



**Legislative Assembly** for the  
**Australian Capital Territory**

Standing Committee on Transport  
and City Services

# Submission Cover Sheet

## Inquiry into the effectiveness of Fix My Street

Submission number: 059

Submitter: Belconnen Community Council

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Standing Committee on Environment, Planning, Transport and City Services  
ACT Legislative Assembly  
GPO Box 1020  
Canberra ACT 2601

Via *LACommitteeEnvironment@parliament.act.gov.au*

Dear Committee

**Inquiry into the effectiveness of Fix My Street**

The Belconnen Community Council (BCC) appreciates the opportunity to contribute to this inquiry.

As the representative body for residents, students, and businesses in Belconnen, we have gathered feedback on how the community experiences the Fix My Street platform. While the platform plays a valuable role in connecting residents with government services, its current design creates challenges that undermine public confidence and engagement.

This submission focuses on three key areas for improvement: making service performance visible, closing the loop with residents, and guiding reports to the right agency. By addressing these structural issues, Fix My Street can evolve from a basic reporting tool into a trusted, participatory platform that delivers clearer, more responsive outcomes for both government and the community.

Yours sincerely

Lachlan Butler  
Chair



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The Belconnen Community Council (BCC) welcomes the opportunity to contribute to the inquiry into the ACT Government's Fix My Street platform. Representing the diverse voices of residents, workers, and visitors in the Belconnen District, we advocate for a public service that is clear, responsive, and trusted.

Fix My Street plays a vital role in connecting communities with government, enabling residents to report and track local maintenance issues. However, its potential is limited by three interconnected challenges: a lack of visibility into how services are performing, insufficient follow-up to keep residents informed, and confusion about where responsibility lies.

This submission sets out practical improvements to address these issues, focusing on how the platform can become a smarter, more participatory tool that builds trust, reduces duplication, and supports better outcomes for both government and the community.

### **Making Service Performance Visible and Reducing Duplication**

Transparency is the foundation of trust in any civic reporting system. Currently, when residents report issues through Fix My Street, they often encounter silence after the initial confirmation email. Many are left unsure whether their request has been logged, referred to another agency, or actioned. This uncertainty discourages ongoing engagement and undermines public confidence in the system.

Providing greater visibility into how reports are handled would transform the platform into a more participatory tool. For example, a public-facing dashboard could show request volumes, average response times by category, and suburb-specific trends. This data would allow residents, community councils, and elected representatives to identify systemic problems early and raise emerging issues before they escalate.

Improved transparency would also help reduce duplication of effort. At present, residents often submit multiple reports for the same problem because they cannot see whether an issue has already been reported or is being actioned. This creates unnecessary administrative work for government staff and frustration for the community. A dynamic, map-based interface showing existing reports could make the process more efficient, while also signalling that the platform is active and responsive. Over time, this visibility would build trust and encourage residents to work collaboratively rather than in isolation.



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## **Closing the Loop with Residents Through Timely Updates**

Transparency alone is not enough to maintain public confidence. Residents frequently describe the lack of follow-up as one of their greatest frustrations. Even when repairs are completed, many never receive confirmation that the work has been done. In some cases, reports are closed without the issue being resolved, leaving residents with no information about whether further action is planned or if the matter has been abandoned. This lack of communication creates uncertainty, prompting unnecessary re-reporting and, in some cases, disengagement from the platform altogether.

Fix My Street should provide better notifications at key stages of a report's lifecycle. For example, users could receive updates when a request is logged, scheduled, actioned, or closed. If a report is redirected or rejected, a short, plain-language explanation should also be provided. These simple changes would reassure residents that their concerns are valued and taken seriously.

By keeping residents informed, the platform would also improve operational efficiency. When people receive timely updates, they are far less likely to submit duplicate reports, escalate complaints through MLAs or community councils, or contact government through alternative channels. This frees up staff to focus on actually resolving issues, improving both user satisfaction and backend efficiency.

## **Guiding Residents to the Right Agency or Service**

A final challenge for residents is knowing where to report different types of issues. Many are unsure whether Fix My Street, another ACT Government department, the National Capital Authority, or even a private entity is responsible for a particular problem. When reports are sent to the wrong place, delays and unresolved complaints follow, diminishing user confidence.

Fix My Street can help overcome this confusion by building educational guidance into the reporting process. Short prompts or branching questions could guide users step-by-step, pointing them to the correct agency or website when the issue falls outside the ACT Government's remit.

These features could be targeted to areas where confusion is most common. For instance, graffiti management often depends on subtle jurisdictional differences, such as whether a wall belongs to private property, government, or a utility provider. Context-



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specific explanations would help residents navigate these distinctions without overwhelming them with technical details.

By making reporting easier and more accurate, the platform would reduce misdirected submissions, improve response times, and foster a clearer public understanding of how government responsibilities are shared.

### **Conclusion: Fix My Street as a Foundation for Responsive Government**

Fix My Street is already a familiar tool for many ACT residents, but at present, it functions primarily as a data intake system rather than a truly participatory platform. It collects reports, yet falls short in providing the feedback, clarity, and connectedness that modern digital services should deliver.

The changes outlined in this submission, improving transparency, strengthening follow-up, and guiding residents to the right agency, would make Fix My Street a smarter, more responsive system. These improvements would not only enhance the experience for residents but also reduce inefficiencies. Time spent on duplicate reports, fielding repeated inquiries, and redirecting misdirected submissions could instead be redirected toward solving problems on the ground.

Belconnen residents have consistently demonstrated their willingness to report issues and care for shared public spaces. With the right improvements, Fix My Street can harness this civic energy rather than frustrate it, becoming a platform that builds trust, strengthens accountability, and delivers better outcomes for both the community and government.

The BCC sees Fix My Street as a cornerstone of responsive government. Its success depends on three elements: transparency, clarity, and responsiveness. Each is achievable, and together they can create a platform that truly empowers citizens and enables government and residents to work effectively, side by side.



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## About the BCC

- The Belconnen Community Council (BCC) is a non-partisan, volunteer-driven organisation that aims to be at the forefront of advocating for our region, making it an even more attractive place to live, work, and enjoy life.
- The BCC represents the interests of its members and the community to the ACT Government and other stakeholders on various matters affecting the people who live, work, and play in the Belconnen District.
- The Belconnen Community Council receives support and funding from the ACT Government.

