

ACT Ombudsman recommendations lead to improvement for tenants

Today, the ACT Ombudsman, Mr Iain Anderson, published a report on the action taken by Housing ACT to implement recommendations made last year.

In July 2023, the ACT Ombudsman made 9 recommendations to Housing ACT aimed at strengthening the support and assistance provided to tenants with known vulnerabilities and balancing the legitimate public policy goals of the Growing and Renewing Program (the Program) with the needs of public housing tenants.

In recently reviewing the progress taken by Housing ACT, the Ombudsman found 5 recommendations fully implemented and one recommendation partially implemented, with the remaining 3 recommendations superseded because the Program no longer involved mandatory relocations.

The recommendations led to a more person-centred approach to engaging with tenants about relocation. This included personalising communication with tenants, training staff about human rights and making information more accessible.

Statements attributable to Mr Iain Anderson, ACT Ombudsman:

"I am pleased to see Housing ACT's increased awareness of tenant welfare in its decision-making and engagement"

"Our original investigation found significant issues with how Housing ACT was communicating with tenants who were being forced to move from their home.

My Office encourages Housing ACT to continue to develop how it uses feedback to improve service delivery, and will follow up on their progress as we monitor the implementation of our final recommendation."

OFFICIAL

Read the full report via our website [here](#).

For more information visit ombudsman.act.gov.au or for media enquiries email media@ombudsman.gov.au.