

Question on Notice

No. 1572

Asked on Thursday, 11 December 2025

MS M MCMAHON 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 the period 1 November 2024 to 15 October 2025, the longest recorded completion time for each response category (Immediate, Urgent, Priority, Standard, Normal, Planned and Non-urgent) for work orders completed during that period?

ANSWER:

The department has typical response times to make safe for response categories, excluding planned works, which are programmed throughout a financial year.

Key performance indicators (KPI) have been set for immediate, urgent and priority works on the basis these faults may pose a risk to tenant health and safety or result in serious damage to the property. If unaddressed, the department does not have make safe KPIs for the standard or normal response categories, given the volume and routine nature of these works.

There were 308,901 maintenance work orders issued between 1 November 2024 and 15 October 2025.

The longest recorded completion time from a task being made safe to completion (as show in the tables below) does not necessarily reflect the time taken to complete the maintenance task. For example, the maintenance task may be completed the same day, but the task is not considered complete until contractor invoices are received, paid and the task closed in the system.

Response Category	Typical response time to make safe	KPI	Percentage made safe within typical response time	Percentage not made safe within typical response time	Longest recorded time from task being made safe to completion
Immediate	1 hour	95%	97%	3%	20 calendar days
Urgent	4 hours	95%	96%	4%	76 calendar days
Priority	24 hours	95%	97%	3%	128 calendar days
Standard	7 days	N/A			334 calendar days
Normal	14 days	N/A			388 calendar days
Planned	N/A	Timing is determined through program scheduling throughout a financial year and make safe is not required on planned tasks.			
Non-urgent	Non-urgent tasks are included in Standard, Normal and Planned categories.				

Response Category	Longest recorded time from task being made safe to completion	Task description	Comments
Immediate	20 calendar days (499 hours)	Lift stuck on ground floor not working.	Work order was raised on 6/08/2025. Made safe occurred on same day. Further inspection undertaken on 7/08/2025 and work was completed 8/08/2025 however task was not closed until September 2025.
Urgent	76 calendar days (1,824 hours)	Electrical works – smoke alarm replacement and stove replacement	Works were raised on 5/11/2024 however due to an administrative oversight, not issued to a contractor until 22/01/2025. Works were completed on the same day. The task was closed in February 2025.
Priority	128 calendar days (3,089 hours)	Locksmith repair to security door	Work order was raised on 7/07/2025 and completed by QBuild field staff on 8/07/2025. Due to an administrative oversight the work order was not closed until 23/12/2025.
Standard	334 calendar days (8,036 hours)	Underground external sewerage repair	Work order was raised on 10/12/2024 and completed by contractor on 11/12/2024. Due to a significant Contractor delay in receiving the invoice, this resulted in the work order remaining open until 13/11/2025.
Normal	388 calendar days (9,317 hours)	Extensive vacant property maintenance to make tenantable	Significant delays in works due to road closures which are common in the north. Extensive costs associated with work required to bring property back to a re-lettable standard which has resulted in formal tender process for bathroom, laundry and kitchen upgrade. Time was required to seek client approvals and direction on how to proceed. The tender closes on 15/1/2026.