

Response to question on notice

Questions on Notice Paper No 11

26 September 2025

Question No. 654

SHANE RATTENBURY MLA: To ask the Minister for Homes, Homelessness and New Suburbs-

In relation to the ministerial statement delivered on 25 September 2025 entitled *Insourcing of public housing repairs and maintenance*,

- (a) why was the monthly cost of insourced services during the pilot higher than the cost of outsourcing this work,
- (b) how much higher was the cost,
- (c) what were the improvements made to the service standards,
- (d) what modelling has been done on how much higher the costs will be, and
- (e) can the Minister provide this modelling.

YVETTE BERRY MLA - The answer to the Member's question is as follows:

- (a) The higher costs during the trial period reflect a combination of ACTPS staff (including trades) salaries and on-costs, management overheads, and the different quality and frequency of the service delivery.
- (b) As services were only provided for part of a financial year during the trial period, a direct comparison of costs is limited to extrapolation of the part-year costs, noting the nature of the services mean there can be price fluctuations across a financial year. It should also be noted the trial included development of knowledge and processes that would be associated with an upfront investment.

Noting there is a difference in service comparisons, the estimated price difference based on an extrapolation of delivery costs for part of the year at seven sites managed by Infrastructure Canberra (iCBR) in 2024-25, compared to a full year actuals provided under the Total Facilitates Maintenance contract (TFM) at the same sites in 2023-24 (indexed to reflect 2024-25 values), was approximately an additional \$36,200. Costs for one site were excluded from the analysis, as it was under a defect liability period prior to the commencement of the trial and had no comparable TFM maintenance costs.

- (c) Improvements include an additional level of service provision for grounds maintenance at the trial sites, including weeding, mulching, regular removal of sharps and an increased frequency of bulky waste removal, ensuring common areas were safe and well maintained. There was also development of knowledge, systems and processes by iCBR as part of the trial.
- (d) iCBR have calculated the estimated costs for the delivery and management of planned maintenance common area services at the 10 multi-unit property sites for 2025-26 based on the anticipated volume of planned maintenance, and the hourly trade rates and contract pricing that will apply to the service delivery.
- (e) The estimated 2025-26 full year cost for planned maintenance common area services at the 10 multi-unit property sites to be serviced in 2025-26 is \$486,370, based on the modelling. This does not include the costs of reactive maintenance services, as the volumes of these are unable to be calculated in advance.

Approved for circulation to the Member and incorporation into Hansard.


Yvette Berry MLA
Minister for Homes, Homelessness and New Suburbs

Date: 20/10/25

This response required 1 hour to complete, at an approximate cost of \$126.79