



# Inquiry into the effectiveness of Fix My Street

## Answer to question taken on notice

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Asked by: Mr Taimus Werner-Gibbings MLA

Addressed to: Tara Cheyne MLA, Minister for City and Government Services

In relation to: City Services and Time to lodge reports

Hearing: 15 October 2025

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Transcript provided: 21 October 2025

Answer Due: 28 October 2025

### Tara Cheyne MLA- took on notice the following question(s):

**MR WERNER-GIBBINGS:** Okay, we have got a minute. We have got two questions. You might be able to just answer them with a number? A submission yesterday, Living Street said, the time taking for Fix My Street for an experienced occasional user is 30 minutes per report. I think by now I am an occasional experienced user. 30 minute is longer than I would take. Do you have data on how long it takes to lodge a report through Fix My Street? Can you take it on notice, perhaps? Is that measured?

**Ms Cheyne:** Let us see what we have.

**MR WERNER-GIBBINGS:** Yes.

**Ms Cheyne:** So what I can tell you is Fix My Street will log you out.

**MR WERNER-GIBBINGS:** Right.

**Ms Cheyne:** Because—

**MR WERNER-GIBBINGS:** After how long?

**Ms Cheyne:** Not very long, because guess who starts Fix My Street requests and then gets distracted? Me.

**MR WERNER-GIBBINGS:** Right.

**Ms Cheyne:** And so I often come back, what happened? Or how come I am on the Access Canberra web page? I did not – anyway, because it has logged me out.

**MR WERNER-GIBBINGS:** Yes.

**Tara Cheyne MLA: The answer to the Member's question is as follows:**

The time taken for each user to submit a Fix My Street form is not tracked. The time required may vary depending on the individual's familiarity with the portal, the nature of the request, and whether they choose to provide additional details in the free text fields.

Approved for circulation to the Standing Committee on Transport and City Services

Signature: 

By the Minister for City and Government Services, Tara Cheyne MLA

Date: 27/10/25