

## Response to question on notice

### Questions on Notice Paper No 16

3 March 2026

### Question No. 941

**MR SHANE RATTENBURY:** To ask the Minister for Homes, Homelessness and New Suburbs

1. What work has been done to move all of Programmed works in-house.
2. What is yet to be completed of the works referred to in part (1) in order for the shift to occur and what is the timeframe for readiness.

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

1. The Multi-Unit Property Insourcing Trial was completed in June 2025, with the ACT Government, through Infrastructure Canberra (iCBR), now leading and delivering common area ground maintenance and planned services at ten Housing ACT sites.

In June 2025, the ACT Government agreed to insource disability modifications, domestic violence upgrades, customer service functions and financial arrangements components of the Total Facilities Management Services Agreement (TFM Contract).

The ACT Government requested that iCBR (the Government Insourcing Taskforce) prepare a new public housing facilities management delivery model to replace the current fully outsourced model. The current TFM contract ends on 31 December 2027. The 12-month Demobilisation Period of the current outsourced model is due to commence in December 2026.

2. The ACT Government is progressing the staged transition of disability modifications and domestic violence upgrade services for the public housing portfolio to be managed by iCBR. These services are currently delivered by Programmed under the TFM Contract.

The transition period from the current outsourced arrangement to an ACT Government-led delivery will be carefully managed to balance demobilisation and mobilisation activities, ensuring service continuity and readiness across all stakeholders, and to minimise impacts on public housing tenants. Further decisions on the insourcing of public housing repairs and maintenance will be considered through the 2026-27 Budget process. The current TFM contract ends on 31 December 2027.

Approved for circulation to the Member and incorporation into Hansard.

  
Yvette Berry MLA  
Minister for Homes, Homelessness and New Suburbs

Date: 18/03/26

This response required 2 hours and 20 minutes to complete, at an approximate cost of \$230.29