT received Development Approval for the Lyons site in July 2019 and a construction contract will be signed in December 2019.
- A third site has been identified in Dickson to complete the commitment of 10 new dwellings for older Aboriginal and Torres Strait Islander persons.
- Housing ACT worked with the Aboriginal and Torres Strait Islander Elected Body to identify the suitable third site, which will comprise five two-bedroom units. Housing ACT is continuing to work with the community and the Elected Body to finalise the design for this site. Housing ACT intends to submit the Development Application for this site by late 2019.

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## Key Information – if needed

### Budget Funding Table (2018-19 Budget)

	2018-19	2019-20	2020-21	2021-22	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital	2,388	2,100	0	0	4,488

### Changes to Appropriation (2019-20 Budget) – Capital Injection (not suitable for public disclosure until release of Budget)

	2018-19	2019-20	2020-21	2021-22
	\$'000	\$'000	\$'000	\$'000
Better Housing for Aboriginal and Torres Strait Islander – Older People	-2,388	2,388	0	0

- Due to an extended community consultation phase and delays in the development approval process in 2018-19, funding for the construction of the Lyons Aboriginal and Torres Strait Islander older people housing was rolled over to 2019-20.

## Background Information

### Taken from 2018-19 Annual Report

Building on the success of Mura Gunya, the 2018-19 budget included \$4.488 million over two years to deliver up to ten more dwellings for older Aboriginal and Torres Strait Islander Canberrans. Housing ACT has worked closely with the Aboriginal and Torres Strait Islander Elected Body to identify suitable locations for the new units, and sites have been selected in Lyons and Dickson.

The Development Application for Lyons was lodged in December 2018 and the Notice of Decision has been issued. This development will include five new units (mix of two and three bedrooms) and Housing ACT anticipates that it will commence construction of the new complex in late 2019.

Community engagement for the Dickson site was held from 17 April – 10 May 2019, highlighting the proposed design comprising five two-bedroom units. The Dickson site is anticipated to be ready for Development Approval by late 2019. Housing ACT will continue to work with the Aboriginal and Torres Strait Islander Elected Body during the design and construction process for both sites.

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**Portfolio/s:** Housing and Suburban Development**ISSUE:** Shared Equity and Sale to Tenant Schemes**Talking points:**

- The Government provides a range of affordable housing options for those Canberrans who cannot afford to rent or buy without some form of assistance.
- The *Shared Equity Scheme* provides eligible tenants the opportunity to purchase 70% of their Housing ACT property upfront, with IMB providing the finance. The remaining 30% equity of the property remains with Housing ACT. The purchaser agrees to progressively purchase this equity from Housing ACT over a maximum 15-year period.
- The objective of the *Sale to Tenant Scheme* is to provide a home ownership opportunity to public housing tenants; relinquish assets to generate additional funding for the rejuvenation of the public housing stock portfolio through acquisition, construction and/or renewal; and encourage higher income earning tenants to consider home purchase as an option.

**Key Information**

- In the first quarter 2019-20, no new Shared Equity applications were received and three Sale to Tenant applications were finalised. It is anticipated that two Shared Equity and three Sale to Tenant applications will be finalised in November 2019.

**Background Information****Taken from 2018-19 Annual Report****Shared Equity Scheme**

The Shared Equity Scheme gives tenants a pathway into home ownership by enabling them to purchase a percentage of their home, with the Commissioner for Social Housing maintaining a share until it is purchased in full. In 2018–19, there were nine active applications. Two were carried over from 2017–18 and seven new applications were received. Of these, four applications were settled during the year and three applications will carry over to 2019–20. Since the commencement of the scheme there has been 99 properties purchased and 49 purchasers have paid out the Commissioner for Social Housing's equity share.

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**Sale to Tenant Scheme**

The Sale to Tenant Scheme provides a home ownership opportunity for public housing tenants who have the financial means to purchase their home in full. In 2018–19, there were 49 active applications, 10 of which were carried over from 2017–18 and 39 were new. Of these, five applications were settled and 30 did not proceed. Of those that did not proceed, 13 properties were not available for sale and two transferred their applications to the Shared Equity Program and settled in 2018–19. 14 applications will be carried over to 2019–20.

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** Properties held by the Commissioner for Social Housing

**Talking points:**

- Property numbers held by the Commissioner for Social Housing decreased by 321 over the course of 2018-19 financial year (from 11,903 to 11,582).

Disposals and Acquisitions

- The majority of this decrease (296 properties) relates to transfers of properties under the Public Housing Renewal Program (PHRP). At 30 June 2018, the PHRP had returned 102 more properties than it had received from HACT whereas at 30 June 2019 HACT had received 194 properties less than it had transferred to the PHRP.
- Most of the 731 properties disposed in 2018-19 were transfers to the SLA under the PHRP (610 properties) and most of the 410 properties acquired in 2018-19 were transfers from the PHRP (314 properties).

Properties held by type

- The vast majority of properties held by the Commissioner for Social Housing (65%) are classed as houses. This category encompasses standalone houses, dual occupancies and multi-unit townhouse style developments.
- The second largest category of properties held by the Commissioner for Social Housing (20%) are flats. These can be in complexes wholly owned by the Commissioner or apartment style accommodation in private developments.
- The third category of properties held by the Commissioner for Social Housing (15%) are classed as Older Persons Accommodation. These are properties designated suitable for tenants over the age of 60 in most circumstances and can take the physical form of what would be regarded as a house, townhouse or flat.

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### Properties held by size

- The majority of Commissioner for Social Housing properties are two or three bedroom properties (73%). The most significant component of these two and three bedroom properties are houses (74%).

### Vacants – further information in the vacant properties process

- The number of occupied public housing dwellings has been lower over the last three financial years due to the progression of the Public Housing Renewal program.
- In 2017 and 2018, there were multi-unit properties being prepared for renewal and this meant that there were dwellings temporarily held in stock until all units are vacated for redevelopment.
- In 2019, a large number of new dwellings were delivered to Housing ACT from the Public Housing Renewal Taskforce close to the end of the financial year and these were awaiting allocation at 30 June.

### Routine vacancies through the maintenance pathway

- There are a number of factors that can affect the time vacant properties are classed as “untenantable”.
- When a property is vacated a complete scope is carried out by the Total Facility Manager to assess what routine works are required to return the property ready for re-allocating.
- This scope is also used to assess what major upgrades may be required as it is easier to complete major works while the property is vacant instead of impacting on a tenant and their family.
- The scope is also used to assess whether a property may be considered for sale or redevelopment.

## **Background Information**

Taken from 2018-19 Annual Report

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**Table 20: Residential properties held by type**

Property type	Number	Percent
Houses	7,535	65%
Flats	2,277	20%
Older Persons' Accommodation	1,770	15%
Total residential properties	11,582	100%

**Table 21: Residential properties by size**

Property size	Number	Percent
One bedroom and studio	1,965	17%
Two bedroom	3,753	32%
Three bedroom	4,714	41%
Four bedroom	898	8%
Five bedroom	196	2%
Six bedroom or more	56	0.5%
Total residential properties	11,582	100%

**Table 22: Property turnover**

Property Turnover	Number
Acquisitions	410
Disposals	731

During 2018-19, Housing ACT acquired 410 dwellings largely through transfers from the Public Housing Renewal Program (314 dwellings), as well as through Housing ACT's construction program (83 dwellings) and Housing ACT's market purchases (13 dwellings).

During the same period, 731 dwellings were disposed, mainly comprising of transfers to the Suburban Land Agency under the Asset Recycling Initiative Program (610 dwellings), as well as market and tenant sales (64 dwellings), sales relating to the Public Housing Renewal Program (33 dwellings), demolitions (19 dwellings), and transfers to the Affordable Rental Office (5 dwellings).

**Table 23: Vacant properties at 30 June 2019**

Vacant properties	Number	Percent
Available for allocation to eligible applicants	116	27%
Under planning assessment	21	5%
For sale/redevelopment	66	15%
Final stage development	133	31%
Maintenance or Upgrade	96	22%
Total vacant properties at 30 June	432	100%

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** Supported accommodation for people with mental illness

**Talking points:**

- ACT Health (Canberra Health Services) has received 2018-19 Budget funding to develop housing for people with mental health needs. Housing ACT has agreed to work with ACT Health and received \$2.9m towards delivering this initiative.
- Housing ACT is providing the land and will construct the dwellings which will be funded by Canberra Health Services (CHS). Housing ACT will retain ownership of the site and dwelling.
- There are four sites in total, one in Florey, one in Cook, one in Scullin and one in Evatt.
- The house in Florey was completed in February 2019, the houses in Cook and Scullin are out to tender for construction and the one in Evatt is in early stages of the design phase.
- Housing ACT has been working with CHS to progress designs for the Evatt site. CHS have approved the designs for a dwelling of four bedrooms, four bathrooms, two living areas and a dedicated meeting space.
- CHS will coordinate and oversee support services and Housing ACT will provide asset management services. Day-to-day tenancy management will be provided by a community housing organisation, and mental health supports will be provided by a specialist mental health support service provider.
- Community consultation was held for Cook on 5 March 2019 and Scullin on 6 March 2019. These dwellings are five bedroom and five bathroom designs.
- Community Engagement reports for the two community consultation processes have been completed and listening reports and comments charts have been finalised.
- A four week community engagement period for Evatt will be undertaken in November 2019. Following community engagement, a report will be

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prepared and distributed. The designs will then be finalised and a tender prepared to approach the market for construction works.

### **Key Information**

- Initially a site was identified in Kambah, with community consultation occurring in February and March 2019. Considerable feedback was received from neighbours following the consultation. A decision has been made by Canberra Health Services not to proceed with the Kambah site.

### **Background Information**

#### **Taken from 2018-19 Annual Report**

In August 2018, Housing ACT, in partnership with Canberra Health Services, commenced construction of the first of four homes to provide long term supported accommodation for people living with mental illness. The new home, constructed to the Class C adaptable standard, has five bedrooms, five bathrooms, two living areas and a dedicated meeting space. This house and the others that will be constructed will allow people to live in the community and live increasingly independent lives in a supported environment.

Housing ACT has been working closely with Canberra Health Services on the operational and governance arrangements to support successful delivery and ongoing roll-out of the four houses. The first home was completed in February 2019 and the first residents have moved in. Work will continue on delivering the remaining three homes in 2019–20.

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**Portfolio/s:** Housing and Suburban Development**ISSUE:** Kaleen Affordable Housing**Talking points:**

- One of the ACT Government's key strategic goals underpinning the ACT Housing Strategy (Strategy) is to increase the supply of affordable rentals in the ACT and grow the Community Housing sector.
- Transferring 33 affordable housing dwellings in Kaleen to a Community Housing provider under a long term lease will deliver on key commitments under the ACT Housing Strategy including growing and diversifying the Community Housing sector; growing the supply of affordable rental properties; and to increase supply of affordable housing for vulnerable and disadvantaged households.
- The successful Community Housing provider must provide resident support, resident management and property Maintenance services to the 33 properties.
- The successful Community Housing provider must, together with Housing ACT:
  - (a) establish and maintain a governance framework for the management and oversight of the services; and
  - (b) establish a committee consisting of tenants (allocated from Housing ACT) and residents (allocated from the Community Housing provider), Housing ACT and the successful Community Housing Provider (with the terms of reference to be developed by all stakeholders).
- A site inspection and pricing workshop was held with interested tenderers. The tender opened 19 August 2019 and closed on 15 October 2019.
- The tenders are currently being evaluated.

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**Key Information**Allocations at Kaleen:

- The Kaleen Complex has provided an opportunity for Housing ACT to work across the agency to identify clients who experience a number of complexities such as; mobility and physical restrictions
- The final waste disposal approvals and improvements and final works to balcony access were completed on 20 June 2019.
- Property viewings commenced on 24 June 2019.
- Conversations have taken place with 31 clients, their families and their supports to ascertain if Kaleen is the most appropriate choice of home for clients.
  - 13 of the 31 clients have accepted the home offer and moved into their new homes at differing times based on their individual needs.
- Conversations with another 20 clients are currently underway with a view to making appropriate property offers.
- A number of additional dis-mods were installed for clients including door automation for wheel chair access.
- Door automation for the complex took approximately six weeks for installation to take place, so clients requiring wheel chair access were not able to move in until this was completed.
- Housing ACT are continuing to work through the Housing Register to identify those who would benefit from a Class C home in a supported environment. The Relocation Team is working on one-on-one basis with each client, their families and supports to facilitate these conversations.
- As at 29 October 2019, there were 12 public housing tenancies plus one accepted offer.

**Background Information****Taken from 2018-19 Annual Report**

Consistent with ACT Government's commitment to building a just and inclusive city, Housing ACT completed the construction of 66 Class C Adaptable two-bedroom units at Kaleen in March 2019 at a total cost of \$23.786 million (inclusive of infrastructure upgrades).

33 units at the site have been identified as public housing and will be managed by Housing ACT and the remaining 33 units are to be managed by a Community Housing Provider to target low to middle income householders, older people (particularly women) in rental stress and people with disability. This will help boost the number of affordable housing properties available across Canberra and assist in reducing wait lists for this type of accommodation. The affordable rental housing model will create a service where affordable rental options will be developed for broader application across the ACT.

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## Housing & Suburban Development

### ISSUE: 2018-19 Capital Program

#### Talking points:

- Actual revenue in the 2018-19 capital program (\$52.5 million) exceeded budget (\$50.7 million) primarily as a result of additional funds carried over from 2017-18.
  - This was lower than 2017-18 (\$65.1 million) resulting from additional sales receipts received in 2017-18.
- Actual expenditure in the 2018-19 capital program (\$42.6 million) - excluding the Commonwealth loan payment - was slightly lower than budget (\$46.1 million) primarily as a result of lower than expected expenditure on the construction and refurbishments programs - largely due to delays in the DA approval process.
  - This was also lower than 2017-18 (\$50.7 million) due to additional payments made in 2017-18 to the PHRT for the uplift of properties from 1 bedroom to 2 bedrooms under the renewal program.
- A total of 97 dwellings and 2 blocks of land were sold in 2018-19; while a total of 83 dwellings were constructed and 16 properties were purchased (13 dwellings and 3 blocks of land).
  - The average age of properties sold in 2018-19 was 41 years (excludes Kaleen sale to PHRT).
  - Of the 83 dwellings constructed in 2018-19, 80 were Class C adaptable properties and 3 were built to Liveable Gold Standards.
- Purchase expenditure in 2018-19 totalled \$14.1 million, which was higher than budget due to unutilised funds being redirected from the construction program.
- \$2.8 million was spent on property improvements in 2018-19, which equated to 48 kitchens and 55 wet area upgrades.
- The capital program also funded a \$4.6 million principal repayment on housing debt owed to the Commonwealth.

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## Key Information:

- **Revenue** for the 2018-19 capital program

Funding source	2017-18 Actual (\$m)	2018-19 Budget (\$m)	2018-19 Actual (\$m)
Capital Injection - Purchases	5.0	5.0	4.9
Capital Injection - Other	0.4	4.1	0.4
Sales	51.8	38.7	34.3
Carryover from previous year	7.6	3.0	10.3
Other	0.4	-	2.7
<b>Total</b>	<b>\$65.1</b>	<b>50.7</b>	<b>52.5</b>

- **Expenditure** for the 2018-19 capital program

Expenditure	2017-18 Actual (\$m)	2018-19 Budget (\$m)	2018-19 Actual (\$m)
Construction	26.9	33.1	24.6
Purchases	10.1	5.0	14.1
Property Improvement	13.4	6.1	2.8
Energy Efficiency Program	-	1.5	0.5
Fire Safety Projects	-	-	0.6
Other	-	0.3	0.1
<b>Sub Total</b>	<b>50.7</b>	<b>46.1</b>	<b>42.6</b>
Debt Repayment – Commonwealth loan payment	4.7	4.6	4.6
<b>Total</b>	<b>55.4</b>	<b>50.7</b>	<b>47.2</b>

- **Breakdown of sales revenue:**

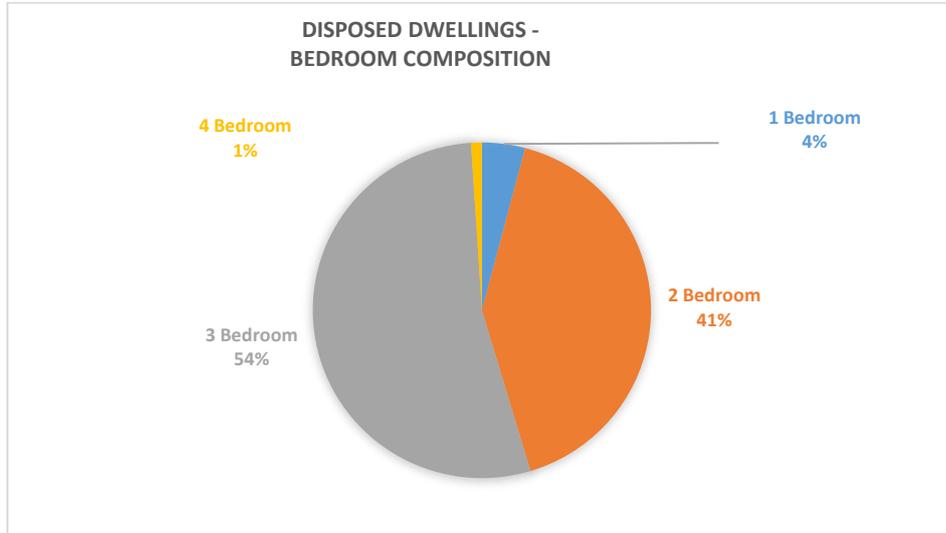
Type of sales	2017-18 Actual (\$m)	2018-19 Budget (\$m)	2018-19 Actual (\$m)	2018-19 Actual (numbers)
Sold at auction - dwelling	36.3	31.2	28.0	55
Sales to tenant	4.7	4.6	2.3	5
Shared Equity Scheme	0.8	1.5	1.5	4
Sales to Public Housing Renewal Taskforce*	9.3	1.3	1.5	33
Sold at auction - land only	0.7	-	1.1	2
<b>Total</b>	<b>52.6</b>	<b>38.7</b>	<b>34.3</b>	<b>99</b>

\* this is the final milestone payment made by the PHRT to HACT for the sale of 33 dwellings in Kaleen

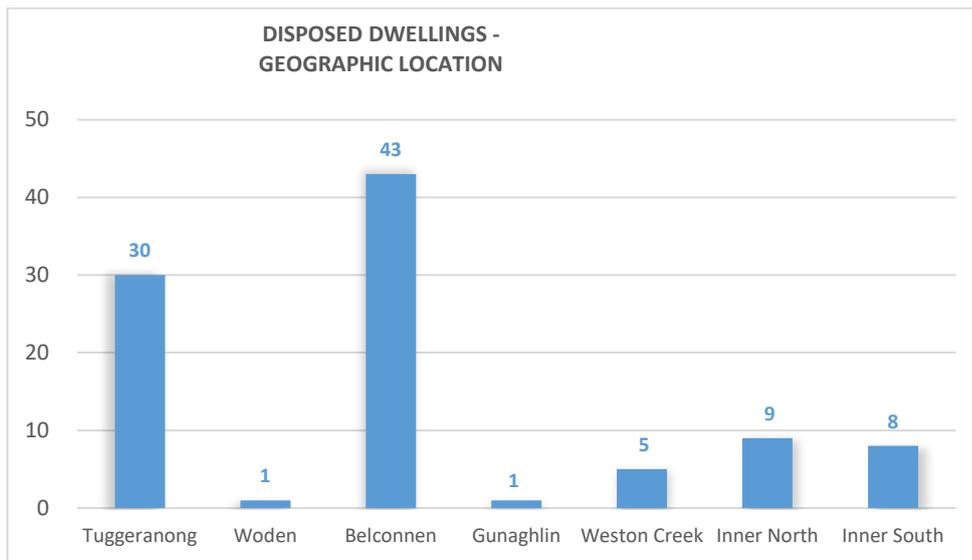
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- **Disposed dwellings Bedroom Composition**



- **Disposed Dwellings Geographic Location**



- **Breakdown of properties and land acquisition:**

Type of acquisition	2018-19 Budget no. of acquisition	2018-19 Actual no. of acquisition
Construction	108	83
Purchase - dwelling	11#	13
Purchase - land only		3
<b>Total</b>	<b>119</b>	<b>99</b>

# the budget number did not provide the breakdown between the dwelling purchase and land purchase.

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## Portfolio/s: Housing and Suburban Development

### ISSUE: ACT Specialist Homelessness Sector

#### Talking points:

- In addition to the approximately \$24 million per annum in funding for the ACT Specialist Homelessness Sector (the Sector), the 2018-19 ACT Budget included funding of \$6.524 million over four years to fund services that focus on:
  - addressing service gaps for women including older women, women and children, and women experiencing domestic and family violence (\$894,000 in 2019-20);
  - asylum seekers and migrants with unresolved immigration status (\$462,277 in 2019-20); and
  - extending OneLink's operating hours and brokerage funding (\$145,479 in 2019-20).
- Programs provided by the Sector include crisis accommodation, preventative and early intervention tenancy support and support services such as counselling, financial management and living skills.
- The Government works closely with Joint Pathways, the collective voice of the Sector, to inform responses of the homelessness services to ensure people who are at risk of, or experiencing homelessness are provided with relevant and timely support.
- Joint Pathways membership is made up of representatives from all funded homelessness services, Housing ACT, and community housing providers. More recently, Safe Shelter's Coordinator, Mr Richard Griffiths was accepted into the group.
- In line with its commitment in the ACT Housing Strategy released in 2018, the Government is working with Joint Pathways to enhance workforce and organisational capability. This includes:
  - \$285,000 to purchase a trauma informed training package for the ACT Specialist Homelessness Sector; and

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- \$100,000 investment in the professional development of frontline specialist housing and homelessness workers.
- SAL Consulting PTY LTD was awarded the contract to deliver trauma informed training. SAL will work with Joint Pathways executive to refine content and resources, and training schedules. The training package includes 150 places for introductory online training, 75 places for advanced frontline training delivered face to face, and 20 places for train-the-trainer.
- Oakton Financial Services Pty LTD was awarded the contract to deliver the professional development. In the coming months, Oakton will work closely with homelessness services to look at their governance and capability categories.
- The online training package is expected to roll out to the sector in January 2020 with the remaining training to take place over the following 12 to 18 months.

\* Funding figures include Equal Remuneration Order payments, where applicable, and exclude GST.

### **Key Information**

- Collectively the ACT Specialist Homelessness Sector has the capacity to provide 972 support places and 348 accommodation places at any one time.
- Support places are defined as any form of general or specialist service(s) provided by an organisation to a service user which helps them to address their homelessness or the factors contributing to them being at risk of becoming homeless.
- 'Accommodation' places means crisis accommodation and transitional housing places available in the ACT Specialist Homelessness Sector.

### **Background Information**

#### **Taken from 2018-19 annual report**

In 2018–19, the ACT Government allocated approximately \$24 million to the Specialist Homelessness Services Sector to provide 50 programs managed by 28 community organisations. The capacity of the sector is 972 support places and 348 accommodation places. Support places are defined as any form of general or specialist service(s) provided by an organisation to a service user which helps them to address their homelessness or the factors contributing to them being at risk of becoming homeless. Accommodation places means crisis accommodation and transitional housing places available in the ACT Specialist Homelessness Sector.

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**Portfolio/s:** Housing and Suburban Development**ISSUE: OneLink****Talking points:**

- The 2018-19 ACT Budget allocated an additional \$586,000 over four years to extend OneLink's operating hours and increase brokerage.
- In April 2019, OneLink commenced the pilot of weekend services including outreach service. The pilot is going well, and has enabled staff to reach out to a wider range of clients, including face-to-face contact. This provides continuity of service and increased opportunity for people to make meaningful contact with OneLink.
- The additional brokerage has allowed OneLink to assist more individuals/families to meet their immediate needs. This includes accommodation at hotel or motel, money or vouchers for transport, translation services, food, and clothing.
- Lessons from the pilot will inform the full weekend operational model, expected to roll out closer to the end of 2019.
- OneLink has also strengthened its integration and collaboration with Housing Gateway Services and other units at Housing ACT to link clients, especially those with high risk factors, to early support services.

**Key Information**

- OneLink weekend hours are:
  - On Saturdays: from 12.30 pm-5:00 pm delivered from Woden Community Service in Corinna street; and
  - On Sundays: from 12:30 pm to 3:15 at Woden Community Service in Corinna street and from 4:00 pm-5:00 pm at the Red Cross Road House.
- Housing ACT has been working closely over several months with OneLink to refine and develop new operational policies, procedures, and processes to provide guidance and direction for the integration and collaboration between Housing ACT and OneLink.

- The integration work aims to bring about a number of benefits, including:

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- Early identification of risk or vulnerability factors in the housing application to support housing triaging processes for at risk applicants;
- Early identification and referral for clients who require wrap around support in conjunction to their housing application;
- Streamlining information provided by the applicant between OneLink and Housing so that any further information required is specific information and builds on information already provided by the applicants;
- Reducing the need for clients to repeat their story.
- Key findings from OneLink’s fourth quarter report for 2018-19 (April – June 2019) demonstrate:
  - On average, OneLink supported a higher number of clients per month this quarter compared to the previous quarter. This quarter, OneLink supported an average of 547 clients per month; higher than the 526 clients in the previous quarter (January - March 2019), and higher than the 461 clients in the corresponding quarter in 2018. This is largely due to clients staying longer on the waiting list.
  - The proportion of those who are new clients has declined compared to previous quarters. New clients represented around 24% of all clients each month; lower than the 27% assisted in the previous quarter (January - March 2019), and lower than 33% assisted in the same quarter in 2018;
  - Clients are waiting longer. The average number of clients on the waiting list at the end of each month was 289 clients. This is higher than the 266 clients in the previous quarter (January – March 2019), and higher than the 117 clients during the same quarter in 2018.

## **Background Information**

### **Taken from 2018-19 Annual Report**

The Government allocated \$6.524 million over four years in the 2018–19 Budget to help services intervene early and support people before their situation escalates to crisis point. As part of this work, in April 2019 OneLink trialed extended operating hours, with a staffed phone line on weekends and outreach at Woden Community Services and the Red Cross Roadhouse. Lessons from the pilot will inform the full weekend service model. In 2018–19, OneLink continued to connect community members to human services and programs that meet their needs. OneLink also provided brokerage to meet the immediate needs of people. This included money or vouchers for transport, food or clothing. OneLink data shows the overall number of people accessing accommodation and services has declined slightly from last year with approximately 1,900 people accessing homelessness services through OneLink.

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**Portfolio/s:** Housing and Suburban Development**ISSUE:** Rough Sleepers**Talking points:**

- In 2019-20, the Government allocated \$770,901 to two key services that provide specialised support to those sleeping rough:
  - Street to Home (\$396,336– 30 support and 6 accommodation places); and
  - The Early Morning Centre \$374,565 – 50 support places).
- The ACT Government has also partnered with CatholicCare and St Vincent de Paul to pilot the ACT’s leading-edge Housing First program to address chronic homelessness. This program will specifically target rough sleepers who have high and complex needs to connect with the service system.
- These key services within the ACT Specialist Homelessness Sector have extensive experience and expertise in supporting the unique needs of people sleeping rough.
- The three programs address the immediate and critical needs of people sleeping rough, including the provision of housing first, crisis accommodation, practical support, warm referrals and information. Collectively, they provide 100 support places and 26 accommodation places at any one time.
- People who are sleeping rough can also access four Government-funded free food services. In addition to free food, many of these services provide information, advice and referrals to support services if needed. Free food services include:
  - The Road House (\$244,310) – 60 support places);
  - The Blue Door (\$161,721) – 50 support places);
  - The Soup Kitchen (\$24,000); and
  - Hare Krishna Food for Life (\$9,178).

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- OneLink, the integrated human services gateway, works with the above services to connect rough sleepers with information and referrals to programs that meet their needs when clients are ready to engage.

\*Note: all funding includes Equal Remuneration Order payments (where applicable) and excludes GST.

### Key Information

- As at 31 October 2019, OneLink reported that it was supporting nine rough sleepers who were sleeping on the streets or parks.
- In addition, OneLink was supporting three women sleeping in cars.
- Not all people who are begging are necessarily rough sleepers. Rough sleepers are known to be more visible for the public around the City precinct. This is for a number of reasons including the majority of outreach and walk-in support services being located in this area, and the location of the public transport interchange.
- Uniting Care Canberra City's the Early Morning Centre, operating out of 69 Northbourne Avenue, Canberra City, is a critical service providing support to rough sleepers including access to lockers, computers, showers, regular medical services and warm referrals, operating within an early intervention and prevention service model. OneLink attends the Early Morning Centre and Griffin Centre weekly to speak with clients and link them with other services.
- On 30 October 2019, Street To Home Program (STH) Coordinator updated that STH is currently supporting a total of 52 rough sleepers. Of these:
  - 10 clients are both accommodated and receiving case management; (no longer sleeping rough)
  - 20 clients are receiving case management (may or may not have accommodation); and
  - 22 clients are receiving outreach support. (Sleeping rough however accommodation status is not confirmed to date) Of these, 19 are from Canberra, 2 from interstate, and 1 whose location before support was not known.
- A partner program of St Vincent de Paul's Street to Home service is the Night Patrol (not funded by CSD). Two Night Patrol vans and staff visit areas known to be frequented by rough sleepers, seven nights a week. The Night Patrol provides mobile outreach, offering refreshments and support to rough sleepers including clean, warm clothes, bedding and blankets where required. Referrals to other community services are also available through the Night Patrol.

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### Housing First

- The Government is also partnering with CatholicCare and St Vincent de Paul to pilot the ACT's leading-edge Housing First program to address chronic homelessness.
- The Housing First pilot program will target those in our community experiencing chronic homelessness, requiring urgent assistance and unable to sustain a tenancy without significant assistance, and as such ineligible for priority public housing.
- Housing First supportive housing models quickly move people who are chronically homeless and with high and complex service needs into permanent housing, with flexible and individual support for as long as needed.
- This is a different approach than traditional models of supported accommodation, as it is offered without preconditions (such as employment, no criminal history and sobriety).

### Rough Sleepers in Belconnen and Woden

- STH is aware of people sleeping rough at Woden and Belconnen shopping malls, and continues to try and engage with them. They have advised they will again attend those areas with a view to look out specifically for people sleeping rough from Culturally and Linguistically Diverse backgrounds and will report back to Housing ACT

### Transport Canberra and City Services Processes\*

- The Street to Home service has collaborated with City Rangers to identify, engage with, and support those sleeping rough. A referral process has been jointly developed with Transport Canberra and City Services (TCCS) to enable City Rangers to refer individuals to STH.
- When a person is observed by City Rangers to be camping on public unleased land or a report is received from a member of the public, and subsequent outreach establishes that the person is homeless, the City Rangers will send a referral to STH. STH will then coordinate appropriate support and accommodation services.
- Every homelessness case is unique. Addressing rough sleeping is often complex, long term work. Therefore, the course of actions undertaken by City Rangers will be informed by the following considerations, including:
  - i) conduct that causes harm or risk to people, animals, public land, territory assets, or the environment;*
  - ii) conduct that is systemic and is likely to have a detrimental effect on the community and/or the environment: and*
  - iii) conduct that demonstrates a blatant disregard for the law.*
- Notwithstanding the above, City Rangers are able to issue a Notice to Remove Objects under Section 98 of *Public Unleased Land Act 2013* and give seven days to remove any property belonging to the homeless person from the location.

(\* Information provided by TCCS)

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## Background Information

- Support services are defined as any form of general or specialist service(s) provided by an organisation to a service user, which helps to address their homelessness or the factors contributing to them being at risk of homelessness. This support is tenure neutral (independent of the service user's accommodation/tenancy status).
- Tenancy/property management is undertaken in line with the *Residential Tenancies Act 1997* in relation to service users accommodated in properties managed by the organisation.
- The 2016 Census showed there were 54 people sleeping rough in the ACT on Census night. These figures are consistent with the government's understanding of how many people are sleeping rough in the ACT on any one night.
- A list of ACT Specialist Homelessness Services that specialise in supporting rough sleepers is attached:

<b>Rough Sleepers</b>		
<b>2019-20 Funding</b> (Excl. GST, Indexation included)	<b>2019-20 ERO</b> (Estimate) (Excl. GST, Indexation included)	<b>Program Outputs</b>
\$384,846	\$11,490.28	<b><u>St Vincent de Paul – Street to Home</u></b> Workers actively seek out people who are sleeping on the streets and attempt to provide intensive case management. Specifically, the service is contracted to provide: <ul style="list-style-type: none"> <li>• Support services to up to 30 chronically homeless people living in the ACT at any one time; and</li> <li>• 6 emergency accommodation places at any one time.</li> </ul>
\$321,506.24	\$53,058.75	<b><u>UnitingCare Canberra City – The Early Morning Centre</u></b> Free breakfast and takeaway meals; support and referral services; workshops, lockers, shower and mail facilities from 7:30 to 2.00pm each weekday.
<b>Free Food Services</b>		
\$214,835.66	\$29,474.75	<b><u>Australian Red Cross - Road House</u></b> Free food service
\$157,248.23	\$4,473.07	<b><u>St Vincent de Paul - Blue Door</u></b> The service provides Support Services for people who are at risk of, or experiencing homelessness. Specifically, the Service is contracted to provide: Support Services to a minimum of 50 people at any one time.
\$24,000.00	\$0	<b><u>Soup Kitchen</u></b> Free food service Friday 4:00-6:00pm out of the Griffin Centre, Canberra City
\$9,178.17	\$0	<b><u>Hare Krishna – Food for Life</u></b> Free food service Wednesday and Saturday 4:30 - 5:30 out of the Griffin Centre, Canberra City

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** **New homelessness services for older women and asylum seekers**

**Talking points:**

- Following extensive consultation for the ACT Housing Strategy, it became clear there were service gaps. In 2018-19, two new homelessness services were established.

**Homelessness Service for Asylum Seekers and Families with uncertain immigration status. This service has been shortened to HAS.**

- The Migrant and Refugee Settlement Services (MARSS) is being funded more than \$1.9\* million over four years to deliver a new service to better support asylum seekers and other migrants with uncertain immigration status who need housing assistance.
- HAS commenced in May 2019, and provides medium term accommodation and case management to support vulnerable migrants to access and sustain housing and connect with key legal, education and employment services.
- Service users are supported to take on suitable tenancies in either the private or community housing market.
- The funding will support up to 15 asylum seekers and migrant families in 2019-20.
- This program does not count 'bed places', as accommodation places can range from one bedroom units to multiple bedroom houses as required.
- Properties are sourced by MARRS through existing relationships with the private real estate sector.

**Homelessness Service for Older Women**

- The YWCA Canberra is also being funded approximately \$1.9\* million over four years to establish support for older women who are either homeless or at risk of becoming homeless.
- The service includes specialist case management and coordination, tenancy advice and support, and access to affordable safe and secure housing

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- The service is delivered through a formal partnership between YWCA Canberra and Havelock Housing Association, supported by a number of program partners.
- Tenancies for this service are also generated through the YWCA's new Rentwell scheme, which uses housing from the private market
- This funding provides case management and accommodation support for up to 12 people at any one time during 2019-20, increasing to 15 people at any one time during 2021-22.
- Women are supported to find the most suitable accommodation to their needs. This may include the YWCA's own properties as well as social, community or affordable housing or private sector properties.
- This program does not count 'bed places', as accommodation support can occur in one bedroom units to multiple bedroom houses as required.

\*GST inclusive

### **Key Information**

- As of 6 October 2019, six families were engaged with MARSS and the HAS program.
- The program for older women has been named 'Next Door.' As at 25 October 2019, the Next Door program is supporting 20 women who are either already accommodated or about to be accommodated. The YWCA is also undertaking an assessment/intake of a further ten women for the program.
- The program works with older women to find accommodation suitable to their needs and circumstances. This may include Social, Community, Affordable or private rental properties.
- Of the 20 women supported to date, 11 have been supported into suitable long term accommodation through the program.

### **Background Information**

#### **Taken from 2018-19 Annual Report**

The YWCA Homelessness Accommodation Program for Older Women commenced in June 2019. The contract was awarded to the YWCA through an open tender process. The service provides early intervention to support older women to sustain an existing tenancy and link to appropriate employment or social inclusion activities. The Program can also assist women to access affordable housing (up to 74.9 per cent of market rent) in both the public and private rental markets. The service is tailored to the individual needs of each woman and can include tenancy support, case management, and accommodation.

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# ANNUAL REPORT HEARING BRIEF

MARSS Homelessness Service for Asylum Seekers and People with Uncertain Immigration Status (the Service) commenced in May 2019 after the contract was awarded to the MARRS through an open tender process. The Service targets women and families and aims to prevent asylum seekers and their families from entering crisis accommodation by providing medium term accommodation through either private or community housing rental markets. Clients will also be provided with tenancy support to sustain their tenancy longer term. Where clients are unable to fully cover rent and utility costs, financial assistance can be provided to cover these costs.

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** Domestic and Family Violence Services

**Talking points:**

- Domestic and family violence remains the leading cause of homelessness for women and children in the ACT.
- The Governments response to domestic and family violence includes a range of services and strategies that provide efficient and coordinated referral pathways and responses. The Family Violence Intervention Program, and in particular, the immediate responses of the Domestic Violence Crisis Service (DVCS) are supported by the secondary crisis responses from the ACT Specialist Homelessness Sector. These include:
  - Toora and EveryMan's *Building Respectful Families* program provides a coordinated gendered service delivery to families in need of support to move towards more respectful relationships; including understanding the patterns of family violence, assistance with parenting plans and returning to the relationship; and programs on *Prevention and Practice: empowering non-violent men to prevent violence against women*.
  - DVCS' Room4Change- a therapeutic behaviour change program for perpetrators of domestic violence.
  - Northside Community Services' Staying in Place Womens Accommodation Program aimed at supporting women and their families to remain in their home safely following domestic violence.
- Entry to the homelessness system is coordinated through OneLink, the central intake service, which prioritises people experiencing homelessness due to domestic violence to gain access to the intensive support provided by the crisis accommodation services.

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- DVCS works collaboratively with OneLink to support clients seeking safe accommodation through daily interactions and accommodation referrals.
- The standalone Safer Families Assistance Program was established in November 2018 following a review of the Safer Families Grants, which separated the grants from the Rental Bond Program. As at 30 June 2019, 84 grants of up to \$2,000 had been provided to eligible applicants to re-establish, or sustain a residence following the experience of domestic or family violence.
- Since the de-coupling of the Safer Families Program from the Rental Bond Program, there has been a significant increase in applications. This has led to the program being oversubscribed for 2019-20.
- Housing ACT are working closely with the Office of Family Safety to look across the range of programs that are currently available to those experiencing family and domestic violence with a view to developing long-term and sustainable housing outcomes for this vulnerable group.

### Key Information

- Domestic and family violence remains a leading cause of homelessness, with 33% of clients identifying family or domestic violence as a reason for seeking assistance. The majority of these (72% were female).
- For females, domestic and family violence is the main reason for seeking assistance; followed by housing crisis; inadequate or inappropriate dwelling conditions; and relationship/family breakdown.
- All women's services in the ACT Specialist Homelessness Sector offer domestic and family violence support.
- The Specialist Homelessness Services work collaboratively to support families to safely stay together and improve outcomes following domestic and family violence.
- In 2018-19, the Government continued to support the Domestic Violence Christmas Program provides emergency accommodation and support, as well safe exit accommodation options for families and individuals affected by domestic and family violence over the Christmas/New Year period.

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### Safer Families

- As at 27 September 2019, 129 applications for funding had been approved since the establishment of the new program. 45 applications have been approved in 2019-20.

## **Background Information**

### **Taken from 2018-19 Annual Report**

Domestic and family violence remains the leading cause of homelessness for women and children in the ACT. All women's services in the ACT Specialist Homelessness Sector offer domestic and family violence support. Two services, Doris Women's Refuge and Beryl Women Inc. are funded exclusively to accommodate women and children escaping domestic violence. In the 2018–19 Budget, Doris Women's Refuge and Beryl Women Inc. were allocated additional ongoing funding of at least \$100,000 per year, over four years. An additional \$100,000 per year, over four years, was also allocated to service provider Toora to support women and children escaping domestic violence. This funding helps the services to provide comprehensive case management, particularly to children exposed to domestic violence. \$80,000 per year, over four years, was allocated to Karinya House to support young pregnant women and mothers at risk of statutory intervention.

### **Room4Change**

In 2018–19, the ACT Government continued to support Room4Change, a therapeutic and residential behaviour change program for perpetrators of domestic violence. During this period, 37 men were involved in the program with 15 accommodated. 33 partners or ex partners and 70 children have been supported. Nine men are attending the Let's Talk Respect program, a 20 week men's behaviour change program, which commenced in June 2019 and five have completed the Caring Dads program.

### **Domestic Violence Christmas Program**

The Domestic Violence Christmas program provides short-term accommodation and support, for families and individuals at risk of homelessness due to domestic violence over the Christmas and New Year period. In 2018–19, the Domestic Violence Christmas program supported ten families and four individuals. This included 15 adults, of these 12 were female and three were male, and 20 children. The program provided 200 nights of accommodation between 14 December 2018 and 13 February 2019.

### **Safer Families Assistance Program**

In response to the lower than anticipated uptake of the Safer Families Grants in 2017–18, Housing ACT brought forward the planned review of the grants program. As a result of the review, Housing ACT separated the grants from the Rental Bond program and established a standalone Safer Families Assistance Program. The new program commenced in November 2018 providing up to \$2,000 to eligible people affected by domestic and family violence. The program provides \$2,000 to eligible people for a wide range of purposes relating to sustaining or re-establishing a family home following the experience of family violence. As at 30 June 2019, 84 grants had been provided.

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**Portfolio/s:** Housing and Suburban Development**ISSUE:** Support for young people**Talking points:**

- The Government is committed to supporting young people in the ACT community who are homeless, or at risk of homelessness.
- Often circumstances out of the young person's control can leave them without a safe place to call home. Many couch surf or stay with friends or extended family.
- In 2018-19, the ACT Government allocated over \$4 million to eight programs within the ACT Specialist Homelessness Sector that support young people. Programs include crisis accommodation, transitional housing, counselling and living skills.
- Youth services in the ACT Specialist Homelessness Sector have extensive experience and expertise in supporting the unique needs of young people aged 16 to 26 years.
- Collectively, these programs provided 242 support places and 112 accommodation places at any one time.
- In addition, in 2018-19 Gugan Gulwan Youth Aboriginal Corporation, received funding of \$80,624 from the ACT Government to support up to six young Aboriginal or Torres Strait Islander people at any one time.

**Key Information**

- One of the youth homelessness services, Our Place, is managed by Barnardos to provide medium term supported accommodation for young people aged 16-25 experiencing or at risk of experiencing homelessness.
- To be eligible for the program, young people must either be studying or working and must actively engage with support staff throughout their stay, to develop life skills that will prepare them for independence.
- Since January 2013, Housing ACT has offered temporary casual employment contracts to up to four young people residing in Our Place, per year, to engage in a paid internship (work experience) across the different Housing ACT branches.
- Participants are employed at the ASO1 level and contribute to each business unit by performing standard administrative tasks.

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- The Our Place paid internship program is mutually beneficial for Housing ACT by providing a professional development opportunity for staff in need of supervisory experience; and the Canberra community by strengthening stakeholder relationships and increasing positive employment outcomes for young people.
- A total of 24 young people have participated in the program to date.

### **Background Information**

OneLink referred Samuel to the Our Place program run by Barnardos. Samuel had been couch-surfing at a friend's family home after becoming homeless due to conflict with a step-parent, parental mental health issues and poverty. Samuel had just completed Year 11 and sought permanent accommodation so he could complete Year 12 in a stable environment. Our Place offered him accommodation in a shared unit. The program supported Samuel to obtain a Rotary scholarship which covered material fees for his college subjects, and arranged professional driving lessons resulting in Samuel obtaining his license. He successfully saved for a car while working part-time, which increased his employment capacity. This was essential to achieving his goal of participating in a vocational traineeship. During his time with Our Place, Samuel completed his Year 12 Certificate and a vocational traineeship with a local business. Our Place program staff supported Samuel to apply for a number of local and federal government traineeships and in early 2019, Samuel was successful in obtaining one of these. He is now living independently and working full time.

### **Salvation Army- Youth Emergency Accommodation Network (YEAN)**

The Salvation Army has continued to provide support and a safe place to live for disconnected, disadvantaged and homeless young people through the YEAN program. The program provides supported emergency accommodation and case management with a focus on re-engaging young people in employment and training. The service operates across four housing clusters that can provide accommodation for up to 24 young people at any one time. In 2018–19, the YEAN saw an increase in referrals for young people who identify as transgender. YEAN amended its intake form to include a section for people to indicate their preferred pronoun. YEAN reported this inclusion moved a young person to tears as they had never been asked this question before.

### **St Vincent de Paul – Young Parent Accommodation Support Program**

The Young Parents Accommodation Support Program supports young parents under the age of 25 years who are pregnant or have children displaying complex issues, and are experiencing homelessness or are at risk of homelessness. The program provides non-accommodation and tenancy management support to a minimum of 24 young people at any one time. The program supports young people through a strength based, person-centred case management approach that focuses on developing life and parenting skills, improved family bonding and attachment through safe and stable accommodation options where needed.

### **Ted Noffs Foundation – Take Hold Program**

The Take Hold Program assists young people who are homeless or at risk of homelessness by providing life skills training, one on one mentoring support and case management. The program works with young people in supported accommodation within the ACT Specialist Homelessness Sector to re-engage with employment, education and training opportunities. The support from this program assists young people to develop life skills necessary to connect them into their community. In 2018–19, the Take Hold program saw an increase in the number of self-referrals from young

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people through word of mouth. Take Hold continues to foster several collaborative partnerships including with CIT and Canberra College on a Community Street Art Project to produce a mural at Weetangera shops.

**CatholicCare – Youth Housing Support Service**

CatholicCare continues to provide a holistic, collaborative and person-centred service through the Youth Housing Support Service. The service can provide support to a minimum of 35 young people at any one time including early intervention, case management and crisis support, assisting young people to identify or respond to issues that prevent them from sustaining longer term accommodation. The Service assists young people obtain safe and affordable accommodation. At the close of support, 100 per cent of the young people had a case management plan in place.

**Conflict Resolution Service – Family Tree House**

The Family Tree House program continued to provide support to young people aged 13 to 20 years experiencing homelessness or at risk of homelessness due to family conflict. At any one time, the program provides support services to a minimum of 20 young people and their families through a family-focussed approach. The program works collaboratively with other youth and family focussed agencies using evidence-based practice to facilitate conversations and family mediations, in addition to one-on-one support, 'coaching' to family members and outreach services.

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** **ACT Housing Strategy – Reducing Homelessness (Goal 2)**

**Talking points:**

- Goal 2 of the ACT Housing Strategy (the Strategy) underpins the ACT Government’s ongoing and strong commitment to reducing homelessness by working with the Specialist Homelessness Sector to support people quickly and early to prevent them from falling into crisis, and help people experiencing homelessness into appropriate forms of accommodation.
- Following the release of the Strategy in October 2018, we’ve made significant progress on the implementation of actions under Goal 2.
- We are providing an additional \$6.524 million in funding to support our frontline services and address gaps in our homelessness service system, this includes:
  - extending the operating hours of the Early Morning Centre to enable the delivery of additional services and activities to improve guests’ social skills, social inclusion, and health, job and educational outcomes;
  - additional funding for Doris Women’s Refuge, Beryl Women Inc and Toora Women Inc; as well as Karinya House for Mothers and Babies Inc; to support greater stability for women and children escaping family and domestic violence, prevent children from entering child protection and reduce the impact of intergenerational homelessness;
  - additional funding for OneLink to extend its operating hours and access brokerage funds, so that appropriate crisis support can be provided at the time it’s needed; and
  - two new homelessness services commenced operation in the past year; one to support older women into affordable housing options in both the public and private sectors, operated by the YWCA; and one for asylum seekers and people with uncertain immigration status which is operated by Migrant and Refugee Settlement Services (MARSS).

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- The Government also delivered long term supported accommodation for people with enduring mental health issues, with the first of four properties completed in Florey in May 2019.
- This program is being delivered through a partnership between the Community Services Directorate and Canberra Health Services, reflecting our commitment to a whole of government approach to reducing homelessness.
- Building on this, the Government is committed to working with the community to co-design new policies and programs as well as consolidating our whole of government approach to reducing exits from care and custody into homelessness.

### **Key Information**

- The new Housing Strategy was released on 29 October 2018. Goal 2 of the Strategy is 'Reducing homelessness'.
- Six key objectives form the foundation of this goal:
  - Build strong ACT Government and community sector partnerships to effectively address homelessness in the ACT;
  - Intervene early and reduce intergenerational impacts of homelessness;
  - Address gaps in our services system and respond to new and emerging groups vulnerable to homelessness;
  - Improve pathways out of homelessness;
  - Develop a strong and sustainable homelessness services sector, supported to enhance workforce and organisational capacity; and
  - Establish an integrated and coordinated human services system across the ACT Government.

### **Background Information**

- The Strategy is informed by feedback provided during extensive community consultation in response to the Towards a New Housing Strategy: An ACT Community Conversation paper. The community consultation period culminated in the inaugural Housing and Homelessness Summit on 17 October 2017.
- Housing ACT and Environment, Planning and Sustainable Development Directorate (EPSDD) worked closely together to develop and deliver the Strategy and the website at [www.act.gov.au/homes-housing/act-housing-strategy](http://www.act.gov.au/homes-housing/act-housing-strategy).
- It is expected that an annual report to the community will be released in the second half of 2019.

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**Portfolio/s:** Housing and Suburban Development

**ISSUE: ACT Housing Strategy – Strengthening Social Housing Assistance**

**Talking points:**

- The new ACT Housing Strategy (the Strategy) was released on 29 October 2018. Its development was informed by what we heard during an extensive seven week consultation process in 2017, culminating in the Housing and Homelessness Summit.
- Goal 3 of the strategy underpins the ACT government’s efforts to strengthen social housing assistance. It has four concrete objectives:
  - Grow and renew social housing to better meet demand.
  - Build a range of housing options that are designed to better meet the diverse and contemporary needs of tenants.
  - Develop a tenancy service that focuses on client outcomes and responds to individual needs.
  - Provide a better customer experience through a modern and digital service platform for current and future tenants.
- The realisation of these objectives will provide a guiding framework for the Government actions in coming years.
- Aligning with this goal, the following initiatives funded in 2018-19 will be continued or implemented over the next year (2019-20):
  - Continue building more long-term supported mental health accommodation in partnership with Canberra Health Services (\$2.9m).
  - Commence construction of a second Aboriginal and Torres Strait Islander older persons complex which will be built in close consultation with the Elected Body (\$4.488m).
  - \$250,000 to finalise the planning and design for a second Common Ground in Dickson to enable lodgement of a development application in late 2019, and progress to the next phase of the project – construction and service delivery.

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- Rental Bond Help was the first digital service which was delivered in December 2018 and saw an increase in the number of applications coming to Housing ACT.
- The Choice Based Letting (CBL) project which has been committed as part of the Housing ACT digital strategy is being scoped and is due to be available to tenants in June 2020.
- As part of Housing ACT's approach to being a Model Social Landlord, the Model Social Landlord Framework is expected to be released in Q3, FY2019-20.
- The release of the *ACT Housing Strategy: Growing and Renewing Public Housing 2019-24* provides the details of the Territory's \$100 million investment and continued commitment to public housing.

#### **Key Information**

- The the Strategy was launched on 29 October 2018 alongside the new Homes and Housing website.
- The strategy is informed by feedback provided during extensive community consultation in response to the *Towards a New Housing Strategy: An ACT Community Conversation* paper. The community consultation period culminated in the inaugural Housing and Homelessness Summit on 17 October 2017.
- Housing ACT and the Environment, Planning and Sustainable Development Directorate worked closely together to develop and deliver the strategy and the website.
- The Minister's Affordable Housing Consultative Group provided advice throughout the development process.
- This \$100 million new growth and renewal program will (refer to Growth and Renewal Annual Report brief):
  - grow the number of social housing properties by at least 200 dwellings over five years;
  - renew 1,000 dwellings over five years;
  - focus on renewal across all areas of Canberra;
  - include a larger number of smaller scale projects; and
  - have a greater focus on redeveloping housing on existing sites.

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** Specialist Disability Housing

**Talking points:**

- Specialist Disability Accommodation (SDA) refers to housing for people with disability who require specialist housing solutions that assist with the delivery of supports that cater for their extreme functional impairment and/or very high support needs.
- SDA funding is paid to the property owner for providing housing to people with disability that have been assessed as being eligible to receive the SDA funding.
- The amount of funding is based upon: the building type, i.e., apartment, house or group home etc.; the number of residents eligible for SDA living in the property; the design category, i.e., whether basic, improved liveability, fully accessible, robust or high physical support, and with the amount of funding increasing as the design category requires increasingly more complex adaptations.
- The Government is currently working with the National Disability Insurance Agency (NDIA) to understand how funding may apply to former Disability ACT group homes and possibly other eligible dwellings.
- It is important to note that SDA funding is designed to stimulate investment in the development of new high quality dwellings and is about increasing choice for participants.
- This means that government is only one potential player.

**Key Information**

- Housing ACT is working with the NDIA and the Office for Disability on options for enrolling up to 130 existing disability dwellings as Specialist Disability Accommodation.
- It has become clear from discussions with a number of stakeholders, and particularly through the comments at the Having a Home forum in November last year, that the community view Housing ACT as a key provider of SDA in the Territory.
- However, the intention of SDA funding is to stimulate investor and philanthropic responses for the provision of accommodation tailored to the needs of people with

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disabilities and give NDIA participants greater choice and control in their housing options.

- SDA funding will only be available to about 6% of people in the ACT as eligibility is limited to people with extreme functional impairment and/or with very high support needs.. A proportion of the other 94% of people with disabilities in the ACT will require non-SDA disability housing to be provided by the government, families or the community sector.

### **Background Information**

#### **Taken from 2018-19 Annual Report**

Housing ACT provides ten properties for people with disabilities who are able to live in the community with support services. In these share houses, tenancy management functions are provided by Housing ACT and support services are provided by non-government services of the individual's choice and according to their NDIS package. 32 people with disabilities were accommodated in these share houses at 30 June 2019.

A number of community housing providers also provide supported accommodation for people with disabilities. Many of these providers have received properties through Housing ACT to offer this housing option. These include Havelock Housing Association, Disability Trust, Catholic Care, Focus ACT, L'Arche Australia, Abbeyfield Australia and Project Independence.

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## Portfolio/s: Housing and Suburban Development

### ISSUE: MyHome Canberra

#### Talking points:

- People with enduring mental illness often find it difficult to sustain independent accommodation and in many cases need long-term, ongoing support to maintain their housing.
- The Government recognises this and \$350,000 was identified in the 2017-2018 Budget to undertake a 'cohort study' that provided an overview of the 'at risk' and vulnerable population in the ACT and identified potential care, support and accommodation they need.
- The Cohort Study recognised that there is no one-size-fits-all approach to housing people with high and complex needs.
- \$200,000 was provided in the 2018-19 Budget to further build on that work, focussing on the feasibility and project development of a purpose built supportive housing facility and support services.
- A procurement process has been completed to engage a Consultant to undertake an operational and financial feasibility study for the MyHome model including comparison of a range of service delivery models.
- Findings from the operational and financial feasibility study and site investigation will be available in early 2020.
- A site analysis for the proposed location of MyHome will also be undertaken with the procurement process for this work to commence shortly.
- These studies will assist in identifying the true costs of the service delivery and the design and construction.
- The MyHome for Canberra project goal is the construction of purpose built accommodation that will provide a safe, supportive and caring home in a community environment for people with an enduring mental illness who

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have high and complex mental health care and support needs, who are homeless or at risk of homelessness.

- The MyHome model is designed for people who want to live in self-contained apartments, but cannot live independently. The model provides for a safe, secure and safe community (non-institutional) complex, with staff and supports on-site.
- One of the Government’s key strategic goals underpinning the ACT Housing Strategy is to strengthen Social Housing assistance by providing an equitable, diverse and sustainable supply of housing to grow the Community Housing sector.
- Designing, developing and implementing a holistic and fit for purpose model of support that draws upon the principles of Housing First, particularly for the people with enduring experiencing mental health concerns and housing difficulties a delivers on key commitments under the ACT Housing Strategy.

### **Background Information**

- In 2013, the Uniting Church agreed, subject to certain conditions, that the Territory could use the Uniting Church’s vacant land (Block 1, Section 15) in Curtin to develop long-term supported accommodation with high quality care for people with enduring mental illness, based on similar outcomes to the HOME model in Queanbeyan.
- The 2016 Parliamentary Agreement includes a commitment to “work with community and business partners to construct purpose built accommodation for people experiencing mental health concerns and housing difficulties, utilising the ‘MyHome for Canberra’ (MyHome) project plan”

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**Portfolio/s:** Housing and Suburban Development

**ISSUE: Properties owned by the Commissioner for Social Housing used for Community Housing**

**Talking points:**

- There are 20 National Regulatory System registered community housing providers operating in the ACT, 14 of which have the ACT as their primary jurisdiction.
- Properties owned by the Commissioner for Social Housing are provided to six of these organisations under head-leasing arrangements for the purpose of providing community housing; that is, to provide long term tenure for tenants who pay primarily rent at a rent-to-income ratio of 25%. These organisations are:
  - Havelock Housing Association;
  - Focus ACT;
  - Tamil Senior Citizens Association;
  - Argyle Community Housing;
  - Salvo's Housing; and
  - YWCA.
- These organisations, and the Environmental Collective Housing Organisation (who have had properties transferred to them for the purpose of community housing) report their activities to the Australian Institute of Health and Welfare for national reporting including in the Report on Government Services.
- The performance of the community housing sector is assessed using the same or similar indicators and measures as public housing. While data for 2018-19 will not be available until January 2020, the previous Report on Government Services has shown that the ACT community housing sector performs well on a range of indicators including targeting allocations to those in greatest need (83% of new allocation) and with low incomes (99% of all tenants), and having low overcrowding (1% of all tenancies) and low underutilisation (2% of all tenancies).

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**Key Information**

- The Housing Asset Assistance Program includes properties owned by the Commissioner for Social Housing and are used for a range of purposes which are predominantly community housing, disability supported accommodation, and specialist homelessness services accommodation. Other properties under this program are used for purposes such as child protection and out-of-home care, drug and alcohol rehabilitation, mental health services, and transitional housing including for refugees.

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** Common Ground Dickson - Cohort

**Talking points:**

- Common Ground Dickson provides an opportunity to increase the supply of affordable housing and free up crisis accommodation, leading to long term sustainable housing for people who are, or who are at risk of becoming, homeless.
- Families with children (particularly single-parent families) are a significant group in the population of people who are homeless and at-risk of homelessness.
- The proposed cohort for Common Ground Dickson has been extended to include older women, single parents and families with children. Addressing the needs of these cohorts is a key deliverable of the ACT Housing Strategy, as they represent new and emerging groups vulnerable to homelessness.
- In planning for Common Ground Dickson, we held a roundtable with a wide range of participants from across the community sector to inform our decisions about design of the new complex including the tenancy and support service model.
- Participants were supportive of including ‘families’ in the tenant mix at Common Ground Dickson and of a flexible definition of ‘family’ which includes families with children but other kinds of family households (e.g. siblings, or households with a carer).
- The Common Ground model can be applied to any population group which requires the combination of permanent affordable housing connected with support services that are appropriate to the chosen population.
- The adaptability of the Common Ground model to different cohorts, has been demonstrated in South Australia with the Mellor St Common Ground complex in Adelaide including single parents and families.
- We will continue to work with the community sector to ensure the tenancy and support services meet the needs of the tenant mix.

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**Key Information**

- Families with children (particularly single-parent families) are a significant group in the population of people who are homeless and at-risk of homelessness. Specialist Homeless Services Collection (SHSC) data for 2017-18 shows a high proportion of those seeking help in the specialist homelessness sector (31.3%) are families with children (both homeless and at-risk of homelessness). Significantly, the proportion of families with children seeking help has risen steadily over the six years since 2011-12 when it was 24.6%.
- On 30 July 2018, a roundtable discussion on Common Ground Dickson was held with participation from a wide range of stakeholders. The following is the summary of feedback on the discussion regarding the inclusion of families at Common Ground Dickson:
  - The participants were generally supportive of including ‘families’ in the tenant mix at Common Ground Dickson and of a flexible definition of ‘family’ which includes families with children but other kinds of family households (e.g. siblings, or households with a carer).
  - Including vulnerable families with children that may be at risk raises issues about how to focus support on keeping families together, children safe and meeting children’s needs for stability and security.
  - Within Common Ground Dickson, it will be important to have a tenant social mix — people with low to moderate incomes who need affordable housing, formerly homeless people with high and complex needs who need affordable and secure housing in a supported environment, and a diversity of households (singles, couples & families) — to create a positive community, rather than a pocket of concentrated disadvantage.

**Background Information**

During 2018, an integrated section plan was being developed to address land uses, community and cultural facilities, place making, open space, landscaping, infrastructure and transport (including walking and cycling) connections.

These options were tested with the community as part of a second stage of engagement, which commenced in early September 2018.

Housing ACT is looking at a tenancy and supportive housing model for Common Ground Dickson and is commencing consultation on the tenancy model.

Housing ACT has met with the Common Ground Canberra Board to discuss the proposed design of Common Ground Dickson on several occasions. The Board is supportive of the design principles and Housing ACT will continue to work with the Board during the community engagement process. This commenced 12 September 2019, with an on-site launch.

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Lead Directorate:	Community Services	
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Information Officer name:	Louise Gilding	
TRIM Ref:		

# ANNUAL REPORT HEARING BRIEF

Housing ACT is also undertaking a detailed study on the support and accommodation needs of people with high and complex needs (cohort study) which will help inform the best support and accommodation options for people such as those at Common Ground Dickson.

## Common Ground Adelaide – Mellor Street

In 2006, the first Common Ground model of permanent supportive housing was opened in Adelaide. Since that time Common Ground Adelaide opened two other buildings. Common Ground Mellor Street, a seven storey development, has been built opposite Common Ground Light Square. It comprises 52 apartments - some with two bedrooms enabling single parent families to be among the residents. The first tenants began moving into Common Ground Mellor Street in late 2014.

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**Portfolio/s:** Housing and Suburban Development

**ISSUE: Study into support needs of people with high and complex service needs in the ACT (Cohort Study)**

**Talking points:**

- Drawing on Australian and international experience, The study into Support Needs of People with High and Complex Service Needs in the ACT ('Cohort Study') has looked at models ranging from the shared living community housing at Ainslie Village to permanent supportive housing innovations such Common Ground in Gungahlin and HOME in Queanbeyan.
- The Study undertaken by the University of Queensland, looked into the support requirements and long term accommodation models for people who are chronically homeless or at risk of becoming homeless.
- The final report was publically released in July this year.
- The study has supported a number of key initiatives including the design of Common Ground Dickson.
- The Government is committed to addressing the challenges faced by people in the ACT who are homeless or at risk of homelessness.
- The findings of the study provide valuable insights into the needs of people who are often chronically homeless, and these findings are relevant for service delivery across the ACT Government.
- One of the key findings of the report is that a range of diverse housing models are needed to respond effectively to chronic homelessness.
- The Study helped us deliver a long term supported accommodation housing model for people with enduring mental health issues.
- This year the Government worked with a community housing provider and the National Disability Insurance Agency to deliver the first of four tailored five bedroom houses to provide a permanent home to four people who previously resided long-term in Adult Mental Health Unit.
- Four women now have a permanent home with wrap around supported funded through National Disability Insurance Scheme plans and a community housing provider providing tenancy management support.

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- For innovative programs like these, the Study helps us to clearly identify the supports that need to be put in place, as well as the people in Canberra who most need those supports.
- Findings from the study will inform future asset and service planning and delivery in the ACT, particularly Housing First approaches.
- Working with our community partners we have already delivered housing first approaches and have committed to more under the ACT Housing Strategy.

**Key Information**

- The cohort study supports implementation of commitments under the ACT Housing Strategy, including
  - implementing a model of support that draws on Housing First principles, particularly for people experiencing long term homelessness
  - developing a holistic and client-centred model of social housing
  - developing a second Common Ground complex in Dickson
- We will continue to work with the community sector to address gaps in the services systems and new and emerging needs with a focus on flexibility, early support and prevention.
- The report was first discussed with residents at Ainslie Village ahead of its public release in early July. The Government will continue to work closely with residents on future planning for this site.

**Background Information**

The 2016 Parliamentary Agreement includes a commitment to “work with community and business partners to construct purpose built accommodation for people experiencing mental health concerns and housing difficulties, utilising the ‘MyHome for Canberra’ project plan” (PA4.7).

Funding of \$350,000 was provided in the 2017-18 Budget to undertake “work to inform future support requirements and associated long-term accommodation types for clients with high and complex needs such as the people living at Ainslie Village and the clients eligible to be accommodated in services such as MyHome”.

A Reference Group with representatives from peak bodies, consumer advocates and other key stakeholders including service providers with an interest in the welfare of, and services for, people who homeless or at risk of homelessness provided advice on the conduct of the study, and on stakeholder engagement. Members included Diane Kargas (Chair, Board of Directors, Common Ground Canberra), John Tucker and Shukry Sahhar (President and Vice President, MyHome in Canberra), and Wendy Middleton (CEO, Argyle Housing which provides management services to Common Ground Gungahlin and Ainslie Village). In late-November 2018, the lead consultant, Dr Cameron Parsell, made a presentation on the draft findings in the report to the Reference Group.

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:** Aboriginal and Torres Strait Islander housing services

**Talking points:**

- The Government is committed to working with the Aboriginal and Torres Strait Islander community as well as the Aboriginal and Torres Strait Islander Elected Body to deliver culturally appropriate housing options and enhance the capacity of the community housing sector.
- This includes building the capacity of Aboriginal and Torres Strait Islander managed community housing in the ACT.

*Existing Aboriginal and Torres Strait Islander Housing Support*

- The Government provides housing support for Aboriginal and Torres Strait Islander's in the ACT through our mainstream public housing and through our Specialist Homelessness Sector providers.
- In 2016, in collaboration with the Aboriginal and Torres Strait Islander Elected Body, we completed Mura Gunya, a complex in Kambah comprising of five, two-bedroom units, providing dedicated and culturally appropriate homes for older Aboriginal and Torres Strait Islander's.
- In the 2018-19 Budget, \$4.488 million has been committed over two years to deliver up to ten more purpose-built units for older Aboriginal and Torres Strait Islander's.
- Housing ACT has worked with the Aboriginal and Torres Strait Islander Elected Body to identify a suitable site in Lyons for the next older persons' housing complex. Housing ACT worked together with the Elected Body during the community consultation period from August to October 2018.
- Housing ACT received Development Approval for the Lyons site in July 2019 and a construction contract will be signed in December 2019

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- This development will include five new units (a mix of two and three bedrooms) and Housing ACT anticipates that it will commence construction of the new complex in late 2019.
- Housing ACT worked with the Aboriginal and Torres Strait Islander Elected Body to identify the suitable third site in Dickson, which will comprise five two-bedroom units.
- Housing ACT intends to submit the Development Application for this site by late 2019.
- The ACT Government also provides funding of \$1.2 million for six programs under the ACT Specialist Homelessness Sector to support Aboriginal and Torres Strait Islanders.
- These services include the following five housing-specific support programs:
  - the Home Maintenance Program and the Housing Liaison Service, provided by Winnunga Nimmityjah Aboriginal Health and Community Services;
  - the Indigenous Boarding House Network and the Indigenous Program, provided in partnership by Toora Women Inc and Everyman Australia; and
  - the Young Persons Program, provided by Gugan Gulwan.

## **Background**

### Indigenous Community Housing Provider

- Housing ACT is committed to working with Indigenous community housing providers to build their capacity to deliver housing to the Aboriginal and Torres Strait Islander community.

### Funding for existing Aboriginal and Torres Strait Islander Specialist Homelessness Services

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## QUESTION TIME BRIEF

2019-20 Funding (Excl. GST and Incl. Indexation)	2019-20 ERO	Service Description
\$82,599.96	\$0.00	<p><b><u>Gugan Gulwan - Youth Aboriginal Corporation</u></b>            This service provides outreach support and case management to young Aboriginal and Torres Strait Islander people experiencing, or at risk of homelessness. Specifically, the service is contracted to provide Support Services to 6 Service Users at any one time.</p>
\$140,156.28	\$0.00	<p><b><u>Winnunga Nimmityjah - Housing Liaison Service</u></b>            This service provides information, advice and advocacy to support Aboriginal and Torres Strait Islander Service Users to access appropriate housing options and support people to sustain their tenancies. Specifically, the service is contracted to provide Support Services to 5 Service Users at any one time.</p>
\$128,869.15	\$0.00	<p><b><u>Winnunga Nimmityjah - Home Maintenance Program</u></b>            This service provides home maintenance assistance to Aboriginal and Torres Strait Islander tenants who are at risk of eviction from their Housing ACT property; and offers Aboriginal and Torres Strait Islander people involved in the criminal justice system the opportunity to develop skills in home maintenance assistance. Specifically, the service is contracted to provide Support Services to 10 Service Users at any one time.</p>
\$327,550.39	\$0.00	<p><b><u>Toora Women Inc.- Indigenous Boarding House Network</u></b>            This service supports Aboriginal and Torres Strait Islander individuals/families experiencing homelessness. Specifically, the service is contracted to provide Support Services to 6 Service Users/families at any one time and Tenancy/Property Management of 6 properties to accommodate 6 Indigenous families. This program is delivered by EveryMan Australia.</p>
\$394,248.48	\$0.00	<p><b><u>Toora Women Inc. - Indigenous Program</u></b>            This service supports Indigenous families in all their diversity who are at risk of, or experiencing homelessness. Specifically, the service is contracted to provide: Support Services to 8 Indigenous families at any one time and Tenancy/Property Management of 6 properties used to accommodate for 6 Indigenous families.</p>
\$126,240.86	\$0.00	<p><b><u>ACTCOSS – Gulanga Program</u></b>            The Gulanga Program supports government funded homelessness services to develop and improve upon culturally appropriate practice standards. This includes a service to improve the cultural competence of services working with Aboriginal and Torres Strait Islander peoples and their families.</p>

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**Portfolio/s:** Housing and Suburban Development

**ISSUE:**        **Housing First Pilot**

**Talking points:**

- The ACT Government is partnering with CatholicCare and St Vincent de Paul to pilot the ACT's leading-edge Housing First program to address chronic homelessness.
- The Housing First pilot program will target those in our community experiencing chronic homelessness, requiring urgent assistance and unable to sustain a tenancy without significant assistance, and as such ineligible for priority public housing.
- This results in people cycling through crisis services or remaining homeless for long periods of time, reducing their capacity to break the cycle of homelessness.
- The pilot program responds directly to recommendations about support requirements and accommodation options made in the '*2018 Study in the Long-Term Support Needs of Clients with High and Complex Needs (HCSNs)*.'
- Housing First supportive housing models quickly move people who are chronically homeless and with high and complex service needs into permanent housing, with flexible and individual support for as long as needed.
- This is a different approach than traditional models of supported accommodation as it is offered without preconditions (such as employment, no criminal history and sobriety).
- Residents are provided with flexible, wrap-around support to help them address these issues and maintain their tenancy.
- This approach has been effective in the United States and there is strong evidence that it assists people experiencing homelessness to find stable accommodation, maintain their tenancy, and break the cycle of homelessness.
- This program will provide direct support to 20 individuals sleeping rough in the ACT.

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# ANNUAL REPORT HEARING BRIEF

- Housing ACT will provide up to 20 properties with CatholicCare and St Vincent de Paul partnering to refer and support chronic rough sleepers in these properties.
- Housing ACT is working closely with CatholicCare and St Vincent de Paul to design and establish the program.

## Key Information

- Under the pilot program, CatholicCare would utilise up to 20 Housing ACT properties to support chronic rough sleepers. Referrals would be made through St Vincent de Paul's Street to Home program. CatholicCare will also work with Onelink to notify of successful referrals and keep them informed about changes in an individual's circumstances.
- Properties will be provided through a staged approach (initially five properties), with CatholicCare working closely with Housing ACT to identify properties suited to each client needs.
- The ASSIST program will conduct an Individual Needs Assessment and intake process to determine fit for program including assessing needs, social capital, and supports required to sustain a tenancy in the long term.
- Intensive case management would occur for between 6 to 12 months. After this time clients would either be able to be signed in place as public housing tenants (with or without ongoing supports), or assessed as needing more ongoing intensive case management.
- To support a 'Try Test and Learn' approach a Governance Committee with key community partners will be established to assist in reviewing and recalibrating the model as the pilot progresses.

## Background Information

In September 2019, CatholicCare was awarded a \$20,000 grant from the Chief Ministers' Charitable Fund to support a proposal for a crisis accommodation facility targeted at chronic rough sleepers.

CatholicCare and St Vincent de Paul subsequently submitted a proposal to Housing ACT to establish a pilot program utilising this grant for service provision and Housing ACT properties to support the program.

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**Portfolio/s:** Housing and Suburban Development**ISSUE:** Strategic indicators**Talking points:**

- Housing assistance is targeted at those most in need in the community. Those provided with a new home through our public housing program are those who may have been experiencing homelessness, escaping domestic violence, in unhealthy or inappropriate living situations, and experiencing housing stress in the private market.
- In 2018-19, all allocations to public housing that were made within three months of application were for households who had been experiencing these difficult and often complex circumstances (Strategic Indicator 1).
- In providing homes to those who need them, this stable housing will enable tenants to more fully participate in and contribute to the community. In 2018-19, the large majority of tenants (72%) said that their public housing home had helped them to feel more a part of the local community (Strategic Indicator 2).
- This was slightly lower than our original target for this strategic indicator because tenants relocated through the Public Housing Renewal Program, while very happy with their new housing, were still establishing themselves in their new community. Performance against this indicator is expected to improve for these households as they settle into their communities over time.
- Strategic Indicator 3 shows that our ACT specialist homelessness services continue to provide support and assistance to clients to enable them to find stable and secure housing.

**Key Information**

- The 2018-19 public housing tenant survey provided a comparison of the satisfaction of tenants who had experienced relocation as a result of Public Housing Renewal and those who had not.
  - Of tenants who had been relocated, 69% felt that their housing helped them to feel part of the local community, compared to 73% of tenants who had not been relocated.

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- Tenants who had been relocated were very satisfied or satisfied (87%) with the condition of the inside of the home (compared to 63% of tenants who had not been relocated) and the condition of the outside of the home (78% compared to 61% of tenants who had not been relocated).
- Tenants who had been relocated had higher satisfaction overall (74% compared to 66% of tenants who had not been relocated).
- Strategic Indicator 3 is taken from the Australian Institute of Health and Welfare. In the ACT, of the 2,636 clients who exited specialist homelessness services, 1,576 had obtained or maintained independent housing (60%).
- Exits to public and community housing are a major contributor to this strong result for the ACT, with 42.7 per cent of clients who needed assistance to obtain or maintain independent housing residing in social housing at the end of support (compared to 20.6 per cent nationally).

## Background Information

### Taken from 2018-19 Annual Report

#### *Strategic Objective 1: Appropriately housing people most in need*

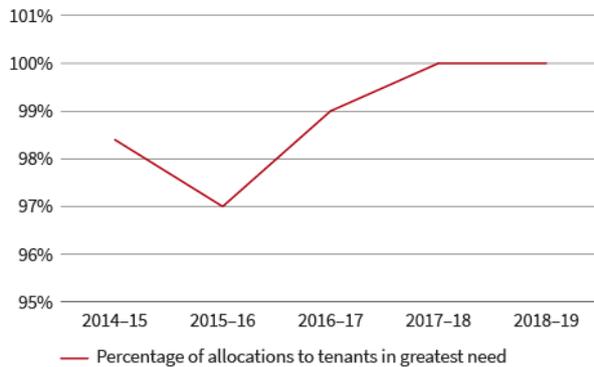
Housing assistance is targeted at those most in need in the community. Stable, safe and secure long term housing provides the foundation upon which individuals and families can build their future, engage with the community and take up opportunities for education, training and employment and to build capacity and resilience. Therefore, the provision of housing assistance aims to reduce social isolation and disadvantage and build a safer, healthy and more inclusive community where people are better able to participate and take up opportunities to achieve their potential.

**Table 16: Result – Strategic Indicator 1**

	Original Target 2018–19	Actual Result 2018– 19	Variance %
Priority allocations	99%	100%	1%

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**Figure 14: Strategic Indicator 1 – Five year trend result for the percentage of allocations within 90 days that were in greatest need**



*Strategic Objective 2: Access to safe, affordable and sustainable housing that contributes to the opportunities for social and economic participation*

Social housing enables tenants to take up opportunities to more fully participate in and contribute to the community and achieve their potential. Working in partnership with OneLink and specialist homelessness service providers, Housing ACT assists vulnerable families to improve their social inclusion by providing secure long term sustainable housing and appropriate support and assistance that builds foundation skills, capacity and resilience.

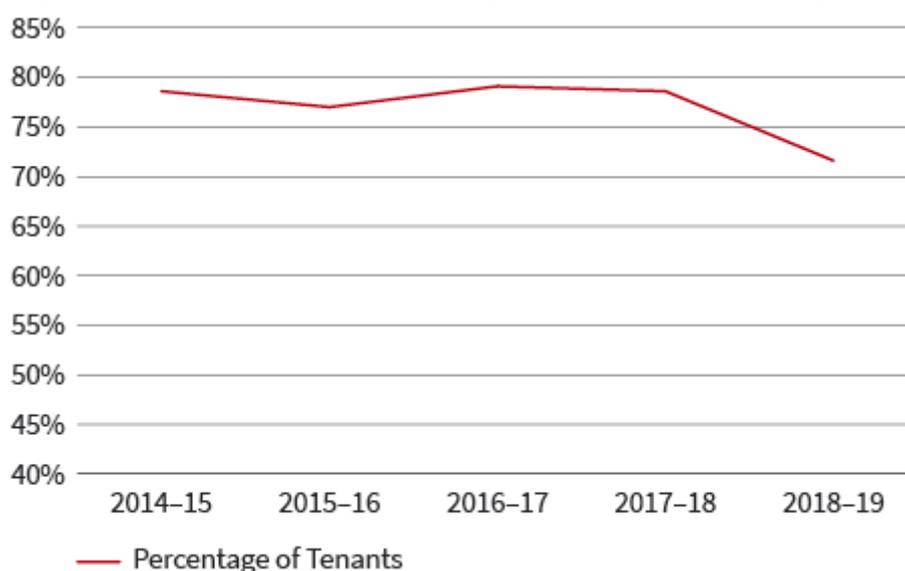
**Strategic Indicator 2: Proportion of tenants indicating that public housing assists them in participating in the community**

**Table 17: Result – Strategic Indicator 2**

	Original Target 2018–19	Actual Result 2018– 19	Variance %
Percentage of tenants	79%	72%	–9%

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**Figure 15: Strategic Indicator 2 – Five year trend result for the percentage of tenants indicating that public housing assists them to feel a part of the local community**



*Strategic Objective 3: Prevention and reduction of homelessness*

A key to successful housing outcomes for those transitioning from homelessness or crisis accommodation is access to appropriate and adequate supports to assist them in achieving sustainable housing.

***Strategic Indicator 3: People who are homeless or at risk of homelessness are assisted to achieve independent housing***

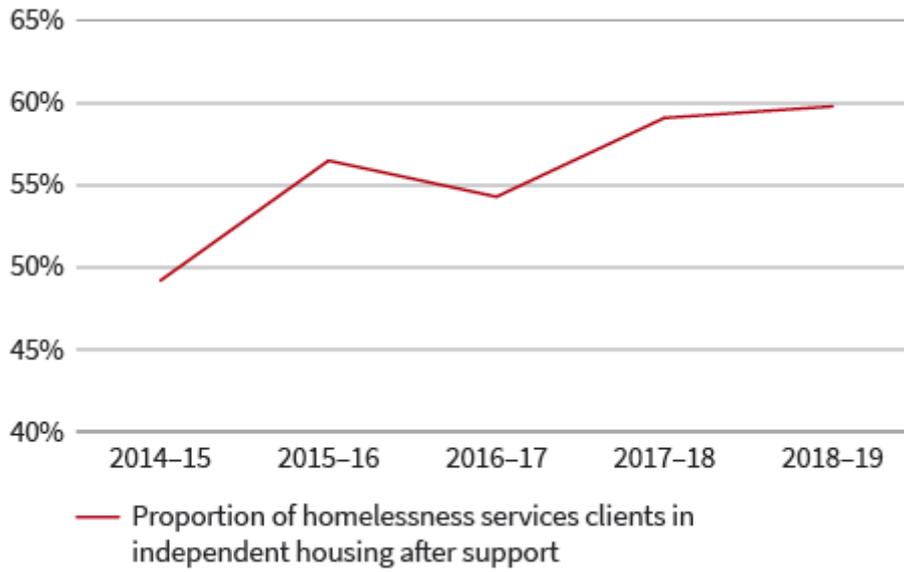
**Table 18: Result – Strategic Indicator 3**

	Original Target 2018-19	Actual Result 2018-19	Variance
Improvement in housing outcomes	64%	60%	-3%

**Figure 16: Strategic indicator 3 – Five year trend result for improvement in housing outcomes as a result of support**

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**Portfolio/s:** Housing and Suburban Development**ISSUE:** Accountability indicators**Talking points:**

- All allocations to public housing that were made in 2018-19 were to those in the greatest need groups. That is, those who may have been experiencing homelessness, escaping domestic violence, in unhealthy or inappropriate living situations, and experiencing housing stress in the private market.
- 2019 sees through the finalisation of the Public Housing Renewal Program. By 30 June the total property count was 11,582. This was just under the expected 11,700. An additional 194 properties were still to be delivered from the Public Housing Renewal Taskforce as part of this roof for roof replacement program.
- The percentage of public housing tenants receiving a rebate (93%) was just slightly lower than target. This difference simply reflects variability in rebate status that occurs during the course of a typical week as rebates are processed. It is not a reflection of a downward trend. Percentage of tenants on a rebate at 31 October 2019 is currently 94%.
- In previous years, the client service visits accountability indicator has reported annual visits and visits 90 days after the commencement of a tenancy. In the 2018-19 report this accountability indicator has been extended to all visit types to better capture the support provided to public housing households. While visits in some categories were lower than expected (two weeks and at 90 days after tenancy commencement) due to lower than expected new allocations and transfers relative to trend. There are a range of other visit types including welfare visits to tenants that are focused on well-being. Examples would include events such as heat-waves.
- The overall satisfaction of public housing tenants fell below target in 2019 (68% against a target of 76%). While tenants continue to experience high levels of satisfaction with the way they are treated by Housing ACT staff, the major factor affecting overall satisfaction in 2018-19 was in relation to the maintenance services. In particular,

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satisfaction with day-to-day maintenance, emergency maintenance and the maintenance call centre were lower than expected.

- Given the high volume of maintenance services provided to our portfolio of 11,582 properties, it is perhaps not unexpected that during the transition to a new Total Facilities Manager some tenants experienced a disruption to the normally high standard of service.
- Community housing tenants' satisfaction (77%) was also slightly lower than the target which is based on a national benchmark (81%). This is due to strategies to ensure the participation of tenants who would otherwise be difficult to engage (including those in boarding houses and those with disabilities), and because some of this group were also affected by maintenance services changes.
- The percentage of public housing tenants with no rental debt (84%) is 3% below the target (87%). While Housing ACT places a strong focus on assisting households to sustain their tenancies, including managing their rental payments, some tenants continue to face particular challenges. The Government has contributed to the national *Inquiry into the adequacy of Newstart and related payments* which focuses on the low level of Newstart and Youth Allowance payments.

## Key Information

- Proportion of tenants on a rebate: System processing of rebates approved in the last week of the financial year occurred after the end of financial year data extraction. This resulted in a small (1%) undercount of households on a rebate and an apparent increase of households paying more than 30% of their income in rent.
- Number of client service visits: A detailed list of visit types is provided in Table 1. All visit types are counted in 2018-19. Annual (12 month) and 90 day visits were counted in previous years.

**Table 1. Completed Client Service Visits by type, 2015-16 to 2018-19**

	2015-16	2016-17	2017-18	2018-19
Client Service Visits (18 Mth)	1	574	632	4
2 Week Visits	786	896	815	584
90 Day Visits	757	966	861	589
Client Service Visits (12 Mth)	10,181	8,334	8,466	9,006
Client Service Visit Followup	10	4	3	4
Final Inspections	519	222	357	339
Other	45	189	153	51
<b>Total</b>	<b>12,299</b>	<b>11,185</b>	<b>11,287</b>	<b>10,577</b>

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- Table 1 shows that visits that are scheduled following the commencement of a tenancy (at two weeks and 90 days from commencement) were lower in 2018-19, consistent with the lower number of new allocations (368) and transfers (335) in the 2018-19 year.
- The number of annual visits is higher than in the previous two years and indicates that around 86% of tenants received an annual visit. The 18 month client service visit figure is low as Housing Managers have reverted back to carrying out annual visits to provide a higher level of service to tenants. The 18 month inspection will be reviewed moving forward.
- The tenant survey in 2019 was commissioned by Housing ACT and is part of a biennial series. In alternate years the tenant survey is run nationally by the Australian Institute of Health and Welfare.

**Table 2. Public housing tenants' survey results, percent satisfied or very satisfied, 2019**

	2017	2019	Change
The overall condition of the inside of the home	69%	69%	0%
The overall condition of the outside of the home	64%	66%	2%
The way you are treated by Housing ACT staff (not including maintenance)	85%	83%	-2%
The availability of clear information about the things you need to know	72%	70%	-2%
The service you receive from the maintenance call centre	76%	62%	-14%
The overall service you receive from maintenance contractors attending your home	74%	70%	-4%
The day to day maintenance services provided by Housing ACT	66%	58%	-9%
The emergency maintenance services provided by Housing ACT	80%	68%	-12%

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## Background Information

Taken from 2018-19 Annual Report

<b>OUTPUT CLASS 1: SOCIAL HOUSING SERVICES</b>
<b>OUTPUT 1.1: SOCIAL HOUSING SERVICES</b>
<p><b>Description:</b></p> <p>The provision of safe, affordable and appropriate housing that supports tenants to sustain their housing long term through:</p> <ul style="list-style-type: none"> <li>• assessing an applicant’s eligibility for housing, priority category and their support needs;</li> <li>• allocating housing to eligible applicants and community housing providers and other community sector support providers that best meets the needs of tenants;</li> <li>• managing the public housing property portfolio to ensure that it best meets the needs of tenants; and</li> <li>• managing the social housing tenancies.</li> </ul> <p>Providing funding and support to the homelessness and community housing service providers to address homelessness and provide sustainable long term housing options.</p>

Measures	2018-19 Target	2018-19 Result	Var. %	Notes
<b>TOTAL COST (\$'000)</b>	196,710	208,178	6	1
<b>CONTROLLED RECURRENT PAYMENTS (\$'000)</b>	48,637	48,887	1	
<b>Accountability Indicators</b>				
a. Allocation of housing to those in greatest need (Percentage of public housing applications to priority and high need applicants)	98%	100%	1	
b. Number of social housing properties	11,809	11,582	2	
c. Number of tenancies managed by registered community housing providers	1,800	1,760	(2)	
d. Percentage of public housing tenants receiving a rebate	95%	93%	(2)	
e. Number of client services visits	12,500	10,577	(15)	2
f. Satisfaction with provision of public housing	76%	68%	(11)	3
g. Average cost per dwelling of public housing	\$12,639	\$13,460	6	4
h. Satisfaction with provision of community housing	81%	77%	(5)	5

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i. Occupancy rate of public housing	96%	96%	-	
j. Percentage of public housing households with no rental debt	87%	84%	(3)	
k. Percentage of rent received	98%	98%	-	

The above Statement of Performance should be read in conjunction with the accompanying notes.

## Housing ACT

### Statement of Performance

#### For the Year Ended 30 June 2019

Total Cost and Controlled Recurrent Payments measures were not examined by the ACT Audit Office in accordance with the *Financial Management (Statement of Performance Scrutiny) Guidelines 2019*.

The Accountability Indicators were examined by the ACT Audit Office in accordance with the *Financial Management ACT 1996*.

#### Notes – Explanation of Material Variances (=> 5%):

- The higher Total Cost is mainly due to:
  - higher depreciation expenses mainly due to the timing of property transfers to the Suburban Land Agency (SLA) under the Public Housing Renewal Program. Some sites scheduled to be transferred in 2017-18 did not occur until 2018-19, increasing depreciation expense for the year as the value of buildings were fully depreciated prior to the transfer to the SLA;
  - higher transfer expenses due to an unbudgeted transfer of land to the Project Independence Group for a social housing development for people with an intellectual disability; and
  - higher employee expenses due to additional hiring towards the end of the financial year in anticipation of an expanded capital program in 2019-20 and an increase in the rates used to calculate the present value of leave liabilities.

This is partially offset by lower supplies and services mainly as a result of lower than expected property rates.

- Number of client service visits was extended to all visit types for 2018-19 reporting to better capture the current activities of Housing ACT that support sustainable tenancies as per the existing Modernising Tenancies Framework. Previously annual and 90 day visits were the only types counted for this indicator. The count of all visit types did not meet the estimated target for 2018-19 due to lower than expected visits at two weeks and at 90 days after tenancy commencement. Visits in these categories were lower because of lower than expected new allocations and transfers relative to trend analysis undertaken to establish the budget target.
- The 2018-19 target for satisfaction with the provision of public housing (76%) is based on the average tenant satisfaction results for all states and territories taken from the most recent national public housing tenant survey. The lower than target result for the Housing ACT

Cleared as complete and accurate: 05/11/2019  
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 TRIM Ref:

# ANNUAL REPORT HEARING BRIEF

tenant survey in 2018-19 has been affected by the change in Total Facilities Manager that occurred in November 2018. During this transition period, fewer tenants than in previous years were satisfied with the service from the maintenance call centre (62% satisfied) and with the maintenance services that they received. Satisfaction with the condition of homes has remained steady over time, and satisfaction with the way tenants are treated by Housing ACT staff continued to be high at 83%.

4. Similar to the higher than budgeted Total Cost, the higher than anticipated average cost per dwelling of public housing is as a result of higher depreciation charges, higher other expenses and higher employee expenses, partially offset by lower supplies and services.
5. The 2018-19 target for satisfaction with the provision of community housing (81%) is based on the average tenant satisfaction results for all states and territories taken from the most recent national public housing tenant survey. The community housing satisfaction result is comprised of the satisfaction results for a diverse range of organisations funded through Housing ACT. Tenants of some of these organisations reported low satisfaction with maintenance which has detracted from overall satisfaction.
6. This is a new indicator which is a comprehensive measure in capturing the proportion of tenants in meeting their rental obligations and is a strengths based approach to monitoring tenancy management. The previous indicator (*Percentage of tenants accounts  $\geq$  \$500 and four or more weeks in arrears on repayment agreements*) measured success in engaging tenants to agree to repay their debt but did not reflect success in achieving debt repayment to sustain their tenancies.

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## Portfolio/s: Housing and Suburban Development

### ISSUE: ACT Public Housing Satisfaction Survey

#### Talking points:

- Tenants of public housing are, by and large, satisfied with the service they receive from Housing ACT (68% were satisfied or very satisfied overall). This result was lower than in 2017-18 when 73% were satisfied with the overall service they received.
- What the survey shows is that this slightly lower result in 2018-19 has not been negatively impacted by the Public Housing Renewal process. Quite the opposite, the experience of relocation was a very positive one for the majority of those relocated; 74% of this group were satisfied with the overall services provided by Housing ACT and they had high levels of satisfaction with the condition of their new homes, both inside (87%) and outside (78%).
- The way tenants are treated by Housing ACT staff continues to be highly regarded by the vast majority of tenants, with 83% of tenants satisfied or very satisfied with this aspect of Housing ACT service. This result was very similar for both those relocated under the Public Housing Renewal program (82% satisfied) and those who were not affected by this program (83% satisfied).
- The somewhat lower overall tenant satisfaction result in 2018-19 occurred during the year in which there was a change in Total Facilities Manager from Spotless to Programmed Facility Management. With approximately 11,600 properties to maintain, the transition from one provider to another for this high volume and sometimes complex service delivery can present challenges for cases that occur during the change over period.
- The most significant impact was seen in relation to satisfaction with the maintenance call centre (62% satisfied compared to 76% in 2016-17), but also in relation to emergency maintenance (68% satisfied compared to 80% in 2016-17) and day-to-day maintenance (58% compared to 66% in 2016-17).

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- There was an increase in complaints during the first twelve months of the contract with Programmed FM, which was expected as new processes were imbedded and this may have been reflected in the lower satisfaction result. Housing ACT and Programmed FM work on continuous improvement and education for both staff and tenants to ensure best quality customer service.
- Community housing tenants' satisfaction (77%) was 7% higher than in 2017-18 (although lower than the budget target of 81%) and 1% higher than in 2016-17.
- Strategies to ensure the participation of tenants who would otherwise be difficult to engage (including those in boarding houses and those with disabilities) ensure that this result reflects the experience of tenants across the diverse sector in the ACT.
- Some of this group were also affected by maintenance services changes.

## Key Information

- The Housing ACT commissioned Tenant Satisfaction Survey is conducted for public and community housing tenants every second year and the National Social Housing Survey is conducted in alternate years. While questions are largely the same across these two surveys, the Housing ACT survey offers an opportunity to explore ACT specific matters. Questions regarding public housing tenant satisfaction with maintenance contractor and the maintenance call centre are particular to the ACT survey.

**Table 1. Public housing tenants' survey results for tenants relocated through the Public Housing Renewal program and tenants not affected by this program, percent satisfied or very satisfied, 2018-19**

	PHR tenants	Non-PHR tenants	All tenants
Overall services provided by Housing ACT	74%	66%	68%
The overall condition of the inside of the home	87%	63%	69%
The overall condition of the outside of the home	78%	61%	66%
The way you are treated by Housing ACT staff (not including maintenance)	82%	83%	83%
The availability of clear information about the things you need to know	75%	68%	70%
The service you receive from the maintenance call centre	67%	60%	62%
The overall service you receive from maintenance contractors attending your home	72%	69%	70%
The day to day maintenance services provided by Housing ACT	67%	54%	58%

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The emergency maintenance services provided by Housing ACT      70%      67%      68%

- There were six organisations that participated in the 2018-19 community housing tenant survey. These were ECHO, Focus ACT, Havelock Housing Association, YWCA Canberra, Tamil Senior Citizens, and Salvos Housing.
- Argyle Housing conducted their own tenant survey using a Community Housing Industry Association form. The results of this survey were provided to Housing ACT. When this survey result was combined with the ACT tenant survey for community housing, the overall satisfaction result was also 77% satisfaction.

**Table 2. Community housing tenants' survey results 2016-17 and 2017-18, percent satisfied or very satisfied**

	2016-17	2018-19	Change
Overall services provided by community housing provider	76%	77%	1%
The overall condition of the inside of the home	80%	77%	-3%
The overall condition of the outside of the home	70%	79%	9%
The way you are treated by community housing provider staff (not including maintenance)	86%	85%	-1%
The availability of clear information about the things you need to know	75%	84%	9%
The day to day maintenance services	70%	66%	-4%
The emergency maintenance services	68%	69%	1%

Note: 2018-19 results for these questions do not include Argyle Housing because they were not a part of the CHIA survey form.

## Background Information

### Taken from 2018-19 Annual Report

#### Public Housing Tenants' Survey

The annual public housing tenant survey provides a measure of our tenants' experiences and satisfaction with their homes and the service provided by Housing ACT to support them in their tenancies, including the maintenance of their dwellings. In addition to providing this vital information about our service quality, the 2019 survey provided an opportunity to gather information on two important issues:

- understanding the digital readiness of our tenants, which is related to our future planning; and
- understanding the experiences of tenants who were relocated as part of the evaluation of our Public Housing Renewal Program.

In 2019, a total of 2,630 households were asked to complete the survey. Of these, just over 1,500 were randomly sampled from the general public housing population, 718 were households that had transferred as a result of the renewal of public housing, and an additional sample of 400 participated in a trial of an online only survey (with the option to request a paper copy).

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**Overall result**

A total of 839 households responded to the survey (32 per cent of those who were asked to respond) and of these, 68 per cent were satisfied or very satisfied with the overall services provided by Housing ACT. This was five per cent lower than in 2018. An analysis of the factors influencing this change in satisfaction showed that fewer tenants were satisfied with the maintenance services they received during the year of transition between Total Facilities Management provider.

The survey also showed that 72 per cent of tenants feel that living in public housing has helped them feel part of the local community and 80 per cent felt that it has helped them to feel satisfied with life.

**Public Housing Renewal**

A survey was sent to all households who had relocated as part of the Public Housing Renewal Program. Of these, 198 households responded, which gives a response rate of 28 per cent. Despite the significant disruption of moving homes as part of this program, 74 per cent were satisfied or very satisfied with the services provided by Housing ACT.

**Online pilot**

To assist in understanding the readiness of our tenants to engage with our emerging digital products, the 2019 tenant survey included a small-scale pilot in which a random selection of 400 tenants were sent a letter asking them to complete the survey through web link. This online survey was mobile optimised to ensure a positive client experience through the medium. Tenants were provided the option to request a paper copy of the survey, but were not sent one unless this request was made. The response rate for this pilot was 22 per cent. This is somewhat lower than for the paper-based survey sample. This indicates that while some tenants are ready to engage through digital channels, at the current time, non-digital methods of interaction are still an important medium for communication and transactions for a portion of our clients.

**Community Housing Tenants' Survey**

Tenants of community housing are also surveyed annually and asked about their experiences and satisfaction with their homes and the service provided by their housing provider. Some community housing organisations are required to undertake a tenant survey as part of their reporting requirements for the National Regulatory Scheme for Community Housing. In 2019, six community housing organisations participated in the tenant survey procured by Housing ACT and run by Lonergan Research. One organisation participated in a tenant survey conducted independently by the Community Housing Industry Association NSW. The results are combined to give a total result for community housing for the ACT.

In 2019, a total of 538 households were asked to complete the survey and 364 responded, giving a response rate of 68 per cent. Noting that the satisfaction of tenants can vary considerably across organisations and across residential sites, the results across all organisations show that 77 per cent of community housing tenants were satisfied with the services provided by their community housing provider. This was seven per cent higher than in 2018 and reflects the change in satisfaction for tenants at specific sites.

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## Portfolio/s: Housing and Suburban Development

### ISSUE: Wait Lists

#### Talking points:

- Housing ACT maintains a single social housing register and reports publicly on the total number of people on the register, their assigned housing need and the average waiting time to be allocated a home.
- On 30 June 2019, there were:
  - 2227 applicants on the register that are not housed by Housing ACT and are seeking public housing assistance, of which
    - 836 have standard housing needs
    - 1266 have high housing needs, and
    - 125 have priority housing needs.
  - 734 existing public housing tenants on the register that were seeking a transfer to another public housing property.
- Waiting times depend on several factors, including the availability of suitable vacancies that occur and the assessment of an applicant's housing need relative to others on the register.
- The Government has adopted a policy of targeting public housing to households that are most in need. For this reason, some households can wait a considerable time before being allocated a suitable home (about two to two and a half years on average, although some households are required to wait longer).
- Typically, applicants that have been assessed as having priority housing needs wait a much shorter period of time before being allocated a suitable home (about three months, on average).
- There are however, some individuals who may have physical needs which require specific structural responses which may impact the wait times.

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Cleared by:	Executive Group Manager	Ext: 71514
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Cleared for release	Yes	
Information Officer name:	Louise Gilding	

## Key Information

Of the 2,227 households on the waiting list (excluding applicants for transfer) at 30 June 2019:

- 20% were households with at least one person with a disability; and
- 5% (111) were households where domestic and family violence were reported and
  - 37 of these were on the Priority list.

Of the 125 households on the waiting list assessed as having priority housing needs, 30% (37) were given priority status due to domestic and family violence.

### Change over time

The number of applicants on the waiting list (excluding transfers) has fluctuated over the past five years, from a high of 2,320 in 2014-15 to a low of 1,759 in 2017-18 and back to 2,227 in 2018-19.

- This fluctuation is in part due to changes in operational practices that support applicants through the application process. For example, assisting people in unstable living circumstances maintain an active application where contact and response may be delayed. Also providing additional support, when applicants could not initially provide all documentary evidence required for an application.
- It is also due in part to external factors such as a tightening in the rental market with few low cost housing options available for people on low incomes. The Real Estate Institute of Australia report that the vacancy rate in the private rental market was 1.4% in June 2019 and median weekly rent for a three-bedroom house was \$520; a 4.0% increase in median rents over the last year.
- The number of transfers and new allocations to public housing peaked in 2016-17 at 1,084 and was lowest in 2018-19 at 703. The lower than trend allocations and relocations has been affected by the progress of the Public Housing Renewal Program.
- Significant program changes for Housing ACT have had an effect on the number of properties available to allocate to new households. At 30 June 2019, Housing ACT had completed 1,288 stock transfers to the Public Housing Renewal Taskforce. Housing ACT had received 1,094 properties from the Taskforce by that date. With replacement stock still pending from the Taskforce to Housing ACT there has been a temporary decrease in properties available for allocation to new tenants.

	2014-15	2015-16	2016-17	2017-18	2018-19
Total number of applicants on waiting list (excluding applicants for transfer) at 30 June	2,320	1,917	1,770	1,759	2,227
Total number of applicants requesting a transfer on waiting list at 30 June	839	807	675	600	734
Total number of new households assisted for year ending 30 June	553	591	591	523	368
Total number of households who relocated from one public rental housing dwelling to another public rental housing dwelling for year ending 30 June (transfers)	194	336	493	439	335

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**Portfolio/s:** Housing and Suburban Development**ISSUE:** Digital Service Delivery**Talking points:**

- As part of the ACT Housing Strategy, the Government has committed to :
  - Develop a tenancy service that focuses on client outcomes and responds to individual needs
  - Provide a better customer experience through a modern and digital service platform for current and future tenants
- The first Housing ACT digital service was for Rental Bond Help which was released in December 2018, and saw an increase in the number of applications coming through, with 644 applications coming through this channel.
- The Choice Based Letting (CBL) project which has been committed as part of the Housing ACT digital strategy is being scoped and is due to be available to tenants in June 2020.
- This is part of a broader ICT strategy for Housing ACT which requires our core system capability to be upgraded. Due to the complexity and age of the system this is more complex than first envisioned but is due to be delivered in the third Quarter of 2019-20. This upgrade provides the foundation for CBL and continued support from the vendor of the Northgate product and Shared Services ICT.

**Key Information**

- 644 applications came through Housing ACT digital service for Rental Bond Help which facilitated 406 bond loans being issued to a total of \$584,408.37.

**Background Information****Taken from 2018-19 Annual Report****Digital Service Delivery Channel – Rental Bond Help**

In December 2018, Housing ACT launched its first digital service: Rental Bond Help, for low to moderate income earners who need an interest free loan to help pay their rental bond. At 30 June 2019, there had been 644 applications for Rental Bond Help lodged through the ACT Government Digital Account.

During 2018–19, there were 406 bond loans issued totalling \$584,408.37. The average bond loan was \$1439.43.

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Cleared by:	Executive Group Manager	Ext:
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Information Officer name:	Louise Gilding	
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## FREEDOM OF INFORMATION REQUEST – FOI REF: CSD-20/09

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Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to FOI applicants may be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access. Personal information or business affairs information will not be made available. If you think the content of your request would contain such information, please inform the contact officer immediately. Information about what is published on open access is available online at: [www.act.gov.au/open-access](http://www.act.gov.au/open-access)

Applicant	THE PARAMETERS OF THE REQUEST	File No
	<p><i>"I write to request under the Freedom of Information Act 2016 final documents prepared for or used during the 2018-19 Annual Reports hearings. These documents may include, but are not limited to, briefs prepared for Minister Berry MLA and other witnesses whether or not they appeared or were used. I ask that my request be transferred to other entities that may hold relevant documents. Duplicate documents may be excluded."</i></p>	<p><b>Annual Report Briefing Pack for Minister Berry – Family Safety</b></p>

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
1	Table of Contents	12/11/2019	Full release		Full release
2-3	Annual Report Hearing Brief – ACT Government Domestic and Family Violence Training Strategy	2/10/2019	Full release		Full release

## UNOFFICIAL

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
4-7	Annual Report Hearing Brief – Domestic Violence leave in the ACT Public Service	23/10/2019	Full release		Full release
8-10	Annual Report Hearing Brief – DVPC EM Report (including Next Steps)	18/10/2019	Full release		Full release
11-13	Annual Report Hearing Brief – Family Safety Hub Pilot – free legal advice	24/10/2019	Full release		Full release
14-17	Annual Report Hearing Brief – Family Safety Hub – update	28/10/2019	Full release		Full release
18-19	Annual Report Hearing Brief – Safer Families Levy	7/11/2019	Full release		Full release
20-25	Annual Report Hearing Brief – Key Indicators and Statistics on Domestic and Family Violence	23/10/2019	Full release		Full release
26-27	Annual Report Hearing Brief – National Implementation of the Fourth action Plan	17/10/2019	Full release		Full release
28-30	Annual Report Hearing Brief – Whole of Government responses to Family Safety	29/10/2019	Full release		Full release

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## 2018-19 Annual Report Hearing – 4:30pm-5:30pm, 12 November 2019

### STANDING COMMITTEE ON HEALTH, AGEING AND COMMUNITY SERVICES

Ms Bec Cody MLA (Chair), Mrs Vicki Dunne MLA (Deputy Chair), Ms Caroline Le Couteur MLA.

#### **YVETTE BERRY MLA**

#### MINISTER FOR THE PREVENTION OF DOMESTIC AND FAMILY VIOLENCE

### **OUTPUT CLASS 2: Inclusion and Participation**

#### **Output 2.7 Safer Families**

##### **Briefs**

1. ACT Government Domestic and Family Violence Training Strategy
2. Domestic Violence leave in the ACT Public Service
3. DVPC EM Report (including next steps)
4. Family Safety Hub – free legal advice
5. Family Safety Hub – Update
6. Safer Family Levy
7. Key indicators and statistics on Domestic and Family Violence
8. National – development of the Fourth Action Plan
9. Whole of Government response to Family Safety

##### **Administration**

10. CSD Staff Portfolio
11. Witness Lists
12. Privilege Statement
13. Program Schedule

Prevention of Domestic & Family Violence

**ISSUE: ACT Government Domestic and Family Violence Training Strategy**

**Talking points:**

- The ACT Government is committed to developing a skilled and educated workforce equipped to recognise and respond to the needs of adults and children experiencing domestic and family violence.
- In the 2019-20 Budget, \$2.5m was allocated over the forward estimates to implement the training.
- The ACT Government recognises that workplaces have an important role in preventing and responding to domestic and family violence in our communities.
- With an educated workforce, people will receive services earlier, reducing the impact on their health, wellbeing and capacity to contribute to the community and economy.
- The ACT Government is taking a whole of government approach to train its frontline workforce. In developing a training strategy, to create a safe environment for the training of frontline workers, we needed to improve awareness and understanding of domestic and family violence for the whole ACT Public Service, including the capability of managers.
- The training will provide 21,000 public service staff with the capability to recognise and respond effectively to domestic and family violence, through developing a shared language and understanding of domestic and family violence, as well as a common approach to the assessment and management of risk.
- We know that there will be many people in our workforce who have been impacted by domestic and family violence. Those in managerial roles will receive specific training to ensure our workplaces are safe for all staff to disclose their experiences and seek support.
- The Training will be delivered in three tiers to match the intensity and complexity to the needs of the different groups across the ACT Public Service. These tiers are Foundation, Foundation for Managers, Tier 1 and Tier 2.

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Lead Directorate: Community Services  
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Information Officer name: Jo Wood  
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- A range of resources are available to staff experiencing domestic and family violence including paid leave, flexible working arrangements and reasonable adjustments, and access to the Employment Assistance Program.

### **Key Information**

#### **ACT Government Domestic and Family Violence Training**

- The Training developed is in addition to intensive specialist training already delivered to Child and Youth Protective Services case workers and frontline police officers. The ACT Government is delivering an industry-leading response to supporting the ACT Public Service (approx. 21,000 people) to participate in Foundation Training.
- The three tiers of training are:
  - a. *Foundation Training* (approximately two hour e-learn) including specific *Manager Training* (3 and half hours of face-to-face training, or approximately two hour e-learn) for the whole of the ACT public service;
  - b. *Tier 1 Training* (1 day of face-to-face) for staff who have direct contact with the public in universal or targeted services (for example teachers and generalist nurses); and
  - c. *Tier 2 Training* (3 days face-to-face training) for staff who deal with clients impacted by domestic and family violence on a regular basis, for example a Tenant Support Community Connections Officer in Housing and a School Psychologist in Education.
- Canberra Health Services, as a part of the Training Strategy approach, is implementing the evidence-based Strengthening Health Responses to Family Violence model across Canberra Health Services, to strengthen organisational capability to respond.

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## Prevention of Domestic & Family Violence

### ISSUE: **Domestic Violence leave in the ACT Public Service**

#### Talking points:

- Domestic and family violence can impact anyone regardless of class, gender, ethnicity or culture. Some of us may have lived-experience of domestic and family violence or have encountered people who are impacted by domestic and family violence in our work places and communities.
- The ACT Government recognises that workplaces have an important role in preventing and responding to domestic and family violence in our communities.
- The ACT Government has a very long-standing commitment to supporting staff affected by domestic and family violence.
- The ACT Government was the first public sector organisation to provide paid domestic and family violence leave, which has been in place since 2013.
- It provides some of the most generous entitlements nationally – 20 days paid leave for full-time staff, which is in addition to personal leave.
- Since 2013, Domestic and Family Violence Leave has been available for ACT public servants for a range of purposes including obtaining legal advice; attending appointments, for example with counsellor or police; and attending court proceedings. It has also been available for staff who need to make arrangements for alternative accommodation, childcare and schooling for children.
- In 2019, entitlements for employees have been extended through the new Enterprise Agreement. The new provisions expand the purposes for which family violence leave can be used to include:
  - attending to Protection Order matters and Domestic Violence Order matters however termed;
  - attending to issues arising through urgent property damage that is a consequence of family violence; and

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Lead Directorate: Community Services  
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- seeking veterinary assistance for pets injured through family violence.
- The new provisions provide the flexibility for leave to be granted for other purposes related to domestic and family violence and recognise that employees may need additional time for travel to and from appointments and recovery
- Since 2016, the workplace supports have extended beyond access to domestic and family violence leave with the launch of the public service domestic and family violence policy and toolkit which provides additional guidance for employees and managers to help them support employees who are experiencing domestic and family violence.
- The ACT Public Service Domestic and Family Violence Policy has been operating for over two years and has been recently updated based on feedback received through the manager training and to reflect changes made to the Enterprise Agreement. The Policy now makes clearer how staff can access leave and how managers can approve this leave to be supportive of staff. Feedback is now being sought from staff and unions about these changes.
- We have also been working on improving the education of staff and managers about the domestic and family violence policy and access to domestic and family violence leave and supports through whole of government training which commenced roll out in June 2019.

## **ACT Government Domestic and Family Violence Training**

- The ACT Government is taking a whole of government approach to training its frontline workforce.
- In developing a frontline worker training strategy it became clear that in order to create a safe environment for the training of frontline workers, we needed to improve awareness and understanding of domestic and family violence for the whole ACT Public Service, including the capability of managers
- We know that there will be many people in our workforce who have been impacted by domestic and family violence. The Foundation E-learn and Manager Training components of the training strategy seek to ensure that our workplaces are safe for all staff to disclose their experiences and seek support.

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- The training strategy has been developed to achieve a shared understanding of what constitutes domestic and family violence (DFV), how to recognise it, how to respond and how to find appropriate referral points for people impacted by DFV.
- The ACT Government is delivering an industry leading response to supporting the ACT Public Service (approx. 21,000 people) to participate in Foundation training in DFV.
- This will provide Foundation training to all ACT public servants and managers and more intensive training (1-3 days) for all public service frontline roles.
- This is in addition to intensive specialist training already delivered to Child and Youth Protective Services case workers and frontline police officers.

### **ACTPS Domestic and Family Violence Toolkit**

- The ACTPS Domestic and Family Violence Toolkit provides a range of guidance materials, for employees and managers, to support employees who are experiencing domestic and family violence.
- The three principles that underpin the approach to incidents and disclosure of domestic and family violence in the public service are – Support, Confidentiality and Safety.
- The Toolkit includes;
  - ACTPS Domestic and Family Violence Policy (updated October 2019);
  - Leave for domestic and family violence purposes (updated October 2019);
  - Guide to responding to domestic and family violence;
  - Where to get help; and
  - Information and Awareness Module.
- Staff and unions are to be consulted from November – December 2019 on the changes to these policies

### **Background Information**

#### **Domestic and Family Violence Leave**

- Leave for domestic violence purposes was included as a new additional entitlement in public service enterprise agreements, effective from 2013.
- Domestic and Family Violence Leave entitlements are as follows:
  - Paid leave of up to 20 days/shift per year is available to all permanent full-time and part-time employees; unpaid leave is available for employees for casual employees
  - The leave is available to attend appointments, find accommodation or schooling for children, court appearances, and to seek counselling. The eligible purposes have been expanded in the new Enterprise Agreement.
- Privacy and confidentiality for staff accessing domestic and family violence leave is of the utmost importance.

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- Arrangements in the public service ensure that staff privacy is strongly protected.
- Domestic and family violence leaves is not specifically identified in the payroll system to protect confidentiality.
- Directorates have identified some challenges in operationalising the ACTPS Domestic and Family Violence Policy and ensuring the intent of the policy is delivered. Some of these challenges stem from the legislated employment frameworks governing public service employment, particularly the interaction of the Policy with the ACTPS enterprise agreements.
- Other supports that are offered to staff include:
  - mobility options and additional security measures if required to ensure safety;
  - support and counselling services in addition to the Employee Assistance Program; and
  - protections for privacy and confidentiality of people impacted by domestic violence, for example not requiring domestic and family violence leave to be specifically recorded.

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Prevention of Domestic & Family Violence

**ISSUE: DVPC EM Report (Including Next Steps)**

**Talking points:**

- On Thursday 6 June 2019, the ACT Government presented to the Legislative Assembly a response to the final report from the Domestic Violence Prevention Council (DVPC) Extraordinary Meeting addressing the needs of children and young people impacted by family violence, 2018.
- The final report from this Extraordinary Meeting outlined that children and young people exposed to domestic and family violence are often ‘invisible’ in ACT service systems and the supports and services that provide a crucial response to adults are not adequately recognising children and young people as ‘clients in their own right.’
- This report recommended action in five priority areas to improve capacity to understand and respond effectively to the needs of children and young people impacted by this violence. The Government accepted all of the recommendations and has commenced work to deliver on them.
- For example, the Family Safety Hub and the ACT Children and Young People Commissioner have commenced a ‘Listening and Learning’ project to listen to children and young people’s views about domestic and family violence.
- The Family Safety Hub has met with groups of young people to ask them about how they would prefer to participate in the project, and what to focus on to ensure we design a process that meets their needs.
- This project is being guided by an expert reference group who have experience in children’s experience of trauma, child-centred practice and research ethics, and will provide advice on all areas of the project.
- Insights will begin to be shared towards the end of 2019.

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- Other initiatives will across Government will augment the existing domestic and family violence responses, so that they are more responsive to the needs of children and young people, and ensure that newly developed responses are directly informed by their views.
- The Government Response includes a **twelve-month implementation plan**, which the Office of the Coordinator-General for Family Safety is monitoring. Directorates will shortly be asked to report on progress of those first-year actions.

## Key Information

- The DVPC convened the extraordinary meeting to bring a focus on identifying priorities to improve service responses for children and young people impacted by DFV, including sexual violence in the ACT.
- On 12 October 2018, the DVPC released a report that outlined key insights from the meeting, which covered the following themes:
  - children and young people should be consulted so that their needs are understood and inform policies and programs going forward;
  - increased availability of therapeutic trauma informed services for children and young people and clear referral pathways;
  - improving court and legal approaches to reduce the impact of children and young people involved in the court process;
  - training for people who work with children so they can recognise and respond to children and young people impacted by DFV; and
  - using data to inform DFV strategies for children and young people.

## Background Information

- On 4 April 2018, the DVPC convened an Extraordinary Meeting focusing on the needs of children and young people affected by family and domestic violence including sexual violence.
- Over 80 people attended the Extraordinary Meeting including people with a lived experience of Domestic and Family Violence (DFV); members from the community sector; academics; the Legislative Assembly; and, key stakeholders from across ACT Government directorates and agencies including Community Services, Education, Justice and Community Safety, Health, the Human Rights Commission, and ACT Police.
- This Meeting followed the historic gathering held in 2015 that identified key issues in the ACT relating to addressing DFV, including sexual assault. The 2015 Extraordinary Meeting led

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to the development of new initiatives and strategic reforms underpinned by the Safer Families Levy.

- The 2018 Extraordinary Meeting built on the insights gained from the Family Safety Hub co-design, the Royal Commission into Institutional Responses to Child Sexual Abuse, the DVPC's 2016 Death Review Report and the *Third Action Plan of the National Plan to Reduce Violence against Women and their Children 2010-2022*, National Priority Area 5 'Responding to children living with violence'.

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## Portfolio Prevention of Domestic &amp; Family Violence

**ISSUE: Family Safety Hub Pilot – free legal advice****Talking points:**

- On Wednesday 14 November 2018, the then-Minister for Health and Wellbeing and I announced a co-designed pilot program to help pregnant women and new families who are experiencing domestic and family violence to access free legal services.
- The service provides free legal support in locations where parents are likely to interact with our service system - Calvary Public Hospital Bruce, Centenary Hospital for Women and Children and the Gungahlin Child and Family Centre.
- The service works towards removing barriers, encouraging people to seek help and making services easier to access for women.
- The pilot ran from January to June 2019. Existing health justice partnerships and the legal service will continue during 2019-20 to allow time for the pilot to be reviewed.
- The service is reaching at-risk and vulnerable women, making it easier to find and access help.
- Formal and informal training is building the capability of staff to identify domestic and family violence, identify an issue that is a legal issue, and increase understanding of what supports the service provides.
- Many health justice partnerships received no referrals in the first months of the service. This pilot saw 95 clients receive assistance, primarily for issues related to domestic and family violence, parenting and child protection, and housing and financial problems.
- The pilot has been reviewed to assess whether it has improved the integration of services, the service usage, referrals and the types of advice people want in this setting.
- The pilot review will inform whether the service should be extended further.

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**Key Information**

- The pilot is removing barriers to and encouraging people to seek help by addressing that. Women are at greater risk of experiencing domestic and family violence during pregnancy and during early stages of parenthood. Typically, women will only seek support from family violence services, police, lawyers and courts during or after crisis. Getting help before a crisis happens can prevent serious impacts on their lives, and the lives of their children.
- The pilot sought to answer two key questions:
  - What does it take to successfully implement a health justice partnership?
  - Is there a role for a health justice partnership in the ACT?
- The service is reaching some of the most vulnerable women, making help easy to find and access.
- Many health justice partnerships receive no referrals in the first months of the service.
- The ACT pilot saw 95 clients receive assistance across the three sites. From January to June 2019:
  - clients were assisted with an average of four legal issues each
  - more than one third were from a culturally and linguistically diverse background
  - 5 per cent identified as Aboriginal and Torres Strait Islander
  - the three most common legal problems related to domestic and family violence, parenting and child protection, and housing and financial problems.
- A key focus of the pilot was to establish strong, trusted relationships between health and legal staff.
- Building the capability of the health and legal professionals delivering the health justice partnership was crucial.
- Training was provided by legal staff and was tailored to the needs of health staff at each site to build their capability in identifying domestic and family violence, understanding when an issue is a legal issue, and to feel more confident having conversations with women about domestic and family violence.
- The review showed an increase in confidence of health staff. Of the staff who completed the post-pilot survey (71 people):
  - the number of health professionals who said they were quite or very confident to have a conversation about domestic and family violence more than doubled from 28% to 58%.

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- The results of the Review were presented at a Legislatively Assembly walkthrough on 31 October 2019. The Review was published on the Family Safety Hub website.
- The pilot program will be continually assessed and both qualitative and quantitative data collected so the program can be evaluated for suitability for future scaling.

**Background Information**

- \$300,000 was committed in the 2019-20 ACT budget for the service.
- The Family Safety Hub has engaged Health Justice Australia—a centre of excellence for health and legal partnerships—to provide expert mentoring and guidance for all partners implementing the pilot.

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Portfolio Prevention of Domestic & Family Violence

**ISSUE: Family Safety Hub - update**

**Talking points:**

- The Family Safety Hub was officially launched on 11 May 2018.
- In that time, the Family Safety Hub has focussed its activity across through areas of need:
  - Early support for pregnant women and parents – because this is a time when violence is more likely to occur
  - Avoiding housing and financial crisis – because domestic violence contributes to homelessness
  - Supporting our children and young people – because their voice is rarely heard when violence is in their home.
- The Family Safety Hub continues to create and test new solutions for those affected by domestic and family violence.
- Not all new ideas are right for the ACT, so we must work closely and collaboratively across services and government to find what people need and how we can best support.
- The Family Hub is driving change by:
  - fostering a shared understanding of domestic violence
  - building capability across service
  - creating new or improving existing options for safety, and
  - promoting an integrated and cohesive service system.

**Early support for pregnant women and parents**

- The Family Safety Hub first challenge workshop focused on how we can provide early domestic and family violence support for pregnant women and new parents.
- Following a co-design process, the first Family Safety Hub launched its first pilot – which is a Health Justice Partnership.

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- The pilot provides free legal advice to pregnant women and families who are experiencing or at risk of domestic and family violence at three locations.
- The pilot ran from January to June 2019. The health justice partnerships and the legal service will continue during 2019-20 to allow time for the pilot to be reviewed.
- The pilot is being reviewed to assess whether it has improved the integration of services, the service usage, referrals and the types of advice people want in this setting.
- The service is reaching at-risk and vulnerable women, making it easier to find and access help.

### **Avoiding housing and financial crisis**

- The second Family Safety Hub challenge workshop occurred on 7 May 2019. The challenge is focused on how the Government and the community might prevent financial and housing crisis for those affected by domestic and family violence.
- The workshop was attended by over 50 people from financial, crisis and housing services along with representatives from Government. Through a series of structured innovation activities, the participants developed and refined new solutions to address the workshop topic.
- Participants generated 75 ideas and six of these ideas were developed by teams through a series of innovation activities. The six ideas were presented to a panel of judges.
- Ideas selected by the panel for further research and development include:
  - Providing free financial counselling and support within existing service.
  - Embed information about avoiding financial and housing stress into banking or utility webpages and apps.
  - Train staff in financial and utility organisations on domestic and family violence.
- The Family Safety Hub is working with several services providers to co-design ways to provide financial wellbeing support.

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## Supporting our children and young people

- The Family Safety Hub and the ACT Children and Young People Commissioner have commenced a ‘Listening and Learning’ project to listen to children and young people’s views about domestic and family violence.
- The insights gathered from the project will help us identify what improvements need to be made to services so that the needs of children and young people who have experienced domestic and family violence are met more effectively.
- The Family Safety hub has met with groups of young people to ask them about how they would prefer to participate in the project, and what to focus on to ensure we design a process that meets their needs.
- This project is being guided by an expert reference group who have experience in children’s experience of trauma, child-centred practice and research ethics, and will provide advice on all areas of the project.
- Insights will begin to be shared towards the end of 2019.

## Key Information

- Insights from the co-design process found that people are offered generic pathways that do not meet their needs or aspirations. It is evident that we didn’t need a new service with a shiny front door to improve access. Instead, collaboration is needed to design and test solutions to systemic problems.

## Background Information

- \$300,000 was committed in the 2019-20 ACT budget for the health justice partnership service.
- In October 2018, you committed to implement the first DVPC recommendation to consult with children and young people about their experiences of domestic and family violence.
- The Listening and Learning project is jointly delivered through the Children and Young People Commissioner (CYPC) and the Coordinator-General for Family Safety. The partnership includes the placement of the CYPC’s Senior Adviser with the Family Safety Hub.

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## QUESTION TIME BRIEF

- \$100,000 was made available by the Attorney-General from the Confiscated Assets Trust to undertake the consultation with children and young people.
- An expert reference group was established to oversee and review ethical practices and advise on the consultation, bringing expertise to ensure the project is child-safe, child-friendly and ethically sound. Four leaders in their respective fields have accepted membership of the expert reference group:
  - Prof Morag MacArthur, Emeritus Professor Australian Catholic University
  - Dr Justin Barker, Executive Director, ACT Youth Coalition
  - Marcia Williams, Chief Executive Officer, Women's Centre for Health Matters
  - Jodie Griffiths-Cook, ACT Public Advocate and Children and Young People Commissioner
- The project has been co-designed with Headspace Youth Reference Group Ministerial Youth Advisory Council, within initial conversations commencing with young people from the CREATE Foundation.

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## Portfolio: Prevention of Domestic & Family Violence

### ISSUE: Safer Families Levy

#### Talking points:

- The Family Safety Levy established in 2016 was intended to provide opportunities for innovation to respond to domestic and family violence in the ACT.
- With 2019-20 being the fourth year of funding for the first phase Safer Families initiatives, it is time to review the initiatives' impact and consider future priorities.
- As referred to in 2019-20 Budget Papers, the Government committed to reviewing Safer Families initiatives to be transitioned out of the Safer Families package after 2019-20.
- During the 2019-20 Budget mid-year review, Government agreed to deliver ongoing funding for Improved access to Legal Aid from 2020-21 through to 2022-23. Improved access to Legal Aid was one initiative to be transitioned out of the package.
- The Government has also agreed to provide ongoing funding from 2020-21 to 2022-23 for Enhancing Court process for Family Violence Orders to continue timely and effective responses to family violence applications.
- The Government's decision to provide ongoing funding for improved access to Legal Aid and for enhanced court process for Family Violence Orders reflects the government's utmost priority to provide the most effective supports for those impacted by domestic and family violence.
- As Minister Ramsay stated in Assembly on 20 August 2019, the government's intention has always been to provide funding for frontline services offered by Legal Aid.
- The government is undertaking this review to consider what can be done better and what is best to support ACT community and those impacted by domestic and family violence.
- Other initiatives that will be transitioned out of the Safer Families package after 2019-20 and reviewed by directorates are:
  - Safer Families – Enhanced child protection case management and coordination
  - Safer Families – Implementation of the Joint Australian Law Reform Commission and NSW Law Reform Commission Report on Family Violence
  - Safer Families – Stronger criminal justice responses
  - Safer Families – Stronger police support for family violence victims
  - Safer Families – Support and referral through specialist drug and alcohol treatment services
- Directorates will also be reviewing these initiatives this financial year to determine the best

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approach for the future.

- Transitioning initiatives out of the Safer Families funding envelope creates opportunities to fund new initiatives. To ensure that Safer Families funding continues to be directed towards the highest priorities with capacity to respond to new issues, in the future new initiatives will be prioritised that focus on:
  - building whole-of-Government and multi-agency domestic and family violence capability, coordination and supporting infrastructure;
  - improving the capacity of front-line domestic and family violence services to meet increased demand; and
  - supporting the testing of new approaches, particularly those generated through the Family Safety Hub, in order to demonstrate the feasibility and value of these approaches for preventing and addressing domestic and family violence.

## Key Information

- Since commencement in 2016, the first phase of Safer Families projects has built an important foundation that has strengthened the capacity of frontline services to respond to domestic and family violence, improved coordination across Government, built important partnerships with the community sector and tested promising new approaches.
- The Safer Families Package funds functions, not positions. Funding is provided to responsible directorates who determine how that function is best delivered. The number of positions required to deliver each function is not necessarily fixed and may change over time.
- During the 2019-20 Budget Review, Government reviewed the 'Strengthening legal and court support for vulnerable young people and families affected by domestic and family violence' business case. Government has agreed to fund the following initiatives from 2020-21 to 2022-23:
  1. Improved access to Legal Aid – retaining the existing capacity of the Legal Aid Family Violence Unit at the ACT Magistrates Court; and
  2. Enhancing Court process for Family Violence Orders – continuation of timely and effective responses to family violence applications.

## Background Information

- Safer Families Package was an historic funding commitment of \$21.42 million over four years in 2016-17 Budget and was the largest ever ACT funding commitment to address domestic and family violence. Safer Families Package was part of the *ACT Government response to family violence* (Government response). The 2019-20 budget is \$23.96 million over four years.
- Safer Families Levy (\$30 per household) was created in 2016 to be an ongoing revenue base to fund long-term system reform and service improvements.

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**Portfolio/s:** Prevention of Domestic & Family Violence**Issue:** Key Indicators and Statistics on Domestic and Family Violence**National data**

- 1 in 4 women has experienced violence by an intimate partner, compared with 1 in 13 men<sup>1</sup>
  - The term ‘intimate partner’ includes a current or previous partner with whom the respondent lived, or current or former boyfriend, girlfriend, or date with whom the respondent did not live.
- For the period 2012-13 to 2013-14, about 1 woman was killed each week as a result of violence from a current or previous partner, compared with 1 man a month;<sup>2</sup>
- Three out of four victims of violence from a current or previous cohabiting partner reported the partner as male;
- Since the age of 15, 1 in 5 women and 1 in 20 men have been sexually assaulted and/or threatened;
- More than half (54%) of the women who had experienced current partner violence, experienced more than one violent incident;
- Rates of partner violence against women remained relatively stable between 2005 and 2016;
- In 2014-2015, on average, eight women were hospitalised each day after being assaulted by their spouse or partner, compared with less than two men; and
- Alcohol was involved in about 1 in 3 incidents of intimate partner violence, and 3 in 10 incidents of other family violence.

<sup>1</sup> Australian Bureau of Statistics (ABS) 2016 Personal Safety Survey (PSS)

<sup>2</sup> Bryant & Bricknell, 2017. Homicide in Australia 2012-13 to 2013-14: National Homicide Monitoring Program Report. Canberra: AIC

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**National Death Review Data**

- 152 intimate partner violence homicides 2010-14<sup>3</sup>
- In male to female (current or former) intimate partner homicides (n=121, 79.6%), the male perpetrator was the primary abuser against that female prior to her death (n=112, 92.6%).
- female to male (current or former) intimate partner (n=28, 18.4%), most female homicide offenders were primary victims of violence (n=17, 60.7%).

<sup>3</sup> Australian Domestic and Family Violence Death Review Network: 2018 Data Report

**Children**

- 1 in 6 girls and 1 in 9 boys experienced physical and/or sexual abuse before the age of 15; and
- 68% of women who had children in their care when they experienced violence from their previous partner said their children had seen or heard the violence.
- In 2017–18, 22% (26,500) clients seeking specialist homelessness services as a result of family or domestic violence were aged 0–9<sup>4</sup>.

<sup>4</sup> AIHW: Specialist homelessness services annual report 2017-18

**Impacts**

- Family and domestic violence is a leading cause of homelessness;
- In 2011, intimate partner violence contributed more burden of disease (the impact of illness, disability and premature death) than any other risk factor for women aged 25-44;
- In 2015-16, the financial cost of violence against women and their children in Australia was estimated at \$22 billion;

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**Help-seeking**

- Five in ten women and seven in ten men, who experienced violence from a current partner did not seek advice or support after the incident
- Two in five Australians would not know where to get outside help for a domestic violence issue.

**Attitudes**

- 1 in 3 Australians believe that if a woman does not leave her abusive partner then she is responsible for the violence continuing.<sup>5</sup>
- Young people aged 16-24 are more likely to have attitudes that support violence against women;
- 46% of young people aged 16-24 agree that tracking their partner by electronic means without their consent is acceptable to some degree;
- 24% of young people did not agree that trying to control by denying a partner money was a form of partner violence. This compares to 19% of the general population;
- 10% of young people did not agree that repeatedly criticising to make a partner feel bad or useless was a form of partner violence. This compares to 8% of the general population.

<sup>5</sup> National Community Attitudes towards Violence against Women Survey (NCAS) 2017

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## ACT Specific Statistics

ACT Policing	2015-16	2016-17	2017-18	2018-19
No. of family violence incidents attended	3,454	3,194	2697	2635
No. of reported offences for family violence recorded	2,316	2,767	2,310	2301
main offence: assault offences	1,141 <i>(49.3 % of FV offences recorded)</i>	1,364 <i>(49.2 % of all FV offences recorded)</i>	1177 <i>(49.1 % of FV offences recorded)</i>	1136 <i>(49.36% of FV offences recorded)</i>
main offence: property damage offences	379 <i>(16.4 % of FV offences recorded)</i>	467 <i>(16.9 % of all FV offences recorded)</i>	372 <i>(16.1 % of FV offences recorded)</i>	388 <i>(16.9% of FV offences recorded)</i>
main offence: breach of domestic violence and restraining orders offences	252 <i>(10.9 % of FV offences recorded)</i>	257 <i>(9.3 % of all FV offences recorded)</i>	330 <i>(14.3 % of FV offences recorded)</i>	314 <i>(13.6% of FV offences recorded)</i>

### Notes:

- ACT Policing have made minor amendments to statistics from previous financial years due to retrospective corrections made to their case management system
- Figures used for total breaches of Domestic violence and Restraining Order offences have been amended due to changes in collection methods brought on by the implementation of the Australian Standard Offence Classification (ASOC), enacted to enhance both the production and analysis of crime and justice statistics. The ASOC classification replaces the previous ANCO classification and features improved collection methods of data for both breaches of Domestic violence and Restraining Order offences

Director of Public Prosecutions	2015-16	2016-17	2017-18	2018-19
No. of criminal proceedings related to family violence commenced	710	687	678	618
No. of criminal proceedings related to family violence completed	637	681	715	618
No. of Family Violence matters proved	479	552	581	525
No. of Family Violence matters discontinued	33	23	17	11

### Notes:

- The No. of criminal proceedings related to family violence completed in a reporting period includes those criminal proceedings that commenced undertaking in the previous financial year. Additionally, No. of Criminal proceedings also includes matters which were completed in the Magistrates court by way of committal to the Supreme Court and then completed by way of trial, sentence or notice declining to proceed. It also includes Supreme Court appeals which were provisionally completed in the Magistrates Court with a subsequent proceeding completed in the Supreme Court

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# ANNUAL REPORT HEARING BRIEF

<b>Legal Aid ACT</b>	<b>2015-16</b>	<b>2016-17</b>	<b>2017-18</b>	<b>2018-19</b>
Number of Family violence victims assisted	697	837	932	1030
No of new grants of legal assistance to support victims of domestic and family violence	154	159	148	134
Common types of legal matters in which legal advice and tasks services were provided during the year: Domestic Violence Order and Personal Protection Order	1,745 (26.8 % of all advice)	1,685 (22.5 % of all advice)	1867 (32.7% of all advice)	2675 (42.8% of all advice/tasks)
Clients seen in DVO matters for Advice, DL, Grants	1045 (client count)	1256 (client count)	1515 (client count)	1604 (client count)

**Notes:**

- To better demonstrate the Family Violence work undertaken by Legal Aid, an additional report 'Number of Family Violence victims assisted' has been included. This includes all representation services provided by Legal Aid (advice, duty and grant services) to family violence victims.
- Advice and duty services have been increasing as Legal Aid continues to resource early resolution as a way of better servicing many more vulnerable clients.

<b>Domestic Violence Crisis Service (DVCS)</b>	<b>2015-16</b>	<b>2016-17</b>	<b>2017-18</b>	<b>2018-19</b>
No. of crisis intervention visits made to families	1,820	1,367	1,450	1,262
No. Court support visits made	818	863	651	788

**Notes:**

- Changes made to the report requirements of DVCS under their new contract has influenced the availability of data that can be reported against for the 2017-2018 financial year

<b>Canberra Rape Crisis Centre</b>	<b>2015-16</b>	<b>2016-17</b>	<b>2017-18</b>	<b>2018-19</b>
No. of individuals supported (total service users)	6,162	7,947	7,610	6,623
No. of call outs from police and/or forensic service to support victims reporting sexual assault responded to	307	471	393	726
No. of counselling and support sessions provided	4,090	5,818	2,958	4,371

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**Background Information – also provided to the Minister for Police**

Key Statistics from ACT policing

- Table 2: Family Violence offences - 12-month comparison

<b>Key figures – Family Violence</b>	<b>2016-17</b>	<b>2017-18</b>	<b>2018-19</b>
Number of contacts by FV-Order Liaison Officers	500	500	534
Number of Family Violence Orders issued by ACT Policing	-	1778	2005

**Notes:**

1. 'Number of contacts by FV-Order Liaison Officers' refers to the amount of victims assisted through the Family Violence Order (FVO) process during the reporting period

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## Portfolio Prevention of Domestic &amp; Family Violence

**ISSUE: National Implementation of the *Fourth action Plan*****Talking points:**

- The ACT Government is committed to the *National Plan to Reduce Violence against Women and their Children 2010-2022* (National Plan).
- The central goals of the National Plan are to: reduce violence against women and their children; improve how governments work together; increase support for women and their children; and create innovative and targeted ways to bring about change.
- The ACT Government contributed to the joint development of the Fourth Action Plan (4AP) in conjunction with state, territory and national governments.
- The ACT implementation plan has been developed concurrently with the national Fourth Action Plan and the local initiatives captured in the ACT implementation plan strongly align with the national priorities and actions in the 4AP.
- ACT's implementation plan for the 4AP needs to be a living document, allowing for revision and updates as current initiatives improve and grow, and as new initiatives are developed and assessed. Some of these initiatives include the Family Safety Hub; current work on Early Support by Design; and whole of government work to better meet the needs of children and young people affected by domestic and family violence.

**Background Information**

- The Fourth Action Plan (4AP) is the final action plan under the *National Plan to Reduce Violence against Women and their Children 2010 – 2022*. The 4AP will be implemented from 2019 to 2022.
- The 4AP was COAG endorsed and publicly released in August 2019. Priority areas under the 4AP are:
  - Primary prevention;
  - Supporting Aboriginal and Torres Strait Islander women and their children;
  - Respecting diverse experiences and knowledge of women and their children affected by violence;

Cleared as complete and accurate: 17/10/2019  
Cleared by: Deputy Director-General Ext: 51974  
Contact Officer name: Jane Wang Ext: 72494  
Lead Directorate: Community Services  
Cleared for release: Yes  
Information Officer name: Jo Wood  
TRIM Ref:

## ANNUAL REPORT HEARING BRIEF

- Responding to sexual violence and harassment; and
  - Improving supports and service system responses.
- The national implementation plan of the 4AP will be released online on 25 November 2019.
- The ACT Government has actively contributed to the development of the Fourth Action Plan by:
  - partnering with the Commonwealth (DSS) to host facilitated consultations with the local sector in the ACT during July and August 2018.
  - Attending the COAG National Summit on Reducing Violence against women (2-3 October 2018), where all jurisdictions committed to a Fourth Action Plan to build on previous action plans and make it the core political business all governments to stop and reduce violence against women and their children.
  - participating in the national working group for the National Plan - National Implementation Executive Group. The Office of the Coordinator General for Family Safety represents the ACT at this national forum.
- The Office of the Coordinator General for Family Safety has consulted with Directorates and stakeholders to develop ACT implementation plan that aligns with the 4AP.
- Directorates and stakeholders are supportive of the ACT 4AP implementation plan and agree that local initiatives should align with national priorities to reduce impacts of domestic and family violence.

Cleared as complete and accurate: 17/10/2019  
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Lead Directorate: Community Services  
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TRIM Ref:

## Portfolio Prevention of Domestic &amp; Family Violence

**ISSUE: Whole of Government responses to Family Safety****Talking points:**Major achievements - Safer Families package

- Safer Families initiatives are building important foundations that strengthen the capacity of frontline services, respond to increasing demand and expanded support for domestic and family violence, improve coordination across Government, build important partnerships with the community sector, and test promising new approaches.
- Major achievements include:
  - Establishing the **Room4Change** therapeutic residential men's behaviour change program, run by the Domestic Violence Crisis Service. The program is currently being independently evaluated and is showing important short-term successes:  
Since the program began on 1 April 2017 to 12 August 2019, 51 men have been involved in the program with 21 accommodated. 45 partners and /or ex partners and 100 children have been supported. 31 men have completed the 20-week closed men's behaviour change program, Taking Responsibility for Respectful Relationships and 17 men have completed the Caring Dads program.
  - Since the program began, as at 12 August 2019, not one woman has had to leave her home as a result of her participating partner's behaviour. Room4Change provides stat reports to the ACT Government on a biannual basis
  - Establishing the **Coordinator-General and Office for Family Safety** to provide strategic leadership, coordination, policy analysis, and innovation expertise to drive cultural change and system reform, and to build whole-of-government and whole-of-community capability to address domestic and family violence.

Work in train - Safer Families package

- The 2019-20 Budget allocated \$24 million over four years for a refreshed Safer Families package to build on the 2016-17 Safer Families whole of government response to family violence. Work in train includes:
  - development and testing of final domestic and family violence training modules for ACT Government staff with specific resourcing for directorates to deliver the training.
  - continued delivery of the Room4Change while it is being evaluated.
  - continued delivery of the Health Justice Partnership program to provide free and confidential legal advice in health care settings.

Cleared as complete and accurate: 29/10/2019  
Cleared by: Deputy Director-General Ext: 51974  
Contact Officer name: Chris Stanilewicz Ext: 58492  
Lead Directorate: Community Services  
Cleared for release: Yes  
Information Officer name: Jo Wood  
TRIM Ref:

- establishing an ACT Family Violence Death Review to review all domestic and family violence-related deaths and advise on what's needed to prevent deaths and improve system-wide supports and services.
- supporting a partnership between government and the Aboriginal and Torres Strait Islander community to develop community-led and family-centred responses that address the issues raised in the We Don't Shoot Our Wounded (2009) report and the Change our Future - Share what you know (2017) report.
- implementing a Listening and Learning project to gain the insights of children and young people about their experiences and needs so that services can be informed and better equipped to support their needs.
- collaborating with the Australian, state and territory governments to develop and implement the Fourth Action Plan of the National Plan to Reduce Violence against Women and their Children 2010-2022.
- delivering on actions that respond to the recommendations from the DVPC 2018 Extraordinary Meeting report on the needs of children and young people impacted by family violence.
- improving ACT data collection and reporting on domestic and family violence across community and ACT government.
- improving accountability and interventions for perpetrators of domestic and family violence with a focus on improving accreditation, building frontline capability for new early intervention programs.
- building whole of government capability to assess domestic and family violence risk by developing: 1) Shared understandings of domestic and family violence and risk assessment and management; 2) screening; 3) risk assessment; and 4) risk management. The draft framework is being trialled during the second half of 2019 with a final framework being released in early 2020.

## Background

- On 7 June 2016, the ACT Government announced the Safer Families package as part of the ACT Budget to provide a cohesive, whole of government response to family violence. The package was in response to three family violence reports:
  - Report of the Inquiry: Review into the system level responses to family violence in the ACT by Mr Laurie Glanfield AM (Glanfield Inquiry);
  - Findings and Recommendations from the Review of Domestic and Family Violence Deaths in the ACT by the Domestic Violence Prevention Council (Death Review); and
  - The ACT Domestic Violence Service System Final Gap Analysis Report (Gap Analysis).

Cleared as complete and accurate: 29/10/2019  
Cleared by: Deputy Director-General Ext: 51974  
Contact Officer name: Chris Stanilewicz Ext: 58492  
Lead Directorate: Community Services  
Cleared for release: Yes  
Information Officer name: Jo Wood  
TRIM Ref:

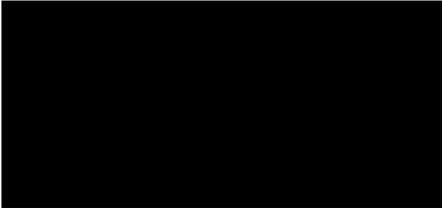
- Other key commitments implemented from the 2016 Government Response include:
  - The Safer Families grants program, launched in late 2016, provides practical financial assistance to women leaving violence to allow them space to establish a private rental tenancy.
  - The ACT Public Service Family Violence Toolkit, launched in August 2016 and revised in December 2018, provides awareness-raising and support materials for employees, managers and human resources practitioners to support employees who are experiencing domestic or family violence.
- Several early initiatives have become business as usual and are being reviewed by Directorates for transitioning out of the Safer Families package funding envelope in 2020-21. Additional details on these initiatives are provided in the Safer Families Levy briefing.

Cleared as complete and accurate: 29/10/2019  
Cleared by: Deputy Director-General Ext: 51974  
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Lead Directorate: Community Services  
Cleared for release: Yes  
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TRIM Ref:

## FREEDOM OF INFORMATION REQUEST – FOI REF: CSD-20/09

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Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to FOI applicants may be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access. Personal information or business affairs information will not be made available. If you think the content of your request would contain such information, please inform the contact officer immediately. Information about what is published on open access is available online at: [www.act.gov.au/open-access](http://www.act.gov.au/open-access)

Applicant	THE PARAMETERS OF THE REQUEST	File No
	<p><i>"I write to request under the Freedom of Information Act 2016 final documents prepared for or used during the 2018-19 Annual Reports hearings. These documents may include, but are not limited to, briefs prepared for Minister Berry MLA and other witnesses whether or not they appeared or were used. I ask that my request be transferred to other entities that may hold relevant documents. Duplicate documents may be excluded."</i></p>	<p><b>Witness Pack - Minister Berry hearings – Family Safety</b></p>

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
1	Question Time Brief – Strategic Objectives and Indicators	23/10/2019	Full release		Full release
2-5	Question Time Brief – ACT Policing Family Violence Brief	21/10/2019	Partial release	<p><b>Schedule 2, 2.2(a)(ii)</b> Contains some third-party personal information</p>	Released with deletions

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
6-8	Annual Report Hearing Brief – Respectful Relationships Education and Sexuality Education	11/10/2019	Full release		Full release
9-10	Question Time Brief	11/07/2019	Full release		Full release
11-12	Question Time Brief – ACT Perpetrator Forum	24/10/2019	Full release		Full release

## QUESTION TIME BRIEF

**Portfolio/s:** Prevention of Domestic and Family Violence  
 Community Services & Social Inclusion

**ISSUE: Strategic Objectives and Indicators**

**Output 2.5: Safer Families <sup>1</sup>**

The Office of the Coordinator General for Family Safety provides strategic leadership, coordination, policy analysis and innovation expertise to drive cultural change and system reform, and to build whole-of-Government and whole-of-community capability to address domestic and family violence.

**Table 9: Output 2.5: Safer Families**

	2018-19 Estimated Outcome \$'000	2019-20 Budget \$'000
Total Cost <sup>1</sup>	2,995	3,654
Controlled Recurrent Payments <sup>1</sup>	2,968	3,624

**Notes:**

- The increase in the 2019-20 budget from the 2018-19 estimated outcome is due to the new initiatives provided in the 2019-20 budget

**Output 2.5: Safer Families**

**Table 19: Accountability Indicators Output 2.5**

	2018-19 Targets	2018-19 Result	2019-20 Targets
<b>Safer Families</b>			
a. Family Violence Statement presented to the ACT Legislative Assembly <sup>1</sup>	1	1	1

**Note:**

- This measure outlines the Government's progress and achievements in addressing family and domestic violence

Cleared as complete and accurate: 23/10/2019

Cleared by:

Contact Officer name:

Lead Directorate:

Cleared for release

Information Officer name:

TRIM Ref:

David Malusa

Community Services

Choose an item

Choose an item.

Ext:

Ext: 79837



## QUESTION TIME BRIEF

Portfolio/s Police & Emergency Services

**ISSUE:** ACT Policing Family Violence Brief

### Talking points:

- ACT Policing's Family Violence Coordination Unit (FVCU) and Victims of Crime Team (VOCT) work with Government agencies and non-government organisations to ensure a collaborative approach in combating family violence and providing ongoing support to victims.
- ACT Policing has adopted a 'pro-intervention' model focused on prevention and safety. Initiatives of this model include:
  - Implementation of a Family Violence Risk Assessment Tool to strengthen the capacity of police to assess risk and intervene early to prevent family violence.
  - Sharing information with partner agencies to support early intervention for victims of family violence where a judicial approach is not appropriate, with a focus on vulnerable groups.
  - Delivery of an improved and targeted assistance in the Family Violence Order application process.
  - Regular engagement with the Coordinator-General for Family Violence regarding the development of new policies and initiatives such as the Family Safety Hub.
  - Formalised agreements with partners such as Domestic Violence Crisis Service regarding cooperative working relations.

### Key Information

Family Violence budget allocation							
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	TOTAL
<b>Budget</b>	\$281,000	\$295,000	\$300,000	\$304,000	-	-	\$1.180m
<b>FTE</b>	2	2	2	2	-	-	2
<b>New funding - 2018-19 Budget</b>			-	-	-	-	-
<b>New FTE – 2018-19 Budget</b>			-	-	-	-	-
<b>Total Funding</b>							\$1.180m
<b>Total FTE</b>							2

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 Cleared by: Choose an item.  
 Contact Officer name: **Sched 2.2**  
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Ext:  
 Ext: Sched 2.2 (a)(i) FOI Act 2016



## QUESTION TIME BRIEF

- Strengthening ACT's response to family violence in appropriate and culturally sensitive ways as well as supporting the efforts of the Coordinator-General for Family Safety remains a key strategic special area of focus for ACT Policing and the ACT Government.

Key figures – Family Violence			
	2016-17	2017-18	2018-19
Number of FV incidents attended	3194	2697	2635
Number of FV reported assaults	1364	1177	1136
Number of contacts by FV-Order Liaison Officers	500	500	534
Number of Family Violence Orders issued by ACT Police	-	1778	2005

### Notes:

- 'Number of contacts by FV-Order Liaison Officers' refers to the amount of victims assisted through the Family Violence Order (FVO) process during the reporting period
- The assault figure includes sexual assault

### Family Violence Orders

- With funding afforded through the Safer Families budget package, ACT Policing has employed two dedicated Family Violence Order Liaison Officers (FV-OLOs) since November 2016.
- The FV-OLO is a dedicated role within the Family Violence Coordination Unit (FVCU) which serves to provide a link between the policing response to family violence, and the application for court issued FVOs. The function is designed to address the issue of victim safety and provide improved support to victims of family violence.
- FV-OLOs directly engage with family violence victims in cases of identified risk and provide direct assistance in the application for a FVO. Members also engage with parties seeking an FVO unrelated to a police response, and assess incidents for criminality, risk, and provide assistance as required.
- During 2018-19, FV-OLOs made contact with 534 community members seeking family violence related court orders.

Cleared as complete and accurate: 21/10/2019

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Lead Directorate: Community Services

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Ext:

Ext: Sched 2.2 (a)(i) FOI Act 2016



## QUESTION TIME BRIEF

- During 2018-19, 2005 Family Violence Orders were issued as compared to 1778 Family Violence Orders issued in the 2017-18 financial year.
- FV-OLOs continue to refine the FVO application process through extensive consultation with ACT Legal Aid and ACT Courts. This includes taking on the application and liaising with the protected person for special interim FVOs which are initiated at Court by the Magistrates in accordance with Section 112 of the *Family Violence Act 2016*.

### Family Violence Coordination Unit & Victims of Crime Team

- ACT Policing's FVCU and Victims of Crime Team (VOCT) work with Government agencies and non-government organisations to ensure a collaborative approach in combating family violence and providing ongoing support to victims.
- ACT Policing use a 'pro-intervention' model focused on prevention and safety. More recent initiatives of this model includes:
  - The Family Violence Early Intervention Program (FVEIP) now works within the FVCU to provide support to those who use, or are at risk of, using violence in their family relationships. The FVEIP officer contacts applicants and respondents granted interim family violence orders, as well as persons of interest in family violence incidents where no offence has been identified. The FVEIP officer offers further appropriate support services to those individuals, which may reduce the risk of further family violence incidents in the future.
  - The FVCU is currently working to develop and roll-out awareness of family violence sessions to school children and community groups around Canberra, to further aid a proactive approach to family violence.

### Family Violence Risk Assessment Tool (FVRAT)

- Following the introduction of the FVCU in October 2015, the development, implementation and introduction of a risk assessment tool in family violence matters for use by ACT Policing members was identified as a priority.
- In 2017, ACT Policing implemented the Family Violence Risk Assessment Tool (FVRAT) to allow a thorough and consistent method for police to assess the risk posed by an offender to the victim in family violence settings.
- The current FVRAT is a 37-item tool used by ACT Policing when responding to a report of family violence and used to inform their decisions around how to respond.
- In 2018, ACT Policing commissioned the Australian Institute of Criminology (AIC) to undertake a review of ACT Policing's frontline FVRAT.
- In October 2019, the AIC proposed a refined version of the FVRAT, consisting of ten individual predictive items that substantially improved the prediction of physical family violence. The

Cleared as complete and accurate: 21/10/2019

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Contact Officer name: **Sched 2.2**

Ext: Sched 2.2 (a)(i) FOI Act 2016

Lead Directorate: Community Services

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Information Officer name: Choose an item.

TRIM Ref:



## QUESTION TIME BRIEF

empirically refined tool is better at predicting when repeat family violence will occur and just as accurate in predicting when it will not.

### Family Violence Training program

- This is a three day training program that is delivered to all new recruits and existing members transferring to ACT Policing. The Program outline includes:
  - Introduction to Family Violence Intervention Program
  - Dynamics of an Abusive Relationship – presented by Domestic Violence Crisis Service
  - Child and Youth Protection Services presentation
  - Common family violence offences – presented by a prosecutor from ACT Director of Public Prosecutions
  - Family Violence Evidence in Chief recorded statements
  - Protection Orders
  - Investigating family violence incidents
  - Family violence homicides
  - Victim and Perpetrator Support – presented by police from the Victim Liaison Office

### Background Information – may not be suitable for public disclosure

- Nil.

Cleared as complete and accurate: 21/10/2019  
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 Contact Officer name: **Sched 2.2**  
 Lead Directorate: Community Services  
 Cleared for release: Choose an item  
 Information Officer name: Choose an item.  
 TRIM Ref:

Ext:  
 Ext: Sched 2.2 (a)(i) FOI Act 2016

## ANNUAL REPORT HEARING BRIEF

**Portfolio/s:** Education and Early Childhood Development

**ISSUE:** **Respectful Relationships Education and Relationships and Sexuality Education**

Respectful Relationships Education

### Key Information:

- A focus on respectful relationships is important because gender inequality and gender-based violence continue to have a profound effect on outcomes for Australians.
- Respectful Relationships Education (RRE) is a school-based approach to primary prevention of Domestic and Family Violence. It aims to develop skills and attitudes early that will prevent gender-based violence from happening in the future.
- Respectful relationships education is focused in primary and secondary education because schools are 'mini communities' where respect and equality can be modelled, shaping attitudes and behaviours at an early stage of life. This is particularly important for students who don't have the option to discuss relevant issues at home.
- At the universal level (all students), schools teach RRE through the Australian Curriculum supported by Social and Emotional learning approaches and specific RRE resources.

### Background Information

- On 23 May 2019, Australia's National Research Organisation for Women's Safety and VicHealth's report *Young Australians' attitudes to violence against women and gender equality* was released (based on the larger 2017 National Community Attitudes towards Violence against Women survey). The report outlined a disturbing number of young Australians blame women for being raped and having their nude images shared without consent.
- Respectful relationships education is an essential part of preventing violence against women by giving children and young people the skills to reject aggressive behaviour, discrimination and challenge gender stereotypes.
- In response to this report, Ms Caroline Le Couteur MLA, ACT Greens spokesperson for women, has called for more education to change community attitudes about intimate image sharing and women's rights. Ms Le Couteur is interested in primary prevention programs for sexual violence and assault issues, including the topic of negotiating consent.

Cleared as complete and accurate:	11/10/2019	
Cleared by:	Executive Group Manager	Ext:
Information Officer name:	Bronwyn McNally	
Contact Officer name:	Jane Shun Wah	Ext: 53312
Lead Directorate:	Education	



## ANNUAL REPORT HEARING BRIEF

- NSW has recently proposed a change to their sexual consent laws, clarifying that a person does not consent to sex if they do not do or say anything to communicate consent. The laws would bring NSW sexual consent laws in line with those in Victoria and Tasmania.
- YWCA again raised RRE in their submission to the “Select Committee on Estimates 2019-2020 Community and Industry Groups”. YWCA requested \$100 000 to deliver their professional learning program to schools and has again expressed criticism of the inadequacy of the Directorate’s approach to RRE. They had previously requested \$200 000 to deliver their professional learning program.
- The Select Committee on Estimates report recommended that ACT Government investigate implementing the Victorian Model of Respectful Relationships in all ACT Government schools and provide funding to train teachers to deliver respectful relationships training in schools.
- In addition to the primary prevention approach of RRE, the Directorate provides a range of supports for individual students and families who have/are experiencing family violence. This includes school-based wellbeing support, support from the Network Student Engagement Teams and links to external service providers.
- The Directorate has supported schools to access a range of professional learning including the *Breaking the Silence Schools* program (White Ribbon). However, due to the recent announcement about White Ribbon going into liquidation this, the *Breaking the Silence* program will no longer be available to schools.
- The Directorate has Senior Psychologist trained in the National Association for Prevention of Child Abuse and Neglect (NAPCAN)’s *Love Bites* program that is available to school on request.
- In the ACT some non-government organisations, such as the YWCA, Police Citizens and Youth Club, Life Education, Canberra Rape Crisis Centre and Menslink offer training to schools in this area. Programs delivered by Sexual Health and Family Planning ACT and Canberra Rape Crisis Centre address consent. Resources from *The Line*, an Our Watch campaign, have been promoted to schools and include support for teachers to address topics such as respect in relationships and consent.
- The Directorate is working closely with the Family Safety team within Community Services Directorate to ensure messaging relating to respectful relationships is reflected in the frontline worker training for education staff.

### Relationships and Sexuality Education

#### Key Information

- *The Australian Curriculum: Health and Physical Education* has a strong focus on providing students with ongoing, developmentally appropriate and explicit learning experiences through the focus area: Relationships and Sexuality.

Cleared as complete and accurate:	11/10/2019	
Cleared by:	Executive Group Manager	Ext:
Information Officer name:	Bronwyn McNally	
Contact Officer name:	Jane Shun Wah	Ext: 53312
Lead Directorate:	Education	

## ANNUAL REPORT HEARING BRIEF

- The content in the Relationships and Sexuality area in the Foundation to Year 10 curriculum supports students to develop knowledge, understanding and skills that will help them to establish and manage respectful relationships.
- It also supports students to develop positive practices in relation to their reproductive and sexual health and the development of their identities. In doing so, students gain an understanding of the factors that influence gender and sexual identities.

### Background Information

- In the past, sex education was often a series of one-off sessions at key points in schooling which covered the basic aspects.
- Over time, sex and sexuality education has become a far more coherent and important part of the *Health and Physical Education* aspects of the curriculum and embedded in respectful relationships practices.
- Content is age-appropriate, inclusive and designed to meet the needs of all students. Schools also work closely with students' parents/carers to engage them and ensure learning programs are sensitive to families' cultural and religious beliefs and preferences.

Cleared as complete and accurate:	11/10/2019	
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Contact Officer name:	Jane Shun Wah	Ext: S3312
Lead Directorate:	Education	

## QUESTION TIME BRIEF

**Portfolio/s:** Prevention of Domestic and Family Violence

Choose a Portfolio

**ISSUE: EXPLAIN WHAT THE BRIEF IS ABOUT**

### Talking points:

- The ACT Government's Safer Families Package provided funding to the ACT's specialist alcohol and other drug (AOD) treatment sector to better respond to domestic and family violence (DFV).
- There are two phases to this work. The first phase of work has been the development of resources and tools to assess and build the capacity of the AOD sector to respond to DFV.
- The second phase of work, a Baseline Assessment project, will use the resources and tools developed in phase one, to provide a comprehensive overview of the capacity and capability at both an organisational, and sector level, to respond to DFV.
- This second phase of work is being undertaken by 360Edge in partnership with the Alcohol, Tobacco and Other Drugs Association ACT (ATODA), and is due to be completed early November 2019.

### Key Information

- This project has experienced significant delays and underspends.

### Background Information

- As a component of the ACT Government's Safer Families initiative and in recognition of the relationship between DFV and AOD use, funding was allocated to build the capacity of the ACT's specialist AOD services to deliver programs that integrate best practice in DFV prevention.
- In 2016, ACT Health Directorate engaged ATODA to scope and design a multi-year, multi-component pilot project to more effectively respond to people who use AOD in harmful ways and either experience DFV or are at risk of using DFV. This project concluded in late 2017.

Cleared as complete and accurate: 11/07/2019  
Cleared by: Director-General Ext:  
Contact Officer name: Jo Wood Ext:  
Lead Directorate: Community Services  
Cleared for release: Yes  
Information Officer name: Jo Wood  
TRIM Ref:



## QUESTION TIME BRIEF

- In January 2019, ACT Health Directorate undertook a targeted procurement process to engage a consultant to undertake the Baseline Assessment project, the second phase of this initiative. Only one submission to the procurement process was received.
- A contract with 360Edge for this work was executed on 13 May 2019. 360Edge is partnering with the ATODA to deliver the Baseline Assessment project.
- The Baseline Assessment project will use the Domestic and Family Violence Capability Assessment Tool developed through the ATODA work in the first phase, to identify the capacity and capability of the ACT's AOD treatment services to respond to DFV.
- Due to delays in using the Domestic and Family Violence Capability Assessment Tool with providers, ACT Health Directorate extended the timeline for project completion. A final report is now expected early November.

Cleared as complete and accurate:	11/07/2019	
Cleared by:	Director-General	Ext:
Contact Officer name:	Jo Wood	Ext:
Lead Directorate:	Community Services	
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TRIM Ref:		



## QUESTION TIME BRIEF

**Portfolio/s:** Prevention of Domestic and Family Violence

Choose a Portfolio

### **ISSUE: ACT Perpetrator Forum**

#### **Talking points:**

- The ACT Government remains committed to reducing the incidence and impact of domestic and family violence in the ACT. Historically, domestic and family violence policies, programs and strategies have focused their efforts on the provision of supports and safety for female victims of violence and their children.
- In line with current research and thinking, we need to place a much stronger emphasis on putting perpetrators at the centre of our response to domestic and family violence, as part of our overall effort to reduce the prevalence and impact of this violence across the Territory.
- Acknowledging this, the Office of the Coordinator-General for Family Safety, in conjunction with the ACT Victims of Crime Commissioner recently convened a Perpetrator Intervention Forum which was held on 28 and 29 of August 2019.
- This Forum was split into two separate days with an introductory, frontline practitioner workshop held on the first day, attended by a wide range of community sector, health and human services and justice practitioners.
- This workshop was convened in recognition that responding to perpetrators requires a whole of community response. Participants became equipped with relevant foundational knowledge relating to domestic and family violence alongside the specific awareness and skills required to engage effectively and safely with perpetrators.
- The subsequent ACT Perpetrator Forum was attended by senior leaders across the family violence sector and facilitated by an expert panel of key authorities on evidence-based approaches to intervening with perpetrators.

Cleared as complete and accurate:	24/10/2019	
Cleared by:	Choose an item.	Ext:79837
Contact Officer name:	David Malusa	Ext:
Lead Directorate:	Community Services	
Cleared for release	Choose an item	
Information Officer name:	Choose an item.	
TRIM Ref:		



## QUESTION TIME BRIEF

- Panellists reaffirmed that keeping perpetrators in view is everyone's business and all agencies and services must be clear on their individual roles and responsibilities in ensuring perpetrators are held to account.
- The ACT Perpetrator Forum also discussed tangible actions that the ACT could progress.
- Three key opportunities for future exploration were identified for the ACT:
  - Introduce a set of minimum standards for perpetrator programs;
  - Establish a community of practice to ensure consistency and increase capability; and
  - Trial a model of early intervention for first time offenders
- The forum recommended additional consultations be held to discuss how these opportunities can be best adopted to the ACT context.
- The key insights will also be included in an ACT Perpetrator project summary report.

### Key Information

- Despite consistent efforts by Australian governments and the community sector to support and enhance safety for victims of domestic and family violence, on average, one woman a week is murdered in Australia by her current or former partner, 1 in 6 Australian women have experienced physical or sexual violence by their current or former partner and 1 in 4 have experienced emotional abuse.
- Ensuring that perpetrators of domestic and family violence are held to account and provided opportunities for change, is current best practice in working to reduce the prevalence of domestic and family violence.
- Existing policy approaches in Australia have begun to recognise this, such as the *National Plan to Reduce Violence against Women and their Children*, which states that perpetrator interventions and responses must become 'an essential part of any effective plan to reduce violence against women and their children.'

### Background Information

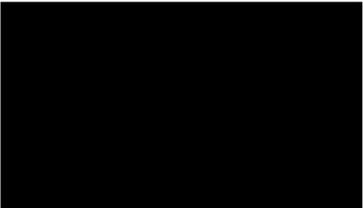
- In 2018, the ACT Government commissioned the ACT Perpetrator project, to help guide the development of future responses related to perpetrator interventions. Specific work carried out under this project included a review of the existing literature pertaining to perpetrator interventions, convening the forums and developing a report of the outcomes of these actions.
- The report is scheduled to be released late in 2019.

Cleared as complete and accurate:	24/10/2019	
Cleared by:	Choose an item.	Ext:79837
Contact Officer name:	David Malusa	Ext:
Lead Directorate:	Community Services	
Cleared for release	Choose an item	
Information Officer name:	Choose an item.	
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## FREEDOM OF INFORMATION REQUEST – FOI REF: CSD-20/09

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Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to FOI applicants may be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access. Personal information or business affairs information will not be made available. If you think the content of your request would contain such information, please inform the contact officer immediately. Information about what is published on open access is available online at: [www.act.gov.au/open-access](http://www.act.gov.au/open-access)

Applicant	THE PARAMETERS OF THE REQUEST	File No
	<p><i>"I write to request under the Freedom of Information Act 2016 final documents prepared for or used during the 2018-19 Annual Reports hearings. These documents may include, but are not limited to, briefs prepared for Minister Berry MLA and other witnesses whether or not they appeared or were used. I ask that my request be transferred to other entities that may hold relevant documents. Duplicate documents may be excluded."</i></p>	<p><b>Annual Report Briefing Pack – Women Minister Berry</b></p>

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
1	Table of Contents	12/11/2019	Full release		Full release
2-3	Annual Reporting Hearing Brief - Strategic Objectives and Indicators	23/10/2019	Full release		Full release

## UNOFFICIAL

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
4-6	Annual Report Hearing Brief – 2018-19 ACT Women’s Grants Program	8/10/2019	Full release		Full release
7-10	Annual Report Hearing Brief – ACT Government Strategies for Gender Equity	8/10/2019	Full release		Full release
11-13	Annual Report Hearing Brief – ACT Women’s Plan 2016-26 Progress on First Action Plan	8/10/2019	Full release		Full release
14-15	Annual Report Hearing Brief – Diversity Register – number registered	8/10/2019	Full release		Full release
16-19	Annual Report Hearing Brief – Women’s Safety	8/10/2019	Full release		Full release
20-23	Annual Report Hearing Brief – Women’s Training Programs and Return to Work Program	8/10/2019	Full release		Full release
24	CSD Portfolio	Undated	Full release		Full release
25	Witness Lists	12/11/2019	Full release		Full release
26	Privilege Statement	20/05/2013	Full release		Full release
27-39	Public Hearing Schedule	3/10/2019	Full release		Full release

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## 2018-19 Annual Report Hearing – 3:00pm-3:30pm, 12 November 2019

### STANDING COMMITTEE ON HEALTH, AGEING AND COMMUNITY SERVICES

Ms Bec Cody MLA (Chair), Mrs Vicki Dunne MLA (Deputy Chair), Ms Caroline Le Couteur MLA

#### **YVETTE BERRY MLA**

MINISTER FOR WOMEN

## **OUTPUT CLASS 2: Inclusion and Participation**

### **Output 2.3 Inclusion and Participation (Women)**

#### **Strategic Objectives and Indicators**

1. Strategic Indicator 5 - The proportion of women who feel safe when they are by themselves, walking in the neighbourhood during the day and at night.

#### **Briefs**

2. 2018/19 Women's Grants Program
3. ACT Government Strategies for Gender Equity
4. ACT Women's Plan 2016-26 - Progress on First Action Plan
5. Diversity Register – numbers registered
6. Women's Safety
7. Women's Training Programs and return to work program

#### **Administration**

8. CSD Staff Portfolio
9. Witness Lists
10. Privilege Statement
11. Program Schedule

## Women

**ISSUE: Strategic Objective 5 and Strategic Indicator 5**
**Strategic Objective 5:**
**Promote an anti-violence culture in the ACT to ensure that women feel safe**

The Directorate works to enhance the status of women and girls in the ACT and to create a community where they are safe, healthy, equally represented and valued for their contribution to society. This is progressed through the implementation of the *ACT Women's Plan* and work under the *National Plan to reduce Violence against Women and their Children 2010-2022*. This is also achieved through targeted women's programs such as grant and leadership programs for women and girls, International Women's Day and Violence Prevention Awards. The ACT Government promotes and provides resources to support the use of the women's safety audits at ACT Government and community funded events and for environment design in urban planning.

The data is obtained from the 'Community Satisfaction with Policing' national survey, measuring women's perception of safety in public places during the day and at night.

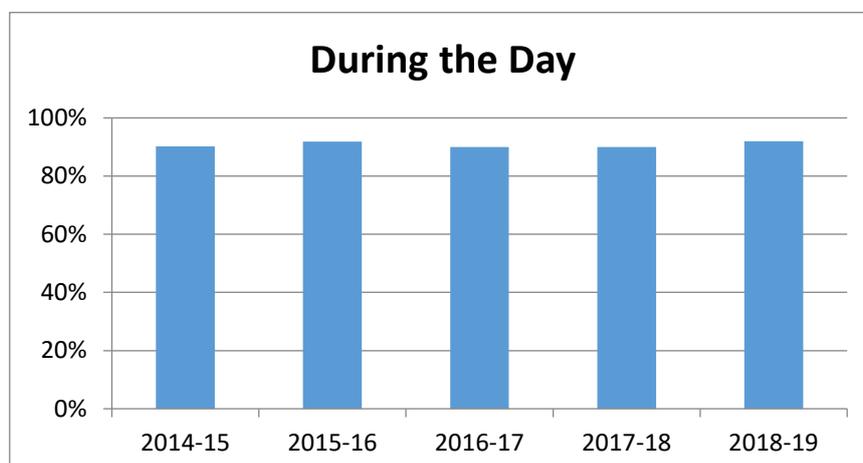
**Strategic Indicator 5: The proportion of ACT women who feel safe by themselves in public places during the day and at night**

Table 1. Result- Strategic Indicator 5

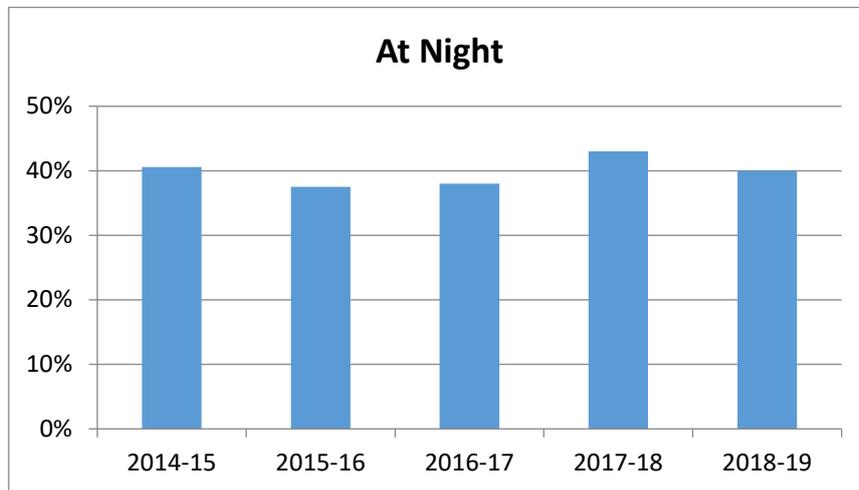
	Original Target 2018–19	Actual Result 2018–19	Variance
Day	93%	92%	-1%
Night <sup>1</sup>	38%	40%	5%

## Note

1. The higher than targeted result of 40 per cent indicates a greater proportion of women responded positively to feeling safe when walking in their neighbourhood during the night. This is higher than the national average of 36.4 per cent.

**Figure 1.** Strategic Indicator 5- five year trend results for the proportion of women who feel safe by themselves in public places during the day


**Figure 2.** Strategic Indicator 5- five year trend results for the proportion of women who feel safe by themselves in public places at night



These figures are collected via the annual *Canberra Omnibus Survey*, which collect purely quantitative data. A more qualitative analysis of the figures is not available at the present time.

**ISSUE: 2018-19 ACT Women's Grants Program**

**Talking points:**

ACT Women's Grants Program 2018-19

- On 8 April 2019, I launched the ACT Women's Grants Program 2018-19, providing \$180,000 in funding for initiatives aimed at improving the status and lives of women and girls in the ACT, and initiatives that focus on the prevention of violence against women.
- The ACT Women's Grants Program provides an opportunity for individuals and organisations to help make a real difference for women in the community. Even small ideas can lead to significant and lasting change.
- There are two streams of funding under the Grants Program:
  - Women's Safety Grants category with total funding of \$100,000 (GST exclusive) are to support innovative projects to advance the following priorities identified in the Third Action Plan under the *National Plan to Reduce Violence against Women and their Children 2010-2022*.
  - Participation (Women's) Grants with total funding of \$80,000 (GST exclusive) are awarded to innovative projects related to the health and wellbeing of ACT women and girls, in line with the priorities of the *ACT Women's Plan 2016-26*.
- I was happy to announce that 15 projects with a total value of \$180,000 (GST exclusive) are being supported through the 2018-19 Women's Grants program:
  - eight projects in the Participation (Women's) Grants Category with a total of \$80,000 (GST exclusive) (details at Attachment A); and
  - seven projects in the ACT Women's Safety Grant Category with a total of \$100,000 (GST exclusive) (details at Attachment B).
- Recipients included YWCA which received funding for the Bystander Approaches at Workplaces Project, to build capacity of small and medium scale private sector employers to promote gender equitable work environments.

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Information Officer name: Jacinta Evans  
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## ANNUAL REPORT HEARING BRIEF

- The Women’s Centre for Health Matters (WCHM) received funding for the Taking the Lead Project, empowering disenfranchised women by using the experiences of women with lived experience of prison.
- Other recipients included Outward Bound Australia which received funding for the Women of Courage project to engage women who have experienced domestic or family violence in a five day wilderness adventure therapy program.
- The Domestic Violence Crisis Service received funding for the Smart Accommodation project to research the need and potential impact of supporting women in need of emergency accommodation with providing financial assistance, where safe to do so, for rental or mortgage costs.
- The ACT Government is committed to women and girls through supporting innovative programs that advance gender equality, address women’s safety and empower women to succeed.
- The Grants were promoted through various networks, including the Community Services Directorate Facebook page; the Office for Women stakeholder list; CDNet; and various newsletters.
- Applications for the ACT Women’s Grant Program closed on 17 May 2019, with a total of 32 applications received across the two streams of funding.
- Under the Women’s Safety Grants, preference was given to initiatives which focused on early intervention and prevention.
- Under the Participation (Women’s) Grants, preference was given to initiatives that focus on women and girls’ health and wellbeing by either advancing gender equality in the ACT; and/or leading to better understanding and/or better outcomes for women who experience multiple forms of discrimination due to intersecting factors such as poverty, disability, age, violence, trauma, ethnicity and/or language barriers.

### **Background Information**

- For the past two financial years, the ACT Office for Women has administered the ACT Women’s Safety Grants Program as an initiative of the Justice and Community Safety

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# ANNUAL REPORT HEARING BRIEF

(JACS) Directorate and the Community Services Directorate (CSD). The program has received \$100,000 per year funding from the JACS Confiscated Assets Program.

- The program has provided funding to groups and organisations to develop activities that advanced the objectives of the ACT Prevention of Violence against Women and Children Strategies 2011-2017. Safety for diverse groups of women, and early intervention and prevention programs for children and young people have been a priority.
- The previous 2015-16 ACT Women's Grants Program was different as it focused entirely on projects and initiatives related to violence against women and children. This was to provide a one-off boost to the ACT Government's response to domestic and family violence.

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**ISSUE: ACT Government Strategies for Gender Equity****Talking points:**

The ACT Government is committed to valuing and investing in women and girls, and promoting and safeguarding the freedoms and rights necessary for them to participate in all areas of Canberra life.

- The ACT Government is working hard to break down barriers and create pathways for women to achieve their dreams and ambitions.
- The *ACT Women's Plan 2016–26* sets out the ACT Government's priorities for improving outcomes for Canberra's women and girls. We are now in the final year of the *First Action Plan 2017-19*, and we are focusing on engaging with women, community and business to ensure women's voices are heard and reflected in the *Second Action Plan for 2020–22*.
- The Canberra community has long led the nation on equality and inclusiveness for women and other communities who face barriers to full inclusion. The ACT Government will continue to deliver a suite of initiatives designed to achieve-gender equality outcomes including:
  - Community engagement to promote gender equality in the ACT;
  - Improving the evidence base related to gender equality;
  - Promoting diversity on boards through the Diversity Register; and
  - Delivering leadership programs for women.
- To ensure that the ACT continues to be a national leader in supporting diversity on ACT boards and committees, the ACT Government launched the Diversity Register on 1 June 2018 . The Diversity Register is connecting women and people from diverse backgrounds with board positions and with training and networking opportunities.
- The Audrey Fagan Leadership Programs are offered by ACT Government to provide professional development opportunities for women to equip them with the skills and confidence to take on leadership roles. In 2018, we added a Board Traineeship Program to the existing Directorship Program

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and in 2019, a new Leadership and Communication Program has also commenced.

- Training packages, strategies and tools are being developed to support improved gender equality in the workplace, including how to address unconscious bias, both within the ACT Public Service and the broader ACT community.
- I encourage every individual, business, government directorate, community agency and community group in the ACT to consider how they can contribute to making our goal of gender equality a reality.
- The ACT has made significant improvements in women's participation. The reduction in our gender pay gap and representation of women in leadership positions far exceeds the national average.
- As at January 2019, 48 per cent of positions on government boards and committees were held by women. This is one of the highest-percentages Nationally.
- This excellent result is a product of tangible measures taken by the ACT Government, including mandating all ACT boards and committees to consult with the ACT Office for Women, to ensure gender balance when appointing members.
- The majority of ACT Government departmental heads are now women and 44.7 per cent of senior executive positions are held by women. This has resulted in a gender pay gap of only 3.1 per cent across the ACT public service.
- The ACT Legislative Assembly currently has women representing the majority of seats, and I am honoured to be a part of this.
- Despite significant improvements to the status of women, gender inequality persists. That is why the ACT Government is being bold, with its ambitious 10 year plan to support women and girls in our community, the *ACT Women's Plan 2016-26*.
- The implementation of the *First Action Plan 2017-19*, launched in March 2017, spans a three year period and focuses on equality and wellbeing.

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## ANNUAL REPORT HEARING BRIEF

- Under the First Action Plan, we are working to ensure women are valued and empowered contributors to the ACT community and public service.
- We are working to ensure women are active participants in decision making processes and that we have the data and knowledge base to ensure gender equality and the impacts on women and girls are thoroughly considered.
- Many actions under the First Action Plan specifically focus on gender equality, including: improving Gender Impact Statements and addressing Unconscious Bias; ensuring procurement practices and government contracting promote gender equality; and establishing a 'Gender Equality and Education' advisory group – to determine the impact gender perception has on female students' wellbeing.
- 2019 is the final year of the First Action Plan and consultation on the *Second Action Plan 2020-22* is currently taking place. The implementation of the Second Action Plan is expected to commence in early 2020.
- In April 2019, I launched the ACT Women's Grants Program 2018-2019 providing \$180,000 in funding for initiatives aimed at improving the status and lives of women and girls in the ACT, and initiatives that a focus on the prevention of violence against women.
- The ACT Women's Grants Program provides an opportunity for individuals and organisations to help make a real difference for women in the community, and even small ideas can lead to significant and lasting change and I look forward to announcing the projects that will be funded under this grant program when the assessment process is finalised.
- This work, and a range of other targeted grants and scholarship programs, represents the ACT Government's commitment to removing barriers and supporting women to reach their full potential.
- The full participation of women and girls in all aspects of society is critical to the wellbeing of the whole community. The ACT Government will continue to address issues of gender equality as a whole of Government response.
- In the week of International Women's Day I hosted the 2019 ACT Women's Awards to acknowledge women who have made an outstanding contribution to the lives of women and girls in our community.

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**Key Information**

- The *ACT Women's Plan 2016-26* was tabled in the Legislative Assembly in August 2016.
- The First Action Plan is the first of three Action Plans under the *ACT Women's Plan* which will be developed over the Plans ten year period.
- The First Action Plan sets out the key directions and priorities to improve outcomes for women and girls living in the ACT, particularly for those who are vulnerable or experience discrimination. This includes women with disabilities, Aboriginal and Torres Strait Islander women, older women, women who have experienced violence, women from culturally and linguistically diverse backgrounds, and women who are single parents.
- The Office for Women are currently developing the Second Action Plan.

**Background Information**

- The Office for Women also provides a range of grants and scholarship programs to support gender equality.
- Through the Office for Women, Grants will also be made available to assist women and girls to realise their dreams and develop their careers via the Audrey Fagan Young Women's Enrichment Program and Women's Leadership Program.
- The annual ACT Women's Grants program will continue to fund organisations that have developed innovative projects aimed at improving pathways for women's participation and preventing violence against women.
- The ACT Women's Return to Work Grants Program is an ACT Government initiative, which provides women returning to the paid workforce with assistance in reaching this goal.
  - Despite significant improvements to the status of women, gender inequality persists in the ACT and areas requiring further work include: the 14.3 per cent gender pay gap in the ACT (WGEA, Nov 2018); women retire with less superannuation, less life savings and are less likely to be home owners; and women retire with less superannuation, less life savings and are less likely to be home owners; and women carry the majority of responsibility for unpaid domestic work and unpaid caring.

**2019 ACT International Women's Day Awards recipients:**

ACT Young Woman: Morgan Marshall

ACT Senior Woman: Dr Anne Martin AM

ACT Woman of the Year: Emma Sckrabei

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Women

**ISSUE: ACT Women's Plan 2016-26 - Progress on First Action Plan****Talking points:**

- The ACT Government is being bold for change, with its ambitious 10 year plan to support women and girls in our community, the *ACT Women's Plan 2016-26*.
- The ACT Women's Plan has a particular emphasis on improving outcomes for women who are vulnerable or experience discrimination, including women with disability, women from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander women, older women, women heading single parent families and women who are socially isolated.
- The success of the ACT Women's Plan is dependent on shared responsibility.
- The *First Action Plan 2017-19* of the ACT Women's Plan was released in March 2017 as part of International Women's Day celebrations and includes 100 actions to be delivered over the three year period.
- The Office for Women has been working across the ACT Government to progress these actions, including reporting on progress and consulting regularly with the Ministerial Advisory Council on Women.
- Of the 100 actions which form the First Action Plan, 44 actions are allocated to year one and 56 to year two, with year three focusing on review and evaluation.
- I am happy to report that of the 44 actions allocated to year one, approximately ninety-five per cent have been completed or are underway. Work will continue to deliver the remaining actions over the coming months.
- Some key highlights from year one of the First Action Plan include:
  - \$100,000 over four years to promote and support greater engagement of women and girls in sport including through Her Canberra Active – an online portal connecting a large network of

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Canberra women and girls to articles related to sport and physical activity, event information and a directory of activity opportunities.

- Female friendly infrastructure guidelines have now been finalised to support the development of new, and modification of existing, facilities to better support the needs of female participants.
- The ACT Office for Women has co-hosted two gender equity forums which engage with women, community organisations and business representatives to provide an opportunity for women's voices to be heard.
- A Women in Trades Grants Program has been established to boost opportunities for women and girls in non-traditional trades – approximately \$500,000 will be made available in grants on a competitive basis over three years.
- Year Two of the First Action Plan concluded in March 2019 and the Office for Women is coordinating reporting input from all directorates to identify progress against actions under the plan.
- A summary of key achievements and more detailed reporting against every Year One action is available via the Office for Women website. Year Two reporting will be available later in 2019.
- Consultation on the development of the *Second Action Plan 2020-22* under the ACT Women's Plan is currently taking place, with implementation of the Second Action Plan to commence in 2020.
- The ACT Women's Plan is a crucial step in achieving the full and equal participation of women and girls in all aspects of our community. The ACT Government's ongoing commitment to this plan and their leadership in advancing the status of women at work and in our community can be seen in the 2018-19 Budget commitment to invest an additional \$696,000 to implement actions under the ACT Women's Plan and to promote gender equality more broadly.
- This investment is supporting the Office for Women to continue their work with each government directorate to drive and deliver the commitments identified under the ACT Women's Plan.

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**Key Information**

- The ACT Women's Plan was tabled in the Legislative Assembly in August 2016.
- The *First Action Plan 2017-19* is the first of three Action Plans to be developed to support implementation of the *ACT Women's Plan 2016-26*. The First Action Plan was launched at the 2017 ACT Women's Awards on 7 March 2017, the eve of International Women's Day celebrations.
- Public reporting against year one actions from the First Action Plan indicated that **as of March 2018, 19 actions were completed or ongoing, 23 were underway and two had not commenced.**
- The Office for Women is currently collating updates from directorates about Year One and Year Two actions at March 2019. Year Two reporting will be available later in 2019.

**Background Information**

- On 7 March 2018, YWCA Canberra released a report card assessing the ACT Government's progress of the ACT Women's Plan, the Parliamentary Agreement for the 9th Legislative Assembly of the ACT, and election commitments from the 2016 campaign. The YWCA article also raising concerns on the government's progress against the ACT Women's Plan.
- Forty-four actions are being delivered through year one of the First Action Plan. The report card developed by YWCA Canberra reports on the status of 12 of these actions and there are a number of inaccuracies in their reporting.

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**ISSUE: Diversity Register – numbers registered****Talking points:**

- The ACT Government launched the Diversity Register on 1 June 2018.
- The Register provides a platform for individuals to apply for vacant board and committee positions and to seek information about networking and training opportunities.
- The Diversity Register has been developed to encourage and promote the participation of women and people with diverse experiences on boards and committees.
- As an online platform, it links people to available board and committee positions, and provides connections to training and networking opportunities.
- The Diversity Register is an important resource supporting people from a range of diverse backgrounds including Aboriginal and Torres Strait Islander peoples, disability, culturally and linguistically diverse, veterans, seniors, youth and Lesbian, Gay, Bisexual, Transgender, Intersex and Queer.
- As at 8 October 2019, there were 1079 people registered on the Diversity Register. This is significantly greater reach than the previous Women's Register, which had only 66 women registered.
- Further promotion of the Diversity Register will encourage people from culturally and linguistically diverse backgrounds, older people and people with disability to join the Diversity Register.

**Key Information**

- The Diversity Register is an important tool to assist Government in achieving its target of 50 per cent female representation on ACT Government boards and committees and the target of 40 per cent female representation in sporting associations by 2020 to be eligible to receive ACT Government funding.
- The Office for Women has developed the Register as an action under the ACT Multicultural Framework 2015-20.
- The Diversity Register has been developed as part of the ACT Government's Digital Strategy 2016–2019.

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- The Office for Women is looking to facilitate networking opportunities through the Register.
  - The diversity register has also been used to support the delivery of a Women’s Board Traineeship Program which was piloted by the Office for Women in 2018 and is running again this year.
  - Of the 1079 people registered on the Diversity Register as at 8 October 2019:  
68.7% were women\*
    - 10.9% identified as a person with disability\*
    - 4.1% identified as being from an Aboriginal and/or Torres Strait Islander background\*
    - 54.2% identified as having been born in a country other than Australia
    - 4.8% identified as currently serving or prior defence service.
- \*certain questions are mandatory questions (with the option to select ‘do not wish to answer’) so total number of respondents may be different than for non-mandatory questions (which may be left blank). This is why percentages have been provided.
- The Office for Women continues to administer the Register and has been working with the developers to on a range of upgrades and improvements. Phase Two of the Register has successfully been deployed to production.

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**ISSUE: Women's Safety****Talking points:**

- The ACT Government is committed to women's safety.
- The factors affecting women's safety and perceptions of safety are complex and varied. Things such as poverty rates, crimes rates, drug and alcohol use, urban design and gender stereotypes can have an impact on women's experiences in public places.
- In the *Budget Statements for 2018-19*, the ACT Government committed to promote an anti-violence culture in the ACT to ensure that women feel safe. Success against this objective will be measured by the proportion of ACT women who feel safe by themselves in public places during the day and at night. The target for 2019-20 is 93% during the day and 40% at night, with the estimated target at night increasing to 41% in 2020-21 and 42% for the following two years. The target for day time will remain at 93%.
- The target was set based on data from the *National Survey of Community Satisfaction with Policing*.
- The target acknowledges that whole of community changes in attitude and behaviour are required to improve women's safety and it takes time for perceptions of safety to change.
- It should also be noted that results from the last few years of the *National Survey of Community Satisfaction with Policing* show that the percentage of women in the ACT who feel safe at night is higher than the national average. However, we do aspire to improve on this.
- Women's safety is an area of focus under the *ACT Women's Plan 2016-26*. The *First Action Plan 2017-19* has a number of actions related to women's safety which seek to ensure that women feel safe and understand when and why they don't.
- All ACT Government Directorates are engaged with the Plan and are working together to improve women's perceptions of safety.

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- However, the gendered nature of women’s safety is extremely complex, and cannot be addressed through local initiatives alone.
- That is why the ACT Government supports the *National Plan to Reduce Violence against Women and their Children 2010–2022*, especially as it relates to the *Bystander* and *Stop it at the Start* Campaigns, which incorporate radio and TV advertisements, social media and community education initiatives.
- The *ACT Women’s Safety Grants* also support projects that advance priorities identified in the *Third Action Plan* of the *National Plan to Reduce Violence against Women and their Children 2010-2022*. The 2018-19 budget includes \$100,000 for *Women’s Safety Grants*.
- The Women’s Centre for Health Matters report titled ‘What makes public spaces safer for ACT women?’ was informed by data from their Safety Mapping Tool.
- This report is highly valuable in providing us with information on when, where and why women feel safe and unsafe in our community. We look forward to continuing to work with the Women’s Centre for Health Matters to use this information to inform the policy and planning to support the development of spaces where people, particularly women, feel safe.
- I am pleased that an ACT Government Women’s Safety Grant could support the development of this tool.
- The ACT Government will consider the current indicators of women’s safety with a view to providing local, measurable indicators for future reports.

## Key Information

- Women’s safety is an area of focus under the *ACT Women’s Plan 2016-26*, with the *First Action Plan 2017-19* having the following actions related to women’s safety:
  - Promote the use of Women’s Safety Audits at events run by the ACT Government;
  - Investigate the use of the Safety Mapping Tool to guide ACT Government planning;

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- Review the 'Crime Prevention through Environmental Design General Code' from a safe and inclusive communities perspective (with a focus on women) and review language used in this Code;
- Determine the process by which women's perspectives can be incorporated into Master Plans, Territory Plan reviews and urban design processes;
- Include women, and in particular young women aged 15 to 21, in the planning and design study of local centres. This study will identify resilience, liveability and accessibility at the local level and provide a comparative basis to test planning and design responses in line with national best practice; and
- Conduct lifestyle analysis of women customers (to improve transport options for women).
- Promoting the use of Women's Safety Audits at events run by the ACT Government will help improve safety across a number of areas, such as lighting, signage, visibility, accessibility and parking.
- The Safety Mapping Tool was designed by the Women's Centre for Health Matters (WCHM) using an ACT Government Women's Safety Grant and was launched in August 2016.
- The WCHM publicly released a report in January 2019 which documents the results of data entered in WCHM's Safety Mapping Tool from June 2016 to August 2018. The report includes findings about where women feel safe or unsafe in public spaces, and details why they feel safe or unsafe.
- The WCHM's research into women's feelings of safety in public spaces in the ACT shows that even in areas with low rates of reported crime, women feel unsafe due to the perceived risk of assault or sexual assault, particularly after dark. Areas where women report feeling unsafe include public parks, bus stations, and in commercial areas where they may be visiting shops and restaurants.
- The ACT Government committed an additional \$696,000 to the Office for Women in the 2018-19 Budget to implement actions under the *ACT Women's Plan* and to promote gender equality more broadly.

## Background Information

- Data collected via the *National Survey of Community Satisfaction with Policing* aims to monitor levels of satisfaction with policing services and feelings of public safety of both men and women across Australian jurisdictions. It is considered a key indicator of service quality and a source of information for jurisdictions to monitor community perceptions and levels of satisfaction with policing. The results of the survey are both used by policing agencies and published annually in the Report on Government Services (ROGs).
- Strategic Objective 5 in the *Budget Statements 2018-19 for Community Services Directorate* commits to 'Promote an anti-violence culture in the ACT to ensure that women feel safe'.

Cleared as complete and accurate: 08/10/2019  
Cleared by: Executive Group Manager Ext: 75046  
Contact Officer name: Freya O'Brien Ext: 58434  
Lead Directorate: Community Services  
Cleared for release: Yes  
Information Officer name: Jacinta Evans  
TRIM Ref:

# ANNUAL REPORT HEARING BRIEF

- The data is obtained from the 'Community Satisfaction with Policing' national survey, measuring women's perception of safety in public places during the day and at night. The targets included in the 2019-20 Budget Paper for this Strategic Indicator are:

	<b>2018-19 Target %</b>	<b>2019-20 Target %</b>	<b>2020-21 Estimate %</b>	<b>2021-22 Estimate %</b>	<b>2022-23 Estimate %</b>
Day	93	93	93	93	93
Night	38	40	41	42	42

- The Women's Centre for Health Matters has been in discussions with a number of ACT Government directorates (including EPSDD, TCCS and CSD) about the findings of the *Safety Mapping Tool* and how these can be used to inform government planning decisions.
- Over 700 pieces of feedback have been received through the Safety Mapping Tool and over 80 per cent of these were submitted by women. Not surprisingly, feedback has indicated that perceptions of safety for women are primarily related to who is in the space, how they are using that space and how visible they are (eg. lighting).
- Fifty-seven per cent of the feedback received focused on the Inner North ACT, the majority of which focused on Haig Park. Input received on Haig Park was used by the ACT Government to inform recent modifications.
- Ongoing work will be undertaken to support the use of data from the Safety Mapping Tool in ACT Government planning.
- The Office for Women will also encourage organisers of non-ACT Government events to improve women's safety, especially where there are gendered safety concerns. The Office for Women worked with the Summernats event organisers to conduct a Women's Safety Audit before Summernats 32 (January 2019). There were 70 per cent fewer safety incidents at Summernats 32 than in previous years.

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**ISSUE: Women's Training Programs and Return to Work program****Talking points:**

- The ACT Government has a range of grants and scholarships available for women, and programs that support women in our community to undertake training and improve their skillsets.
- The ACT Government Audrey Fagan Directorship Program was one of several initiatives established to honour the late Audrey Fagan, the first female Chief Police Officer in the ACT.
- The Office for Women partners with the Australian Institute of Company Directors (AICD) to run the annual **Audrey Fagan Directorship Program** workshops for local women who are leaders in our community and who are seeking to advance their careers as Directors of public, private and community sector boards.
- The AICD Program has finished for 2019. 25 women took part in the workshops as well as a new networking event that provided an opportunity for participants to meet current and previous AICD members and to form connections and networks.
- This year the Office for Women is also running the **Audrey Fagan Board Traineeship Program** as part of the broader Audrey Fagan Leadership series, which offers an additional mentoring aspect to participants.
- The Audrey Fagan Board Traineeship Program provides a series of four workshops on the fundamentals of board membership, and connects women to a board and mentor. Through the program, the trainee attends board meetings as a non-member participant, providing first-hand exposure to being in a boardroom, as well as mentorship and networking opportunities.
- The pilot Audrey Fagan Board Traineeship Program had 25 participants take part. This year 32 participants and 30 boards/mentors were involved.

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- In 2018-19, the Audrey Fagan Leadership Series has been expanded to include a pilot Communications and Leadership program. This program focuses on public speaking, confidence and assertiveness support tailored for women. Over 100 women applied for this program and places were offered to 37 women who have not been participants in other Audrey Fagan Leadership Programs.
- I officially launched the new program at its first workshop on 27 June. The final workshop was held on 9 September. Initial feedback from the program's participants has been very positive.
- Under the **Women's Return to Work Program**, grants of \$1,000 are provided to up to 160 women on low incomes and women who have been absent from the workforce for more than 12 months due to caring responsibility to facilitate their re-entry to the workforce.
- In the first quarter of this financial year, 35 grants have been given out to women.
- The Office for Women were successful in obtaining a grant for a total of \$176,810 to spend in the 2019-20 financial year, to deliver additional mentoring and training to women in the ACT who have been out of the workforce for an extended period, through the 'Future Skills for Future Work' funding from Skills Canberra.
- This funding will be used to strengthen the established Return to Work Program through two new components:
  - Mentoring for Return to Work clients - this component of the program will allow all women who access the RTW program through the Office for Women to get one on one mentorship to better link into vocational education/training opportunities and employment pathways. In particular, the relationship manager will ensure that all RTW clients are provided with information on pathways into apprenticeships and traineeships. This will be delivered in partnership with UnitingCare Kippax.
  - SPARK Return to Work Workshops -this component consists of a series of workshops and individualised sessions to provide women with the skills and confidence they need to get back to work. Advice on available vocational education options (including

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apprenticeship and traineeship education options) will be provided, and support to take active steps to enrol in further training opportunities and/or employment. Workshops will be run in both North and South Canberra, targeting a maximum of 80 women. This will be delivered through SPARK Ginninderry and the Career Shop. I attended one of the Northside workshops where I was able to meet some of the participants.

**Key Information**

- The Office for Women partners with the Australian Institute of Company Directors to run annual Audrey Fagan Leadership Program workshops for local women who are leaders in our community and seeking to advance their careers as Directors of public, private and community sector boards.
- The Audrey Fagan Board Traineeship Program provides a series of four workshops on the fundamentals of board membership. Trainees learn about the fundamental principles and functions of boards, the roles of board members, financial processes and other governance priorities.
- The Office for Women administer the Return to Work Grants Program. These grants provide up to \$1,000 to assist eligible women to return to the workforce. The use of the grant money is tailored to the needs of the individual woman and may be used to cover expenses such as education, training, course fees, purchasing computers and software, child care and driving lessons.
- To be eligible, applicants must meet the following criteria:
  - be in receipt of a low income (for example, have a current Health Care or Pension Card);
  - have been out of the workforce due to unpaid caring responsibilities for 12 months or more in their lifetime;
  - have not worked in paid employment for more than four consecutive months (full time or part time equivalent) during the past 12 months;
  - are not currently in paid employment or on maternity or paid/unpaid leave;
  - have lived in the ACT for the three months prior to applying for the grant (please note: a waiver may apply if the applicant has moved to the ACT due to relocation as a result of domestic violence);
  - are not receiving financial support for all training and related costs through a Job Services Australia provider or ACT Government assistance such as Canberra Institute of Technology (CIT) scholarships; and
  - have not previously received assistance under this grants program.
- In the 2017-18 financial year, 135 women received return to work grants, helping them to obtain skills, training and other essentials to enable them to return to work.

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- This means that last year \$135,000 was spent of the \$160,000 available for the RTW program. The surplus funds of \$25,000 were used to support the Ginninderry SPARK and Employment Initiative, in partnership with the Career Shop, to deliver three Return to Work modules consisting of a series of workshops and individualised coaching sessions for women returning to the work force. This program is specially targeted to women living within the ACT and fulfils the aim of the return to work program. The Northside workshops commenced on 4 September 2018 and the Southside commenced on 24 October 2018.
- The workshops cover job readiness, online and Government job applications. Creating professional resumes and cover letters. Including interview techniques, exploring career options, personal presentation and dressing for workplace. Customised individual sessions will also be provided to any women wanting extra support to build confidence, interview skills and increase their chance of gaining employment.

**Background information**

- The diversity register will assist in achieving the ambitious target for 50 percent female representation on ACT Government boards and committees and the target of 40 percent by 2020 for sporting associations to be eligible to receive ACT Government funding. Representatives from sporting associations have already flagged that they will not be able to meet this target without assistance to identify and develop female candidates.
- The Australian Institute of Company Directors (AICD) has been delivering the ACT Audrey Fagan Women in Leadership series of workshops for over 10 years and have demonstrated a record of completing the courses on time and by highly qualified trainers who are members and fellows of the AICD.

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Approved – C. Murray

**CSD Staff Portfolio (as at 18 September 2019)****CSD total number of staff – 989 / FTE – 920.00**

<b>Workforce Profile</b>	<b>Headcount</b>	<b>FTE</b>
Permanent	802	760.56
Temporary	174	154.53
Casual	13	4.91
<b>Total</b>	<b>989</b>	<b>920.00</b>

<b>Employment Status</b>	<b>Headcount</b>	<b>FTE</b>
Full Time	783*	775.94
Part Time	198	137.84

<b>Diversity Profile</b>	<b>Headcount</b>	<b>%</b>	
<b>Gender</b>			
Female Staff	738	74.6%	
Male Staff	250	25.3%	
Indeterminate / Intersex / Unspecified	1	0.1%	
<b>Age Range</b>			
Under 25	43	4.3%	
25-34	257	26.0%	
35-44	257	26.0%	
45-54	264	26.7%	
55 and over	168	17.0%	
<b>Length of Service</b>			
Less than 1 year	154	15.6%	
1-5 years	313	31.6%	
5-10 years	215	21.7%	
10-20 years	249	25.2%	
Above 20 years	58	5.9%	
<b>Diversity</b>			<b>Target Headcount June 2020</b>
People with Disability	55	5.6%	Unable to provide, targets have not been released yet
Aboriginal and/or Torres Strait Islander	45	4.6%	Unable to provide, targets have not been released yet
Culturally and linguistically diverse background	163	16.5%	N/A

\* The numbers of full-time headcount and FTE should be the same. However, the figures are different by 7 (6.22 FTE) people because they include 'final monies' for 7 exiting staff members who may be owed a payout of unused leave, application of a salary increases etc.



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON HEALTH, AGEING AND COMMUNITY SERVICES  
BEC CODY MLA (CHAIR), VICKI DUNNE MLA (DEPUTY CHAIR), CAROLINE LE COUTEUR MLA

**WITNESS LIST FOR COMMITTEE AND HANSARD**  
**ANNUAL AND FINANCIAL REPORTS 2018-19**

To assist the Committee with its records and Hansard in recording the appearance of **all** officers who are likely to give evidence to the Committee, you are requested to provide the following information. Please return this information electronically to the Committee Secretary.

<b>Committee Name:</b> Health, Ageing and Community Services	
<b>Hearing Date &amp; Time:</b> 3:00-3:30, Tuesday 12 November 2019	
<b>Title / Full name / Position / Branch or Division / Department or Agency</b>	<b>Portfolio area</b>
Ms Yvette Berry, Minister for Women	Women
Ms Rebecca Cross, Director- General, Community Services Directorate	Women
Ms Anne-Maree Sabellico, Deputy Director- General, Community Services Directorate	Women
Ms Jo Wood, Coordinator-General for Family Safety, Community Services Directorate	Women
Ms Robyn Calder, Executive Group Manager, Corporate Services, Community Services Directorate	Women
Ms Jacinta Evans, Executive Group Manager, Inclusion & Participation, Community Services Directorate	Women
Ms Christine Murray, Executive Branch Manager, People Management, Corporate Services, Community Services Directorate	Women
Mr Peter Podnar, Executive Branch Manager, Chief Financial Officer, Corporate Services, Community Services Directorate	Women
Ms Jessica Summerrell, Executive Branch Manager, Social and Community Inclusion	Women
Ms Freya O'Brien, Senior Director, Office for Women, Inclusion & Participation, Community Services Directorate	Women



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

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COMMITTEE SUPPORT OFFICE

## PRIVILEGE STATEMENT

The Assembly has authorised the recording, broadcasting and re-broadcasting of these proceedings.

All witnesses making submissions or giving evidence to committees of the Legislative Assembly for the ACT are protected by parliamentary privilege.

“Parliamentary privilege” means the special rights and immunities which belong to the Assembly, its committees and its members. These rights and immunities enable committees to operate effectively, and enable those involved in committee processes to do so without obstruction, or fear of prosecution.

Witnesses must tell the truth: giving false or misleading evidence will be treated as a serious matter, and may be considered contempt of the Assembly.

While the Committee prefers to hear all evidence in public, it may take evidence in-camera if requested. Confidential evidence will be recorded and kept securely. It is within the power of the committee at a later date to publish or present all or part of that evidence to the Assembly; but any decision to publish or present in-camera evidence will not be taken without consulting with the person who gave the evidence.

*Amended 20 May 2013*



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

COMMITTEE SUPPORT OFFICE

**PUBLIC HEARING SCHEDULE**

***Inquiry into Annual and Financial Reports 2018–19***

(As at 3 October 2019)

**DAY ONE – MONDAY 04 NOVEMBER 2019**

	<b>Committee</b>	<b>Time</b>	<b>Witness</b>	<b>Office</b>	<b>Annual Report</b>
	<b>Economic Development and Tourism</b>	9.15am-10.30am (1 hour 15 minutes)	Mr Barr	<b>Chief Minister</b>	<b>CMTEDD Portfolio</b> Government Policy Reform Coordinated Communication and Community Engagement Digital Strategy
<b>10.30am-10.45am – Morning Tea</b>					
	<b>Economic Development and Tourism</b>	10.45am-11.45am (1 hour)	Mr Barr	<b>Treasurer</b>	<b>CMTEDD Portfolio</b> Infrastructure Finance and Capital Works Venues
	<b>Economic Development and Tourism</b>	11.45am-12.15pm (30 minutes)	Mr Barr	<b>Minister for Trade, Industry and Investment</b>	<b>CMTEDD Portfolio</b> Innovate, Trade and Investment
	<b>Economic Development and Tourism</b>	12.15pm-12.45pm (30 minutes)	Mr Barr	<b>Ministry for Tourism and Special Events</b>	<b>CMTEDD Portfolio</b> Visit Canberra Events
<b>12.45pm-2.00pm – Lunch</b>					
	<b>Public Accounts</b>	2.00pm-3.00pm (1 hour)	Mr Barr	<b>Treasurer</b>	<b>CMTEDD Portfolio - Treasury</b> Revenue Management Financial Management Economic Management
	<b>Public Accounts</b>	3.00pm-4.00pm (1 hour)	Mr Barr	<b>Treasurer</b>	<b>CMTEDD Portfolio – Treasury</b> Superannuation Provision Account Territory Banking Account <b>ACT Compulsory Third Party Insurance Regulator</b> <b>Office of the Nominal Defendant of the ACT</b>
<b>4.00pm-4.15pm – Afternoon Tea</b>					

	<b>Committee</b>	<b>Time</b>	<b>Witness</b>	<b>Office</b>	<b>Annual Report</b>
	<b>Public Accounts</b>	4.15pm-4.45pm (30 minutes)	Mr Barr	<b>Chief Minister</b>	<b>CMTEDD Portfolio – Chief Minister</b> Workforce, Capability and Governance State of the Service Report
<b>4.45pm – Close</b>					

**DAY TWO – TUESDAY 05 NOVEMBER 2019**

	<b>Committee</b>	<b>Time</b>	<b>Witness</b>	<b>Office</b>	<b>Annual Report</b>
	<b>Public Accounts</b>	9.00am-9.45am (45 minutes)	Mr Barr	<b>Treasurer</b>	<b>Icon Water Limited</b>
	<b>Public Accounts</b>	9.45am-10.15am (30 minutes)	Mr Barr	<b>Treasurer</b>	<b>Independent Competition and Regulatory Commission</b>
<b>10.15am-10.30am – Morning Tea</b>					
	<b>Public Accounts</b>	10.30am-10.45am (15 minutes)	Mr Barr	<b>Treasurer</b>	<b>Lifetime Care and Support Fund</b>
	<b>Public Accounts</b>	10.45am-11.15am (30 minutes)	Mr Barr	<b>Chief Minister</b>	<b>CMTEDD Portfolio – Chief Minister</b> ACT Executive Director of Territory Records
<b>11.15am-12.30pm - Lunch</b>					
	<b>Public Accounts</b>	12.30pm-1.15pm (45 minutes)	Ms Orr	<b>Minister for Government Services and Procurement</b>	<b>CMTEDD Portfolio Shared Services</b> <b>ACT Insurance Authority</b>
	<b>Public Accounts</b>	1.15pm-2.00pm (45 minutes)	Ms Orr	<b>Minister for Government Services and Procurement</b>	<b>CMTEDD Portfolio – Chief Minister</b> Goods and Services Procurement
	<b>Public Accounts</b>	2.00pm-2.15pm (15 minutes)	Ms Orr	<b>Minister for Employment and Workplace Safety</b>	<b>CMTEDD Portfolio</b> Default Insurance Fund
<b>2.15pm-2.30pm – Afternoon Tea</b>					
	<b>Public Accounts</b>	2.30pm-3.00pm (30 minutes)	ACT Auditor-General	<b>ACT Auditor-General</b>	<b>ACT Auditor-General</b>
	<b>Public Accounts</b>	3.00pm-3.30pm (30 minutes)	ACT Ombudsman	<b>Office of the Legislative Assembly</b>	<b>ACT Ombudsman</b>
	<b>Public Accounts</b>	3.30pm-4.00pm (30 minutes)	Madam Speaker	<b>Speaker, ACT Legislative Assembly</b>	<b>Office of the Legislative Assembly</b>
AC	<b>Health, Ageing and Community Services</b>	4.00pm-5.00pm (1 hour)	Mr Ramsay	<b>Minister for Seniors and Veterans</b>	<b>Community Services Directorate</b> Seniors and Veterans
<b>5.00pm – Close</b>					

**DAY THREE – WEDNESDAY 06 NOVEMBER 2019**

	<b>Committee</b>	<b>Time</b>	<b>Witness</b>	<b>Office</b>	<b>Annual Report</b>
	<b>Justice and Community Safety</b>	9.00am-9.30am (30 minutes)	Mr Ramsay	<b>Attorney-General</b>	<b>ACT Gambling and Racing Commission</b> <b>JACSD Portfolio</b> Gaming Policy
<b>Minister for Business and Regulatory Services</b> (if required for regulatory matters)					
	<b>Justice and Community Safety</b>	9.30am-9.50am (20 minutes)	Mr Ramsay	<b>Attorney-General</b>	<b>JACSD Portfolio</b> <b>Courts and Tribunals</b>
	<b>Justice and Community Safety</b>	9.50am-10.45am (55 minutes)	Mr Ramsay	<b>Attorney-General</b>	<b>JACSD Portfolio</b> Legislative Drafting and Publishing Services Policy Advice and Justice Program Legal Services to Government Parliamentary Counsel
<b>10.45am-11.00am – Morning Tea</b>					
	<b>Justice and Community Safety</b>	11.00am-12.15pm (1 hour 15 minutes)	JACSD Statutory Office Holders		<b>ACT Human Rights Commission</b> <b>Legal Aid Commission</b> <b>Public Trustee and Guardian</b> <b>Inspector of Correctional Services</b> <b>Solicitor-General for the ACT</b>
<b>12.15pm-1.15pm - Lunch</b>					
	<b>Justice and Community Safety</b>	1.15pm-1.40pm (25 minutes)	JACSD Statutory Office Holders		<b>Director of Public Prosecution</b>
	<b>Justice and Community Safety</b>	1.40pm-2.00pm (20 minutes)	ACT Electoral Commissioner	<b>ACT Electoral Commission</b>	<b>ACT Electoral Commission</b>
	<b>Justice and Community Safety</b>	2.00pm-3.30pm (1 hour 30 minutes)	Mr Gentlemen	<b>Minister for Police and Emergency Services</b>	<b>JACSD Portfolio</b> Emergency Services <b>ACT Policing</b>
<b>3.30pm-3.45pm – Afternoon Tea</b>					

	<b>Committee</b>	<b>Time</b>	<b>Witness</b>	<b>Office</b>	<b>Annual Report</b>
	<b>Justice and Community Safety</b>	3.45pm-4.45pm (1 hour)	Mr Rattenbury	<b>Minister for Justice, Consumer Affairs and Road Safety</b>	<b>JACSD Portfolios: Protection of Rights</b>
	<b>Justice and Community Safety</b>	4.45pm-5.45pm (1 hour)	Mr Rattenbury	<b>Minister for Corrections and Justice Health</b>	<b>JACSD Portfolio – Community Safety</b> Corrective Services <b>Sentence Administration Board of the ACT</b>
<b>5.45pm - Close</b>					

**DAY FOUR – THURSDAY 07 NOVEMBER 2019**

	<b>Committee</b>	<b>Time</b>	<b>Witness</b>	<b>Office</b>	<b>Annual Report</b>
	<b>Planning and Urban Renewal</b>	9.00am-9.15am (15 minutes)	Acting Minister on behalf of Mr Ramsay	<b>Minister for Building and Quality Improvement</b>	<b>Architects Board of the ACT</b>
	<b>Planning and Urban Renewal</b>	9.15am-10.30am (1 hour 15 minutes)	Mr Barr	<b>Chief Minister</b>	<b>CMTEDD Portfolio – Chief Minister City Renewal Authority</b>
<b>10.30am-10.45am – Morning Tea</b>					
	<b>Planning and Urban Renewal</b>	10.45am-12.45pm (2 hours)	Mr Gentlemen	<b>Minister for Planning and Land Management</b>	<b>EPSDD Portfolio</b> Land Strategy Planning and Building Policy (including policies related to building quality improvement – regulatory aspects covered under Minister for Building Quality Improvement) Planning Delivery
<b>12.45pm- 1.45pm – Lunch</b>					
	<b>Planning and Urban Renewal</b>	1.45pm-3.00pm (1 hour 15 minutes)	Ms Stephen- Smith	<b>Minister for Urban Renewal</b>	<b>EPSDD Portfolio</b> Urban Renewal Suburban Land Agency - relating to urban renewal sites including Kingston Arts Precinct and Canberra Brickworks
	<b>Planning and Urban Renewal</b>	3.00pm-3.15pm (15 minutes)	Ms Orr	<b>Minister for Employment and Workplace Safety</b>	<b>EPSDD Portfolio</b> Loose Fill Asbestos Insulation Eradication Scheme
<b>3.15pm-3.30pm – Afternoon Tea</b>					
	<b>Planning and Urban Renewal</b>	3.30pm-5.00pm (1 hour 30 minutes)	Ms Berry	<b>Minister for Housing and Suburban Development</b>	<b>EPSDD Portfolio</b> Suburban Land Agency Public Housing Renewal (Task Force)
<b>5.00pm - Close</b>					

**DAY FIVE – FRIDAY 08 NOVEMBER 2019**

	<b>Committee</b>	<b>Time</b>	<b>Witness</b>	<b>Office</b>	<b>Annual Report</b>
	<b>Education, Employment and Youth Affairs</b>	9.00am-9.30am (30 minutes)	Mr Barr	<b>Minister for Tertiary Education</b>	<b>ACT Building Construction Industry Training Fund Authority</b>
	<b>Education, Employment and Youth Affairs</b>	9.30am-10.45am (1 hour 15 minutes)	Mr Barr	<b>Minister for Tertiary Education</b>	<b>Canberra Institute of Technology (2018) Higher Education, Training and Research</b> (please note University of Canberra will be appearing on the 14 <sup>th</sup> November)
<b>10.45am-11.00am – Morning tea</b>					
	<b>Economic Development and Tourism</b>	11.00am-12.00pm (1 hour)	Ms Orr	<b>Minister for Government Services and Procurement</b>	<b>CMTEDD Portfolio</b> ACT Government Procurement Board Procurement ACT Property Services
	<b>Economic Development and Tourism</b>	12.00pm-12.30pm (30 minutes)	Ms Orr	<b>Minister for Community Services and Facilities</b>	<b>CMTEDD Portfolio</b> Community Facilities – including property services and charging policy
<b>12.30pm-1.30pm – Lunch</b>					
	<b>Economic Development and Tourism</b>	1.30pm-3.30pm (2 hours)	Acting Minister on behalf of Mr Ramsay	<b>Minister for Business and Regulatory Services</b>	<b>CMTEDD Portfolio – Chief Minister</b> Access Canberra
				<b>Minister for Building Quality Improvement</b>	<b>ACT Construction Occupations Planning and Building Policy</b> (policy aspects covered under Minister for Planning and Land Management)
<b>3.30pm-3.45pm – Afternoon tea</b>					
	<b>Economic Development and Tourism</b>	3.45pm-4.15pm (30 minutes)	Acting Minister on behalf of Mr Ramsay	<b>Minister for the Arts, Creative Industries and Cultural Events</b>	<b>CMTEDD Portfolio</b> Arts Engagement
	<b>Economic Development and Tourism</b>	4.15pm-4.45pm (30 minutes)	Acting Minister on behalf of Mr Ramsay	<b>Minister for the Arts, Creative Industries and Cultural Events</b>	<b>CMTEDD Portfolio</b> Cultural Facilities Corporation
<b>4.45pm - Close</b>					

**DAY SIX – MONDAY 11 NOVEMBER 2019**

	<b>Committee</b>	<b>Time</b>	<b>Witness</b>	<b>Office</b>	<b>Annual Report</b>
	<b>Health, Ageing and Community Services</b>	9.00am-10.30am (1 hour 30 minutes)	Ms Stephen-Smith	<b>Minister for Health</b>	<b>Canberra Health Services / Health Directorate</b> ACT Care Coordinator Calvary Health Care Ltd Human Research Ethics Committee Radiation Council
<b>10.30am-10.45am – Morning Tea</b>					
	<b>Health, Ageing and Community Services</b>	10.45am-12.30pm (1 hour 45 minutes)	Ms Stephen-Smith	<b>Minister for Health</b>	<b>Canberra Health Services / Health Directorate</b> ACT Local Hospital Network Health Directorate Population Health Rehabilitation, Aged and Community Care
<b>12.30pm-1.45pm – Lunch</b>					
	<b>Health, Ageing and Community Services</b>	1.45pm-3.15pm (1 hour 30 minutes)	Ms Stephen-Smith	<b>Minister for Health</b>	<b>Canberra Health Services / Health Directorate</b> Cancer Services Acute Services Alcohol and Drug Services
<b>3.15pm-3.30pm – Afternoon Tea</b>					
	<b>Health, Ageing and Community Services</b>	3.30pm-5.00pm (1 hour 30 minutes)	Mr Rattenbury	<b>Minister for Mental Health</b>	<b>Canberra Health Services / Health Directorate</b> Mental Health Justice Health Office for Mental Health and Wellbeing Chief Psychiatrist
<b>5.00pm - Close</b>					

## DAY SEVEN – TUESDAY 12 NOVEMBER 2019

	Committee	Time	Witness	Office	Annual Report
	Health, Ageing and Community Services	9.00am-9.45am (45 minutes)	Ms Orr	Minister for Disability	<b>CSD Portfolio</b> NDIS Implementation Office for Disability Quality, Complaints and Regulation (Senior Practitioner for Restrictive Practitioners; Human Services Registrar – Disability Services, OV Disability, NDIS Quality Safety Guards)
	Health, Ageing and Community Services	9.45am-10.30am (45 minutes)	Ms Orr	Minister for Community Services and Facilities	<b>CSD Portfolio</b> Inclusion and Participation Strategic Policy (shared responsibility with Minister for CYF) Quality, Complaints and Regulation (WWVP Act)
<b>10.30am-10.45am – Morning Tea</b>					
	Health, Ageing and Community Services	10.45am-11.15am (30 minutes)	Mr Steel	Minister for Multicultural Affairs	<b>CSD Portfolio</b> Multicultural Affairs
	Health, Ageing and Community Services	11.15am-11.45am (30 minutes)	Ms Stephen-Smith	Minister for Aboriginal and Torres Strait Islander Affairs	<b>CSD Portfolio</b> Aboriginal and Torres Strait Islander Affairs
<b>11.45am-12.45pm – Lunch</b>					
	Health, Ageing and Community Services	12.45pm-2.45pm (2 hours)	Ms Stephen-Smith	Minister for Children, Youth and Families	<b>CSD Portfolio</b> Strategic Policy (shared responsibility with Minister for CSF) Early Intervention Services Child and Family Centres Child Development Service Child and Youth Protection Services Quality, Complaints and Regulation (Human Services Registrar – Care and Protection Organisations, Child Death Review Committee, Child and Youth Protection Quality Assurance and Improvement Committee)
<b>2.45pm-3.00pm – Afternoon Tea</b>					
	Health, Ageing and Community Services	3.00pm-3.30pm (30 minutes)	Ms Berry	Minister for Women	<b>CSD Portfolio</b> Women
	Health, Ageing and Community Services	3.30pm-4.30pm (1 hour)	Ms Berry	Minister for Housing and Suburban Development	<b>CSD Portfolio</b> Housing ACT Quality, Complaints and Regulation (Human Services Registrar – Community Housing agencies)

	<b>Committee</b>	<b>Time</b>	<b>Witness</b>	<b>Office</b>	<b>Annual Report</b>
	<b>Health, Ageing and Community Services</b>	4.30pm-5.30pm (1 hour)	Ms Berry	<b>Minister for Preventing of the Domestic and Family Violence</b>	<b>CSD Portfolio</b> Safer Families Family Safety Co-ordinator-General
5.30pm - Close					

### DAY EIGHT – WEDNESDAY 13 NOVEMBER 2019

	Committee	Time	Witness	Office	Annual Report
	Environment and Transport and City Services	9.30am-10.30am (1 hour)	Mr Gentleman	Minister for Environment and Heritage	<b>CMTEDD Portfolio</b> Environment Protection Authority
<b>10.30am-10.45am – Morning Tea</b>					
	Environment and Transport and City Services	10.45am-12.00pm (1 hour 15 minutes)	Mr Gentleman	Minister for Environment and Heritage	<b>EPSDD Portfolio</b> Conservator of Flora and Fauna Environment Conservation and Land Management
	Environment and Transport and City Services	12.00pm-1.00pm (1 hour)	Mr Gentleman	Minister for Environment and Heritage	Heritage ACT Heritage Council
<b>1.00pm-2.00pm – Lunch</b>					
	Environment and Transport and City Services	2.00pm-3.15pm (1 hour 15 minutes)	Mr Rattenbury	Minister for Climate Change and Sustainability	<b>EPSDD Portfolio</b> Climate Change Council Climate Change and Sustainability
<b>3.15pm-3.30pm – Afternoon Tea</b>					
	Environment and Transport and City Services	3.30pm-4.30pm (1 hour)	Mr Rattenbury	Minister for Climate Change and Sustainability	<b>EPSDD Portfolio</b> Energy Efficiency (Cost of Living) Improvement Administrator  <b>Office of the Commissioner for Sustainability and the Environment</b>
<b>4.30pm - Close</b>					

### DAY NINE – THURSDAY 14 NOVEMBER 2019

	Committee	Time	Witness	Office	Annual Report
	Education, Employment and Youth Affairs	9.00am-9.30am (30 minutes)	University of Canberra		University of Canberra
	Education, Employment and Youth Affairs	9.30am-10.45am (1 hour 15 minutes)	Ms Orr	Minister for Employment and Workplace Safety	<b>CMTEDD Portfolio</b> ACT Long Service Leave Authority Public Sector Workers Compensation Fund Workforce Injury Management and Industrial Relations Policy
<b>10.45am-11.15am – Morning Tea</b>					
	Education, Employment and Youth Affairs	11.15am-12.30pm (1 hour 15 minutes)	Ms Orr	Minister for Employment and Workplace Safety	Workforce Injury Management and Industrial Relations Policy continued..  Worksafe Commissioner
<b>12.30pm-1.45pm – Lunch</b>					
	Education, Employment and Youth Affairs	1.45pm-3.30pm (1 hour 45 minutes)	Ms Berry	Minister for Education and Early Childhood Development	<b>EDU Portfolio</b> ACT Teacher Quality Institute Board of Senior Secondary Studies Public Primary School Education Public High School Education Public Secondary College Education Disability Education in Schools Non-Government School Education
<b>3.30pm-3.45pm – Afternoon Tea</b>					
	Education, Employment and Youth Affairs	3.45pm-4.45pm (1 hour)	Ms Berry	Minister for Education and Early Childhood Development	Education continued...
<b>4.45pm - Close</b>					

### DAY TEN – FRIDAY 15 NOVEMBER 2019

	Committee	Time	Witness	Office	Annual Report
	Environment and Transport and City Services	9.00am-9.45am (45 minutes)	Ms Berry	Minister for Sport and Recreation	<b>CMTEDD Portfolio</b> Sport and Recreation <b>TCCS Portfolio</b> Sport grounds
	Environment and Transport and City Services	9.45am-10.45am (1 hour)	Mr Steel	Minister for Roads and Active Travel	<b>TCCS Portfolio – City Services</b> Roads and Infrastructure
<b>10.45am-11.00am – Morning Tea</b>					
	Environment and Transport and City Services	11.00am-11.45am (45 minutes)	Mr Steel	Minister for City Services	<b>TCCS Portfolio</b> ACT Public Cemeteries Authority ACT Veterinary Practitioner’s Board Animal Welfare Authority
	Environment and Transport and City Services	11.45am-12.30pm (45 minutes)	Mr Steel	Minister for Recycling and Waste Reduction	Waste and Recycling
<b>12.30pm-1.30pm – Lunch</b>					
	Environment and Transport and City Services	1.30pm-3.15pm (1 hour 45 minutes)	Mr Steel	Minister for Transport	<b>TCCS Portfolio – Transport Canberra</b> Transport Canberra
<b>3.15pm-3.30pm – Afternoon Tea</b>					
	Environment and Transport and City Services	3.30pm-5.00pm (1 hour 30 minutes)	Mr Steel	Minister for City Services	<b>TCCS Portfolio – City Services</b> City Services Libraries City Maintenance and Services Capital Linen Service
<b>5.00pm - Close</b>					