

Question on Notice

No. 1561

Asked on Thursday, 11 December 2025

HON M BAILEY ASKED THE MINISTER FOR HOUSING AND PUBLIC WORKS AND MINISTER FOR YOUTH (**HON S O’CONNOR**)—

QUESTION:

With reference to answer to Question on Notice No. 1177 of 2025—

Will the Minister advise, for all Immediate, Urgent and Priority work orders issued between 1 November 2024 and 15 October 2025 that were not completed within their target response times of 1 hour, 4 hours and 24 hours respectively, the average amount of time by which these overdue work orders exceeded their target response times?

ANSWER:

QBuild’s system designates a work order as ‘complete’ when all activities have been finalised, such as, make safe, rectification and repair following make safe, receipt of invoice from contractor, and assessment of completed work. The system data does not support reporting on real-time contractor updates.

Work orders can contain numerous tasks falling under multiple response categories. For example, an electrician may be dispatched to make safe an exposed live electrical wire (immediate category). During the visit, the electrician is advised that there is no power to some lights (priority category) and some power points are not working (standard category). These tasks would all fall under the one work order. As such, the data for response timeframes is captured as a percentage against the KPI for each of the response categories.

Noting the above, the duration provided in the below table is the average time for a work order to be completed, not necessarily the time to be made safe.

For maintenance work orders issued between 1 November 2024 and 15 October 2025, the average and median time to complete a task (in addition to make safe) is detailed in the below table.

Response Category	Typical response time to make safe	KPI	Percentage made safe within typical response time	Percentage not made safe within typical response time	Average time to complete task (in addition to make safe)
Immediate	1 hour	95%	97%	3%	60 hours
Urgent	4 hours	95%	96%	4%	45 hours
Priority	24 hours	95%	97%	3%	95 hours