



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS



Asked by Ms Bresnan on Tuesday 26 June 2012: Ms Gallagher took on notice the following question(s):

Ref: Hansard Transcript 26 June 2012 #88

In relation to :

THE CHAIR: Just on-sorry, just on that, because it sits (indistinct 12.49.03) so what role does ACTION then have in making sure that we are getting them, and I-you know appreciate that ... (indistinct)... 12.49.11 they want to maximise their revenue from that, but what do we then do to make sure that sort of-those sorts of bus shelters are going on routes that actually need them? Do you have any input into that process, even though the contract might sit with TAMS?

Mr Peters: Yes, Paul Peters. We can get the detail of that. There is an internal group which looks at, essentially, patronage at stops and the MyWay data that we're getting now is helping us determine which are our better patronised stops. And they become priority for shelters. There are conditions, you know, in the contract around, you know, passing vehicles-

THE CHAIR: Yes, I am aware of that, yes.

Mr Peters: -which is essentially, you know, what they base their advertising on. However, you know, we do have a system in place to try and prioritise where we can. But I can get you the details of that.

THE CHAIR: Yes, but you are a part of that process?


Mr Peters: Yes, I am actually the – I actually look after roads, and ACTION, yes.

MS GALLAGHER : The answer to the Member's question is as follows:-

Bus shelter locations are determined by TAMS to ensure they are placed at suitable bus stops. The locations are based on a range of factors including:

- input from ACTION;
- input from Adshel with respect to preferred sites for advertising;
- public requests for shelters;
- surveys of bus stop usage;
- data from the MyWay Ticketing System; and
- proximity to aged care accommodation, schools, employment nodes, group centres and community facilities.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: 

Date: 2.7.12

By the Minister for Territory and Municipal Services, Katy Gallagher MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS



Asked by Ms Bresnan on Tuesday 26 June 2012: Ms Gallagher took on notice the following question(s):

Ref: Hansard Transcript 26 June 2012 #70

In relation to :

THE CHAIR: All right. Thank you very much, officials. We will now move onto ACTION. Class 1 Public Transport. Thank you, Mr Peters and Mr Roncon, for joining us. I will just quickly go through the housekeeping. I know you are very familiar and just draw your attention to the privilege statement on the blue card in front of you. So if you can both indicate you have read that and are aware of the implications on that. I am sure they are. Yes. Thank you. Just as per usual if you can state your name when you speak for Hansard as per everyone else at the table and probably the other things you would have already heard me state.

Okay. I will go to my first question. It is in relation to the references on page 114 of budget paper 3. There is an additional-there is additional funding for ACTION operations over the next four years including 7.7 million in 2012-13. I just wonder if we can-if you can break down what this will pay for? For example will there be new routes for increased coverage and frequency and if that is one of the things that is included where are the changes to the network?

Ms Gallagher: This is a range of different elements in it. It is the cost of EBA, the growing increase in workers compensation. It is also to compensate for fare revenues being lower than forecast. So I think that forms the majority of that breakdown.

THE CHAIR: Is it possible to get a breakdown of that?

Ms Gallagher: Yes.

THE CHAIR: Yes. So does that-so what you are saying at 7.7-it primarily seems to involve work-related expenses. Is that correct?

Ms Gallagher: That is right.

Mr Peters: Mainly fares.


Ms Gallagher: Yes, mainly fares.

MS GALLAGHER : The answer to the Member's question is as follows:-

Government has agreed to provide additional funding of \$7.744 million to assist with the cost of ACTION's operations in 2012-13. The components of this funding are as follows:

Purpose of Funding	2012-13 \$000's
To compensate ACTION for a shortfall in fares revenue due to a revised fare pricing structure	5,098
To assist with the cost of ACTION's Comcare premium and management of claims	2,277
To fund the cost of an additional public holiday negotiated as part of recent Enterprise Agreement	205
To adjust ACTION's self funding component of pay rise granted as part of recent Enterprise Agreement	71
To fund costs of infrastructure support for new radio system	93
Total	7,744

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: 

Date: 3.7.12

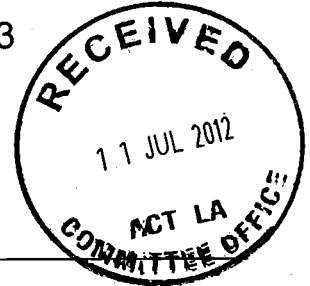
By the Minister for Territory and Municipal Services, Katy Gallagher MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS



Asked by Mr Doszpot on 25 June 2012 : Minister Burch took on notice the following question(s):

[Ref: Hansard Transcript 25 June 2012 P801]

In relation to: the NDIS and Minister Burch providing an update to the Legislative Assembly on the National Disability Insurance Scheme. Some months back there was an announcement made that all the treasurers and the ministers for disability would get together on a nationwide basis and have meetings on the NDIS and the progress being made and then those ministers would report back to their respective states and territories. *How many of those meetings have there been?*

Minister Burch: The answer to the Member's question is as follows:—

The Select Council on Disability Reform met on 20 October 2011 in Sydney and 9 February 2012 in Canberra.

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

A handwritten signature in black ink, appearing to be "Joy Burch", with the date "10.7.12" written next to it.

Date:

By the Minister for Community Services, Ms Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
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ANSWER TO QUESTION TAKEN ON NOTICE
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Asked by Mr Doszpot on 25 June 2012 : Ms Howson took on notice the following question(s):

[Ref: Hansard Transcript 25 June 2012 P811]

In relation to: carers appeal mechanisms, if they feel that they have not had their complaints treated appropriately by the Directorate. How many times have people in those positions taken their issues to the human rights commissioner?

Minister Burch : The answer to the Member's question is as follows:—

Four carers have taken complaints to the Human Rights Commission during the period 2011-12.

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

A handwritten signature in black ink, appearing to read "Joy Burch", with the date "1.9.7.12" written below it.

Date:

By the Minister for Community Services, Ms Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS



Asked by Mr Doszpot on 25 June 2012: Minister Burch took on notice the following question(s):

[Ref: Hansard Transcript 25 June 2012 P818]

In relation to: Disability ACT working collaboratively with other Directorates including Health and Education. Specifically Woden Special School and does Disability ACT have a contract for a disabled child who is in the education process, and should Disability ACT play a part in how that child is looked after.

Minister Burch: The answer to the Member's question is as follows:—

Disability ACT regularly liaise and work collaboratively with other Directorates such as the Education and Training Directorate.

Disability ACT plays an active part in supporting young people with disability and provides specific services such as specialist respite and afterschool and vacation care. Within the school setting, primary responsibility for supporting a child with disability rests with the Education and Training Directorate.

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

A handwritten signature in black ink, appearing to be "Joy Burch".

19/7/12

Date:

By the Minister for Community Services, Ms Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION TAKEN ON NOTICE
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Asked by Ms Hunter on 25 June 2012: Mr Hambleton took on notice the following question(s):

[Ref: Hansard Transcript 25 June 2012 P819]

In relation to : the Disability Information Support Hub, the DISH, at Oatley. I wonder whether you can tell me how many people have accessed the service so far and whether you are keeping a list of what the main queries or the main requests for assistance are.

Minister Burch: The answer to the Member's question is as follows:--

The Disability Information Service Hub (DISH) was formally opened in February 2012. For the period to May 2012, the average number of contacts per month was 184.

Over this period, requests for assistance were categorised as follows:

- Requests for information (42 %)
- General enquiries (21 %)
- Those seeking links to other services (14 %)
- Respite (5 %)
- Funding (5 %)
- Other (13 %)

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

Joy Burch 10 7 12

Date:

By the Minister for Community Services, Ms Joy Burch MLA



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ANSWER TO QUESTION TAKEN ON NOTICE
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Asked by Ms Hunter on 25 June 2012: Mr Fraser took on notice the following question(s):

[Ref: Hansard Transcript 25 June 2012 P830]

In relation to : What is the cost of administering the respite system?

Minister Burch: The answer to the Member's question is as follows:—

The estimated cost for administering respite services in 2011-12 is \$45,163.

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

Joy Burch 10.7.12

Date:

By the Minister for Community Services, Ms Joy Burch MLA


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ANSWER TO QUESTION TAKEN ON NOTICE
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Asked by Mr Doszpot on 25 June 2012: Mr Hubbard took on notice the following question(s):

[Ref: Hansard Transcript 25 June 2012 #833]

In relation to : page 135 in budget paper 3. The total cuts for 2012-13 are \$1.831 million.

What percentage of that would be applied to staff cuts against the FTE table on page 587 of Budget paper 4, as a proportion and for the ongoing years of 2013-14?

Minister Burch: The answer to the Member's question is as follows:—

The proportion of savings applied to employee costs in 2012–13 and 2013–14 is shown on the table below:

Year	Savings % applied to Employee Costs
2012–13	81%
2013–14	31%

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

J. Burch 22.7.12.

Date:

By the Minister for Community Services, Ms Joy Burch MLA



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ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS

Asked by Ms Bresnan on 25 June 2012 : Ms Whitten took on notice the following question(s):

[Ref: Hansard Transcript 25 June 2012 P834]

In relation to : ISPs. I wonder if it is possible to get a figure on how many applications for ISPs have been received, and how many were successful in the last 12 months?

Minister Burch: The answer to the Member's question is as follows:—

Demand for Individual Support Packages (ISPs) is met by addressing the needs of people in a variety of ways; as young people leave school through the formalised school leaver processes; through demand based applications made on an individual basis; and in response to critical need. In 2011-12 these processes have replaced the previous formal application rounds.

Responses to demands are made through a number of means tailored to individual circumstance. This may include linking and coordinating with existing services, allocation of existing service vacancies, access to respite care, coordination with mainstream services and in some situations the allocation of a new or modified ISP.

As at January 2012, 122 Individuals are in receipt of support purchased with an ongoing ISP.

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

A handwritten signature in black ink, appearing to be "Joy Burch", with the date "13.7.12" written next to it.

Date:

By the Minister for Community Services, Ms Joy Burch MLA



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Asked by Mr Hargreaves on 25 June 2012: Minister Burch took on notice the following question(s):

[Ref: Hansard Transcript 25 June 2012 P836]

In relation to: the accountability indicator on page 347, about the client satisfaction that is measured by the annual survey. The 75 per cent figure—how do you arrive at that number as a target? (Ms Bresnan)

Can the Minister provide a copy of the survey the Directorate sent out last time, unless it is the same?

Minister Burch: The answer to the Member's question is as follows:—

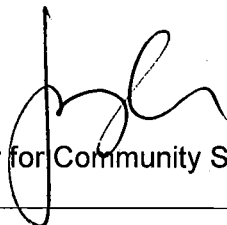
Previous survey results guide the development of future satisfaction targets. Targets are set to incentivise service improvement. The results of prior years surveys demonstrate a gradual improvement over time (see table below).

A copy of the most recent survey is attached. This survey was sent to people with disability using Disability ACT and Community Sector Services funded by Disability ACT.

Year	Result	Open source access	Volume and page
2008-09	60%	http://www.dhcs.act.gov.au/data/assets/pdf_file/0006/96774/2009 Annual Report Volume 1.pdf	CSD Annual Report Volume 1 p157
2009-10	63%	http://www.dhcs.act.gov.au/data/assets/pdf_file/0007/171898/2009-10 DHCS Annual Report Volume 1 Accessible.pdf	CSD Annual Report Volume 1 p178
2010-11	65%	http://www.dhcs.act.gov.au/data/assets/pdf_file/0017/251504/CSD Statement of Performance.pdf	CSD Annual Report Volume 2

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

 10/7/12

Date:

By the Minister for Community Services, Ms Joy Burch MLA



Dear Clients, Families and Guardians

Subject: Disability ACT 2012 Client Satisfaction Survey.

Disability ACT would like to invite you to contribute to the Client Satisfaction Survey; the aim of the survey is to hear your views on the quality of the service and assistance you receive from your service provider.

The information that you provide in the survey will assist us to continue to improve services, build relationships and better respond to the needs of the ACT community. The survey covers some key questions around service, staffing, planning and information. The demographic questions enable us to ensure feedback is captured from a broad audience on services in the ACT community.

Additionally this year the survey is asking about awareness of initiatives and your preference on strategic direction. This information will provide input into future planning and will provide guidance to the promotion of initiatives in the ACT.

Your responses will be anonymous and treated confidentially. Please note the tracking number on the first page is purely for tracking against service providers to enable a summary of responses to be more effectively reported by the Community Services Directorate's Data and Research unit. Please do not include your name or contact details.

I would be grateful if you could complete the survey and return it to the Directorate by **Friday, 15 June 2012** in the reply paid envelope provided or alternatively you can visit our website http://www.dhcs.act.gov.au/disability_act and select the link to the survey and complete the survey online.

As a high response rate reflects greater accuracy in the views reflected, I encourage you to participate.

If you have not received a service in the past 12 months, please return the uncompleted survey in the reply paid envelope.

If you require any further information, or you require it in a specific accessible format, please contact the Data and Research Section on 6207 5400 or the Disability ACT Information Service on 6207 1086.

Yours sincerely

A handwritten signature in black ink, appearing to read "Meredith Whitten". The signature is written in a cursive style with a large, sweeping flourish at the end.

Meredith Whitten
Executive Director
Disability ACT
22 May 2012

2012 Client Satisfaction Survey



Tell us what you think about the services you've received from your service provider...

Disability ACT aims to provide the best possible service to the people we support either through direct engagement or through funding to individuals or community providers. To achieve this, it is important for us to hear from you about how satisfied you are with your current services.

If you are unable to complete this form but would like to contribute to the survey you can call our *information line* on 62071086 or to complete an electronic version please go to our website http://www.dhcs.act.gov.au/disability_act and select the link to the survey. Please enter the following code «M_10073» so we can verify you are a client filling in the survey. Alternatively if you require any further information or assistance, you can contact us on 6207 5400. This survey has been sent to all people that receive a service or services funded through Disability ACT.

- If you are filling in the paper survey, Please return the completed survey form in the reply paid envelope by 15th June 2012
- When completing this survey please think about the main service that you receive support from.
- If you are not receiving services for yourself, please answer the questions together with the person that does receive support.
- *Your responses will be anonymous and treated confidentially*

Tell us about yourself.....

Q1a. I am...

- A person receiving support services..... ₁
- A friend or relative caring for the individual..... ₂
- A professional carer of the client..... ₃
- A client's primary contact person..... ₄
- Other (please specify) _____

Q1b. I am...

- Male..... ₁
- Female..... ₂

Q1c. I am...

- Under 18 years ₁
- 19 – 30 years ₂
- 31 – 40 years..... ₃
- 41 – 50 years..... ₄
- 51 – 60 years..... ₅
- Over 60 years..... ₆

Q2a. I am an Aboriginal or Torres Strait Islander?

Yes _1

No _2

Q2b. Is the person receiving services an Aboriginal or Torres Strait Islander?

Yes _1

No _2

Tell us about the service you receive.....

Q3. Think about the disability services that you have accessed in the last 12 months. How would you rate your overall level of satisfaction with the quality of those services?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5

Q4. The service that I have used the most in the last 12 months is (tick one box only):

Accommodation Support Services – Group home..... Group homes generally provide **combined** accommodation and community-based residential support to people in a residential setting. The group home may be supported by government or non-government service providers. _1

Accommodation Support Services – in my own home.... Support involves in-home living support and/or *developmental programming* services for people with a disability. _2

Community Access – Recreation..... Recreation services and holiday programs that facilitate the integration and participation of people with disabilities in recreation and leisure activities available in the general community. _3

Community Access – Support to participate in my community..... Services designed to provide opportunities for people with a disability to gain and use their abilities to enjoy their full potential for social independence. _4

Community Support – Case management/support Services assist people with disabilities to maximise their independence and participation in the community through working with the individual, family and/or carers in care planning and/or facilitating access to appropriate services. _5

Community Support – Counselling..... Services that provide counselling to individuals, families or groups. _6

Respite – Centre based respite Respite care provided in a community setting similar to a 'group home' structure and respite care provided in other centre-based settings. _7

Respite – in-home respite Respite care provided in the individual's own home location. _8

Information referral..... Information services provide accessible information to people with disabilities, their carers, families and related professionals. This service type provides specific information about disability-specific and generic or mainstream services, equipment, and promotes the development of community awareness. _9

Other please specify..... _10

Q5 Thinking about the service that you have used the most in the last 12 months, please indicate your level of satisfaction with the following aspects of that service:

Please tick one box for each aspect.

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
5a)	<u>Support</u> received from staff and support workers	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
5b)	The amount of time you spend <u>doing things you enjoy</u>	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
5c)	Length of <u>waiting period</u> for services	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
5d)	The <u>amount</u> of service you were able to receive	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
5e)	The <u>range</u> of services you were able to receive	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
5f)	The way your privacy and confidentiality are respected	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
5g)	The information you received about other relevant services	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
5h)	The extent to which supports have enabled you to participate in social, recreational and cultural activities.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
5i)	The number of times you have been required to tell your story.	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
5j)	The <u>accessibility</u> of premises (e.g. wheelchair access, hazards minimised, suitable parking)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Tell us what you think.....

Q6. Are you aware of the following initiatives, *please tick one box for each initiative?*

Q7. Which of these following initiatives have been most beneficial to you in the last 12 months (tick one box only)?

Initiatives	6 .Were you aware of?		7. Most Beneficial to you in the last 12 Months (tick one box only)
6a) Disability Awareness training	Yes <input type="checkbox"/> ₁	No <input type="checkbox"/> ₂	<input type="checkbox"/> ₁
6b) <i>Good Life</i> planning grants	Yes <input type="checkbox"/> ₁	No <input type="checkbox"/> ₂	<input type="checkbox"/> ₂
6c) Quality of Life grants	Yes <input type="checkbox"/> ₁	No <input type="checkbox"/> ₂	<input type="checkbox"/> ₃
6d) After school care program	Yes <input type="checkbox"/> ₁	No <input type="checkbox"/> ₂	<input type="checkbox"/> ₄
6e) Everyone Everyday	Yes <input type="checkbox"/> ₁	No <input type="checkbox"/> ₂	<input type="checkbox"/> ₅
6f) DISH@Oatley – Disability Information and Support Hub	Yes <input type="checkbox"/> ₁	No <input type="checkbox"/> ₂	<input type="checkbox"/> ₆
6g) School Leavers Program	Yes <input type="checkbox"/> ₁	No <input type="checkbox"/> ₂	<input type="checkbox"/> ₇
6h) ACT Carers Charter	Yes <input type="checkbox"/> ₁	No <input type="checkbox"/> ₂	<input type="checkbox"/> ₈
6i) School holiday Program	Yes <input type="checkbox"/> ₁	No <input type="checkbox"/> ₂	<input type="checkbox"/> ₉
6j) Disability ACT electronic newsletters	Yes <input type="checkbox"/> ₁	No <input type="checkbox"/> ₂	<input type="checkbox"/> ₁₀

If you would like to find out more about these initiatives, please contact the Disability Information Service on Ph: 6207 1086 or by email disabilityact@act.gov.au.

Q8. In the next 12 months, which of the below Strategic Priorities is the most important to you and what would you like us to work on?

Further information available at

www.dhcs.act.gov.au/disability_act/future_directions

- Strategic Priority 1 -- I want the right support, right time, right place ₁
- Strategic Priority 2 — I want to contribute to the community ₂
- Strategic Priority 3 — I want to socialise and engage in the community ₃
- Strategic Priority 4 — I want to know what I need to know ₄
- Strategic Priority 5 — I want to tell my story once ₅
- Strategic Priority 6 — I want a quality service system ₆

Other comments (please attach additional pages if you require more space):

Thank you for your time.



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013



ANSWER TO QUESTION TAKEN ON NOTICE DURING PUBLIC HEARINGS

Asked by Ms Bresnan on 25 June 2012: Minister Burch took on notice the following question(s): [Ref: Hansard Transcript 25 June 2012 #847]

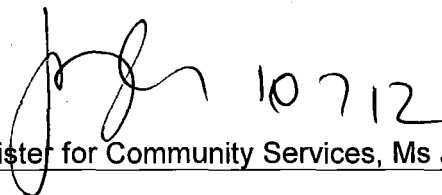
In relation to: a breakdown on where Therapy ACT services have been provided in various settings. Specifically Therapy ACT sites, specialised clinics, people's homes and residences, childcare settings, educational settings, workplaces and other community settings.

Minister Burch: The answer to the Member's question is as follows: From 1 July 2011 to 25 June 2012, Therapy ACT provided 73,091 occasions of service to individuals and groups of clients in the following settings:

Location	Number	Percentage
Therapy ACT – Holder	25901	35.4%
Therapy ACT – Swanson Plaza	18904	25.9%
Telephone Contact	13641	18.7%
School	6549	9.0%
Client's Usual Residence	4216	5.8%
Other	710	1.0%
Nature Conservation House	598	0.8%
Child and Family Centre –Tuggeranong	428	0.6%
Preschool	388	0.5%
Specialist School	324	0.4%
Community Venue	289	0.4%
Early Intervention Program	270	0.4%
Childcare Centre	249	0.3%
Community Health Centre	153	0.2%
Child and Family Centre – Gungahlin	128	0.2%
Client's Temporary Residence	107	0.1%
Child and Family Centre – West Belconnen	83	0.1%
Client's Usual Workplace	58	0.1%
School Unit	49	0.1%
Hospital/CARHU/Health	46	0.1%
TOTAL	73,091	100%

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

 10712

Date:

By the Minister for Community Services, Ms Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS

Asked by Ms Bresnan on 28 June 2012: Ms Nolan took on notice the following question(s):

[Ref: Hansard Transcript 28 June 2012 PAGE1202]

In relation to: Child and Family Centres, can the Directorate please provide further information about how the drop in component of the centres is going and what the numbers are in terms of that drop in component? What sort of services are people mostly seeking?

Minister Burch: The answer to the Member's question is as follows:—

For the 2011 – 2012 financial year the Child and Family Centres received 1359 referrals either directly at the Centres or over the phone. Of these, 775 or 57% were by families themselves.

The top five reasons for seeking assistance were:

1. Child Behaviour Concerns	31.8%
2. Child Social / Emotional Wellbeing	23.7%
3. Parenting Knowledge	6.3%
4. Support Services	4.8%
5. Child Development	4.1%

The top five reasons for referral represents 70.7% of total referrals.

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

J. Burch 9.7.12

Date:

By the Minister for Community Services, Ms Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION TAKEN ON NOTICE **DURING PUBLIC HEARINGS**

Asked by Mrs Dunne on 28 June 2012: Minister Burch took on notice the following question(s):

[Ref: Hansard Transcript 28 June 2012 P1211-1212]

In relation to : Temporary Waivers (Education and Care Services National Law).

Can the Directorate provide a list and description of the temporary and permanent waivers, and could the Directorate provide advice about how members of the Legislative Assembly might be regularly updated on temporary or permanent waivers?

Minister Burch: The answer to the Member's question is as follows:—

The *Education and Care Services National Law (ACT) Act 2011* (National Law) gives the Regulatory Authority broad, discretionary power to publish information about the National Quality Framework (s. 261(2)(d)) as well as the power to publish registers of approved providers (s.261(2)(c)). However, the National Law also contains specific provisions in relation to publication of information (s. 270) and the information which must be contained in a register (s.267). Regulations under those sections prescribe additional information which can be published and which details are to be included in registers.

Those sections and regulations have not yet been proclaimed to commence in the *Education and Care National Law 2010*, which is a schedule within the *Education and Care Services National Law (ACT) 2011*. The proclamation of these sections has been delayed due to the passage of corresponding legislation through Western Australian parliament and the refinement of the new national IT system, which collects the data from which to establish the registers.

The Community Services Directorate is awaiting the proclamation of these provisions in the *Education and Care National Law 2010* before publishing information about services.

Further, the specific sections and regulations under the National Law in relation to publication and registers do not expressly require that details of service waivers or temporary waivers are to be included in the published registers of education and care services, although service conditions are included.

The Community Services Directorate (CSD) is currently seeking legal advice as to whether a waiver is construed as information about compliance with the National Law within which the CSD would have the discretion to publish.

Once the National Law is in effect in its entirety, consultation with stakeholders including the education and care sector, other jurisdictions and the National Authority Australian Children's Education and Care Quality Authority (ACECQA) will occur before making a decision. Following this I will provide advice to the Legislative Assembly about how the Assembly will be regularly updated regarding waivers issued under the National Law.

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:



9.7.12

Date:

By the Minister for Community Services, Ms Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS



Asked by Mrs Dunne on 28 June 2012: Mr Collett took on notice the following question(s):

[Ref: Hansard Transcript 28 June 2012 P1216]

In relation to : The Holder Childcare Centre.

In relation to last year's Budget Paper 3, page 181, it states two lots of \$188,000 in depreciation and \$275,000 for 2013-14 and \$275,000 for 2014-15 in expenses. Are these amounts for expenditure for maintenance?

Supplementary question: How much of that depreciation and expenses on maintenance is expected to be recouped from income on rental?

Minister Burch: The answer to the Member's question is as follows:—

The \$275,000 included in the 2011-12 Budget Paper No. 3 for 2013-14 and 2014-15 relate to normal landlord costs including security, insurance and repairs and maintenance.

The amount to be recovered through rental of the childcare centre will be concessional based on cost recovery for the day-to-day costs, and excluding a return on investment, an allowance for profit and risk and an allowance for major upgrades and the replacement fitting and equipment.

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

A handwritten signature in black ink, appearing to be "J Burch".

Date:

10.7.12

By the Minister for Community Services, Ms Joy Burch MLA



QTON-12/31

LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION TAKEN ON NOTICE DURING PUBLIC HEARINGS



Asked by Ms Hunter on 28 June 2012: Mr Collett took on notice the following question(s):

[Ref: Hansard Transcript 28 June 2012 P1217]

In relation to: Redesign of the Holder Childcare Centre

What were the costs of having to go and redesign the childcare centre taking into account the access and car parking?

Minister Burch: The answer to the Member's question is as follows:-

Fees to prepare and submit the revised Development Application were:

Architectural fees	\$41,600 (ex GST)
Parking and traffic	\$10,600 (ex GST)
External lighting	\$1,100 (ex GST)
Landscaping	\$3,600 (ex GST)
ACTPLA revised DA fee	\$1,426 (ex GST)
Sub-total	\$58,326 (ex GST)
	Total: \$64,159 (inc GST)

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

Joy Burch 13.7.12

Date:

By the Minister for Community Services, Ms Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS

Asked by Mrs Dunne on 28 June 2012: Mr Collett took on notice the following question(s):

[Ref: Hansard Transcript 28 June 2012 P1224]

In relation to: Minor Works to Childcare Centres

Has the Directorate fixed the toilet in the toddlers room at Totem?

Minister Burch: The answer to the Member's question is as follows:—

The toilet in the toddler bathroom at Totem House Multicultural Early Childhood Centre is not broken or in disrepair. The issue is a leak in the internal ceiling above the toddler bathroom. This is caused by the design of the roof and gutter over that area. In heavy rain, if the gutters cannot cope with the volume of water it overflows into the eaves over the toilet. Addressing the problem involves significant works. Interim repair works and patching have been undertaken twice in the last 24 months.

Totem House Multicultural Early Childhood Centre has been identified for upgrade as part of the Government's \$9 Million upgrade of early childhood education and care facilities. Improvements to the roof and guttering in the toilet area will be addressed as part of that work, expected to be completed in the 2012/13 financial year. Discussions have already commenced with the management of Totem House Multicultural Early Childhood Centre about the upgrade works.

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

Joy Burch 9.7.12.

Date:

By the Minister for Community Services, Ms Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS

Asked by Mrs Dunne on 28 June 2012: Ms Howson took on notice the following question(s):

[Ref: Hansard Transcript 28 June 2012 P1125-1126]

In relation to : Children and Youth Family Support Program (output class 4)

Can the Directorate provide a definitive list of the programs and providers?

Minister Burch: The answer to the Member's question is as follows:—


The list of programs and providers currently funded under the Child, Youth and Family Services Program is:

SERVICE PROVIDER	SERVICE MODEL/PROGRAMS
Anglicare Canberra and Goulburn	Young Carers and their Families Engagement and Support Service
Barnardos	Network Coordination
	Case Management Activities
	Intensive Intervention Service
Belconnen Community Service	Network Coordination
	Integrated Service Model encompassing Case Management Activities and Group Programs
	Youth Engagement Services
CatholicCare	Case Management Activities
Communities@Work	Network Coordination
	Youth Engagement Activities
Companion House	Integrated Service Model encompassing Culturally and Linguistically Diverse Youth Engagement Services, Therapeutic Services and Group Programs
Duke of Edinburgh	Group Program
Families ACT	Peak Body
Girl Guides Association	Group Program
Gugan Gulwan	Integrated Service Model encompassing Case Management Activities, Youth Engagement Services, Therapeutic Services and Group Programs
Lone Fathers Association	Group Program
Majura Women's Group	Group Program
Migrant and Refugee Settlement Services	Group Program
NAPCAN	Group Program
Northside Community Service (Lead Agency) in consortia with Anglicare Canberra & Goulburn	Youth Engagement Service

Parentline	Information, Engagement and Coordination Service
Canberra Police	Case Management Activities
Community Youth Club	Group Programs
Queanbeyan Multilingual Centre (Lead Agency) in consortia with the Youth Coalition of the ACT	Culturally and Linguistically Diverse Youth Engagement Service
Relationships Australia	Therapeutic Services
	Group Programs
Scout Association	Group Program
Smith Family	Case Management Activities
Society of St Vincent de Paul	Group Programs
Tuggeranong Community Arts	Group Programs
UnitingCare Kippax	Case Management Activities
	NEWPIN – intensive case management and group programs
Woden Community Service (Lead Agency) in consortia with Southside Community Services and Anglicare Canberra & Goulburn	Network Coordination
	Case Management Activities
	Youth Engagement Services
Youth Coalition of the ACT	Peak Body
YWCA of Canberra	Therapeutic Services
	Youth Engagement Services

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Signature:

 9.7.12

Date:

By the Minister for Community Services, Ms Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS

Asked by Mr Coe on 28 June 2012: Ms Nolan took on notice the following question(s):

[Ref: Hansard Transcript 28 June 2012 P1231]

In relation to: Out of Home Care, Transport Services.

What is the total cost of the service?

Minister Burch: The answer to the Member's question is as follows:–

The total cost of transport and supervised contact in the 2011-2012 financial years is approximately \$2.7 million as follows:

- Approximately \$1,355,153 for transport and supervised contact arrangements on a fee for service basis;
- Approximately \$1,351,000 to three out of home care agencies for transport and supervised contact for children and young people in foster care.

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

Date:

By the Minister for Community Services, Ms Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS

Asked by Mrs Dunne on 28 June 2012: Ms Nolan took on notice the following question(s):

[Ref: Hansard Transcript 28 June 2012 P1234-1236]

In relation to : Transport and Supervision outstanding Payments, Out of Home Care.

What was the quantum of money that was outstanding to the out-of-home-care organisations over the past month?

Minister Burch: The answer to the Member's question is as follows:—

- The outstanding, but not overdue payments, to the out of home care organisations for the month of June 2012 totalled **\$958,297**.
- The payments due were for a variety of reasons including a number of agency's having reviewed their contingencies and subsidies expenditure, ~~and~~ had requested additional payment for overspent contingencies.

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

A handwritten signature in black ink, appearing to be "Joy Burch", written over the date "9.7.12".

Date:

By the Minister for Community Services, Ms Joy Burch MLA

**LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY****SELECT COMMITTEE ON ESTIMATES 2012-2013****ANSWER TO QUESTION TAKEN ON NOTICE**
DURING PUBLIC HEARINGS

Asked by Mrs Dunne on 28 June 2012: Minister Burch took on notice the following question(s):

[Ref: Hansard Transcript 28 June 2012 P1239-1240]

In relation to : Community Sector reform – 0.34 per cent levy

When did the member organisations of ACTCOSS find out about the 0.34 per cent co-contribution levy?

Minister Burch: The answer to the Member's question is as follows:–

This reform program and the co-contribution levy come at the end of a long period of consultation with the community sector around the equal remuneration case and about sector reform. The reforms, and the co-contribution, were discussed with ACTCOSS prior to the announcement of the Government's support for the equal remuneration case and of measures to strengthen the capacity of the sector to deliver services.

I announced, in conjunction with ACTCOSS, on 1 February 2012 that the Government would provide support for the impact of the equal remuneration case, and that a Community Sector Transition and Investment Fund would be established and funded through a short term contribution from community sector funding over the next few years.

A discussion paper was provided to the Community Sector Reform Advisory Group on 13 March 2012. Following discussion with this group, the co-contribution was refined by a reduction to 0.34% and by agreement to exclusions for the approximately 60 community sector organisations that receive less than \$150,000 in annual funding from the ACT Government, and for funding that passes directly from the ACT Government to a client, via the community sector.

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

Handwritten signature of Joy Burch, dated 9.7.12.

Date:

By the Minister for Community Services, Ms Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION ON NOTICE



STEVE DOSZPOT : To ask the Minister for Community Services

Ref: Disability Budget Paper #4 Number Output 1.3 Therapy Services

In relation to: Children & Young People's Equipment Loan Service (CAYPELS)

- 1) Where in the budget is this funded and how much has been allocated?
- 2) What has been the annual operating cost of this service for the last 3 years?
- 3) What is the annual demand for this service? What has been the annual demand for the last 3 years?
- 4) Is demand outstripping supply?

MINISTER BURCH: The answer to the Member's question is as follows:–

- 1) The Children and Young People's Equipment Loan Service (CAYPELS) is a part of Therapy ACT. In 2012-13 \$200,000 has been budgeted to Therapy ACT for CAYPELS.
- 2) The annual operating cost of this service for the past 3 years is reflected in the table below.

2009/2010	2010/2011	2011/2012
*\$85,000	*\$85,000	\$196,000

*Reflects partial funding of program.


- 3) Therapy ACT measures the demand for CAYPELS by the number of loans it provides to clients and professionals each year.

In 2009-10 CAYPELS loaned approximately 660 items of equipment.
 In 2010-11 CAYPELS loaned 786 items of equipment.
 In 2011-12 CAYPELS loaned 886 items of equipment.

- 4) Demand for CAYPELS is difficult to quantify as the demand on a single item or type of equipment can fluctuate from month to month. A waiting list for some equipment items is not uncommon. Waiting times for items depends on the current level of need for the item and the number of each item within the equipment pool.

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Signature:

 13.7.12

Date:

By the Minister for Community Services, Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION ON NOTICE



STEVE DOSZPOT : To ask the Minister for Community Services

Ref: Disability Budget paper Number Output 1.2 Disability Services and Policy

In relation to: Post School Options

- 1) What is the length of contract the House with No Steps has with the ACT Government to deliver post school employment opportunities?
- 2) What reviews have been done on the first group of students through this program?
- 3) Does this program cover students with a disability in mainstream schools?
- 4) Where and how are students in mainstream schools and their parents assisted to make appropriate post school choices?
- 5) What assessment has been done of the effectiveness of the Post School Options Expo?

MINISTER BURCH : The answer to the Member's question is as follows:—

- 1) House With No Steps currently have a three year contract with Disability ACT for provision of a post school transition service. This contract terminates on 30 November 2012. An open procurement process will commence in August 2012.
- 2) A governance group comprising the senior staff from Disability ACT and the Education and Training Directorate and General Manager of House With No Steps meet twice a year. The group consider all new referrals and the progress made by clients. A performance report was completed in 2011 and a Quality Audit was undertaken on the service in May 2012.
- 3) The House With No Steps Transition Service is available to all students meeting the eligibility criteria, including those attending mainstream schools.
- 4) In years 11 and 12 students with a disability are provided with information packs and referral forms and invited to information sessions on post school options. This is co-ordinated by the Education and Training Directorate.
- 5) All attendees and service providers attending the post school options expo are provided with an opportunity to give feedback on the event. Feedback is used to shape the future format and development of the expo.

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Signature:

Date:

12.7.12

By the Minister for Community Services, Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION ON NOTICE

STEVE DOSZPOT : To ask the Minister for Community Services

Ref: Disability Budget Paper Number 3 P128 output class1.1

In relation to: Therapy in Schools Program [BP3 P128]
 \$1 million over 2 years



- 1) Is this allocation intended to meet current demand?
 - a) If not, how will services be allocated?
- 2) How was the pilot Therapy Assistants in Schools program assessed? What were the success indicators?
- 3) How many schools will this program cover?
- 4) Is the same number of schools in this program as in the pilot project? If any schools are not covered, why are they not covered? Is there not an identified need at that school?

MINISTER BURCH : The answer to the Member's question is as follows:—

- 1) Therapy ACT has been allocated \$1million over two years to continue the Therapy Assistant Program within ACT schools. This allocation does not allow therapy assistants to be placed within each school in the ACT.

Therapy Assistants will continue to work with the Specialist Schools (Malkara and Cranleigh Primary Schools) as they have done throughout the pilot program.

Mainstream schools will apply to Therapy ACT to be involved in the Therapy Assistant Program. Schools may apply for education, consultation and training services for staff and/or individual and group intervention programs for students. Priority will be provided to students with high needs who are not already accessing Therapy ACT services.


- 2) The Therapy Assistant Pilot Program was evaluated mid-way through the program (six months) and upon completion of the program (twelve months). Evaluation included qualitative measurements, such as the surveying of teachers, parents and therapy staff, and quantitative measurements, including test/retest of students on standardised tests and the use of the Goal Attainment Scale (GAS). A variety of statistics were also gathered for analysis, including the number of children seen through the program that were not currently known to Therapy ACT.

Quantitative indicators of success included the percentage of students who demonstrated improvement in standardised scores upon retest, and those that achieved or exceeded the goals set on the Goal Attainment Scale; parent, teacher and professional staff satisfaction with the program, and reports from Principals in regards to the integration of strategies and skills learnt by teachers in the program into their classroom activities.

- 3) The Therapy Assistant Program will provide services to approximately six or seven schools in 2012-2013. The exact number may vary slightly depending on the size and exact demand within the school that applies to be part of the program. These schools will consist of the two specialist schools that participated in the pilot program, along with newly selected mainstream Government schools and one Catholic Education school.
- 4) It is likely that not all schools who apply to be part of the program will be selected for the program in 2012-2013 if greater than five additional schools complete an application. There may be demand for services at these schools that cannot be met within current resources. Students and teachers can however, continue to access other Therapy ACT programs and services.

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Signature:

A handwritten signature in black ink, appearing to be 'JB 10/12', is written over the signature line.

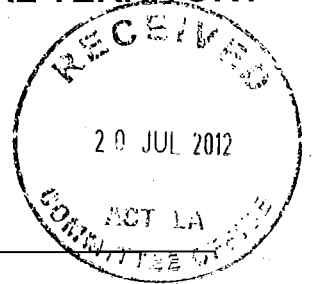
Date:

By the Minister for Community Services, Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION ON NOTICE



STEVE DOSZPOT : To ask the Minister for Community Services

Ref: Disability, , Budget paper Number 4 , page number 347 , output class1.1

In relation to : Accountability Indicators

These show no reduction in demand in any indicator and only the following increases in demand: Indicator (b) Community support (number of people accessing service) – 2% increase from 980 to 1000. Indicator (c) Community access (hours of service) – 5% increase from 233,000 to 245,000

- 1) What is the basis for the Directorate determining there will be no other increase in demand in the other Accountability Indicators?
- 2) Why is there no increase in the number of respite bed nights?
- 3) Does the Directorate have a Quality Improvement program?
- 4) Why is the targeted Client Satisfaction level (Indicator (f)) proposed to remain at 75% - a level it has been since 2005-2006?

MINISTER BURCH : The answer to the Member's question is as follows:-

- 1) The higher output targets for community support and community access over other types of support reflect the anticipated increase in demand for these types of services from school leavers in 2012-13.

Accountability indicators for accommodation support, centre based respite and in home respite have not been changed as demand from school leavers is not expected to flow through to these types of services in 2012-13.

Targets are amended when the trend analysis over more than one year demonstrates the need to amend targets.

- 2) See answer to 1 above.
- 3) Disability ACT has a Quality Improvement Plan.
- 4) Targets are amended when the trend analysis over more than one year demonstrates the need to amend the target. The results of recent surveys demonstrate a gradual improvement of 60% in 2008-09; 63% in 2009-10 and 65% in 2010-11.

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Signature:

Joy Burch 19/7/12

Date:

By the Minister for Community Services, Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION ON NOTICE



STEVE DOSZPOT : To ask the Minister for Community Services

Ref: Disability Budget paper Number Output 1.2 Disability Services and Policy

In relation to: After school Care program in ACT special schools

- 1) What process was undertaken to select a contractor to deliver the additional hours of after school activity at Black Mountain School?
- 2) Did Marymead, the contractor for the existing Wheelies program, tender for the additional program?
- 3) Who won the tender and for how long is the contract?
- 4) a) Did the successful contractor have an established operation in Canberra?
b) If not, have they yet established themselves and is the program fully operational?
- 5) How frequently will the program be assessed to ensure it is delivering on its goals?

MINISTER BURCH : The answer to the Member's question is as follows:—

- 1) A public tender process was used to select a contractor for the provision of afterschool care at Black Mountain School. The tender was published in the *Canberra Times* on 17 September 2011.
- 2) Marymead did make a tender submission for the provision of afterschool care at Black Mountain School.
- 3) The tender for afterschool care at Black Mountain School was won by Northcott Disability Services. This contract is for three years from 1 January 2012 to 31 December 2014.
- 4a) Northcott Disability Services are an established provider of disability services in New South Wales and deliver disability services in Queanbeyan. At the time of this tender Northcott Disability Services were not established in the ACT.
- 4b) The afterschool care program provided by Northcott Disability Services at Black Mountain School is fully operational.
- 5) As part of the service funding agreement, Northcott Disability Services will provide six monthly reports to Disability ACT covering a range of service performance indicators.

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Signature:

Date: 12.7.12

By the Minister for Community Services, Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION ON NOTICE



STEVE DOSZPOT : To ask the Minister for Community Services

Ref: Disability, Budget paper Number 3 p 129 output class1.1

In relation to : Implementation of Equal Remuneration Case outcomes and related ACT
 Community Sector Reforms

- 1) What consultation was undertaken with the community services sector before this was decided?
- 2) On what basis the government believe this will drive red tape reform?
- 3) Does the government believe that there are inefficiencies in the community service provider sector?
 - a) What and where are they?
- 4) What reforms will the 0.34% cover?
 - a) How will they be measured?
- 5) Is the 0.34% to be levied on government service providers also?
- 6) The Productivity Commission Report into Disability Care and Support 08/2011 said:

Funding for ACT Government provided accommodation support services in group homes was \$189,453 in 2009-2010 per client. Government funding for non-government providers was \$89,583 – a gap of some \$100,000 per client.

- a) Given those findings, on what basis is the government able to continue to insist the 0.34% will drive reforms?
- b) On the basis of the Productivity Commission's findings, should not the reform be driven within the government provided accommodation services?

MINISTER BURCH : The answer to the Member's question is as follows:–

- 1) In relation to question one, I refer the member to my answer to question on notice E12-370;
- 2) Red-tape reform is only one component of the reform package. The more substantive components relate to sector development, a reduction in the cost of doing business, improving governance, and exploring alternative sources of funding and it is these components that will be funded by the co-contribution.


- 3) One element of the reform program will explore the role of Government to, wherever possible, reduce the cost of doing business for community sector organisations; this will have the effect of increasing the effectiveness of the sector.
- 4) The following are brief descriptions of the initial projects designed to reduce the cost to the community sector of doing business, reducing the impact of red-tape, providing support for skills development and for improved governance and exploring additional sources of funding. These projects may be broadened, or added to, following ongoing consultation with the community sector:
- Review contractual arrangements;
 - Support skills development;
 - Work to reduce community sector worker's compensation premiums;
 - Reduce red-tape by streamlining reporting requirements;
 - Strengthen support for improved governance arrangements;
 - Explore the potential to use the ACT Government's Shared Services ;
 - Explore the potential for broadening funding sources for the community sector.

Each project that is undertaken under the reform program has specific benefit measurements developed for it. These benefits may be expressed as salary equivalents, or as a direct dollar saving, or possibly as a measure of time saved.

- 5) No.
- 6) It would not be correct to interpret the cost differential reported in ROGS between government and non-government accommodation support service provision as a reflection of the government provider's capacity to fund these broader sector reforms nor of one sector being more efficient than the other. This cost differential reflects the nature and intensity of the specialist support needs of client cohort receiving support through the government provider. These clients have the highest complexity and behavioural support needs in the ACT. The Government continues to look for reforms and efficiencies wherever possible.

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

 12.7.12

Date:

By the Minister for Community Services, Joy Burch MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION ON NOTICE



STEVE DOSZPOT : To ask the Minister for Community Services

[Ref: Community Services, Budget paper 4, page number 343, Output Class 1.1]

In relation to : Respite Services

1. Please provide a breakdown of 2011-12 Disability ACT funded respite services including:
 - a. The service provider; and
 - b. The type of respite funded, including holiday respite, after school respite, own home respite, centre-based respite, host family respite, weekend respite and flexible respite:
 - i. For each type of respite, what was the total funding allocated?
 - ii. How many hours or bed nights were funded?

MINISTER BURCH : The answer to the Member's question is as follows:—

Please see the attached table.

Disability ACT record respite services under the National Minimum Data Set categories which are: own home respite, centre based respite and flexible respite. Other respite types would be captured under these headings.

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Signature:

Date:

By the Minister for Community Services, Joy Burch MLA

RESPITE (BY NGO)	Own home respite (bed nights p/a)	Centre-based respite/ respite homes (bed nights p/a)	Flexible respite (hours p/a)	Total Funded 2011-12	Own Home	Centre based	Flexible Respite
Baptist Community Services	420			\$ 249,713	\$ 249,713		
Carers ACT			14,000	\$ 904,925			\$ 904,925
Catholicare		292		\$ 210,604		\$ 210,604	
Community Connections Incorporated	7		300	\$ 20,594	\$ 5,598		\$ 14,995
Hartley Lifecare Inc		683		\$ 251,581		\$ 251,581	
Koomarri			49	\$ 607			\$ 607
Marymead			8,229	\$ 410,648			\$ 410,648
Shaw Possibilities			3,724	\$ 74,582			\$ 74,582
Tandem Respite Incorporated			13,958	\$ 735,424			\$ 735,424
Woden Community Service			6,714	\$ 182,117			\$ 182,117
Belconnen Community Services			1,190	\$ 24,045			\$ 24,045
Total	427	975	48,164	\$ 3,064,839	\$ 255,312	\$ 462,185	\$ 2,347,343

RESPITE (GOVERNMENT)	Own home respite (bed nights p/a)	Centre-based respite/ respite homes (bed nights p/a)	Flexible respite (hours p/a)	Total Expenditure 2011-12	Own Home	Centre based	Flexible Respite
DACT Children Respite House		3,126	1,136	\$ 1,158,100		\$ 1,132,381	\$ 25,719
Adult Respite House		3,433	1,627	\$ 2,615,466		\$ 2,540,223	\$ 75,243
Total		6,559	2,762	\$ 3,773,567		\$ 3,672,604	\$ 100,962

NGO and Government	Own home respite (bed nights p/a)	Centre-based respite/ respite homes (bed nights p/a)	Flexible respite (hours p/a)	Total Expenditure 2011-12	Own home	Centre-based respite	Flexible respite
Grand total	427	7,534	50,926	\$ 6,838,406	\$ 255,312	\$ 4,134,789	\$ 2,448,305

Note: These figures are for the year to 31 May 2012



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

ANSWER TO QUESTION ON NOTICE



MR DOSZPOT : To ask the Minister for Education

Ref: Education and Training Directorate, Budget paper 3, page number 130, output class 2

In relation to : Interest Subsidy Scheme

1. The budget paper states that the \$2 million for the initiative '*Non-Government Schools – Students with Disabilities*' has been funded by utilising unallocated funds from the Interest Subsidy Scheme.
 - a. What was the budget allocation for the Interest Subsidy Scheme for the years 2012-13, 2013-14, 2014-15 and 2015-16 prior to the \$2 million being reallocated?
 - b. What is the budget allocation for the Interest Subsidy Scheme for the years 2012-13, 2013-14, 2014-15 and 2015-16 now that the \$2 million has been reallocated?
 - c. Was this \$2 million funded by the rollover of unspent Interest Subsidy Funds from 2011-12 as detailed in BP4, page 407?
 - d. If yes, please provide a reference to the section of the *Financial Management Act 1996* under which this rollover was approved to be allocated to a different program and a copy of the relevant approvals.
2. What was the total expenditure out of the Interest Subsidy Scheme for the years 2009-10, 2010-11 and (as of 28 June) 2011-12?
 - a. What was the allocated budget for each of the above years?
3. How many loans is the Government funding under the Scheme for 2012-13?
 - a. What is the expected expenditure estimated at for 2012-13?

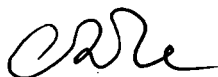
DR BOURKE: The answer to the Member's question is as follows:-

E12-378

- 1)
 - a) The grandfathered Interest Subsidy Scheme has an annual budget of \$3.6 million in 2012-13 which is indexed annually.
 - b) The annual allocation of the grandfathered Interest Subsidy Scheme has not been affected, refer to 1a above.
 - c) Yes.
 - d) The Budget for the Directorate is prepared under section 12 of the Financial Management Act 1996. The new initiative for Students with a Disability was identified in the 2012-13 Budget Papers.
- 2) Expenditure from the grandfathered Interest Subsidy Scheme in 2009-10, 2010-11 and 2011-12 was \$1.8m, \$1.7m and \$1.4m respectively.
 - a) Annual budget allocations for the grandfathered Interest Subsidy Scheme in 2009-10, 2010-11 and 2011-12 was \$3.2m, \$3.3m and \$3.5m respectively.
- 3) There are currently 44 Interest Subsidy Scheme loans that are active.
 - a) The expected expenditure in 2012-13 is \$1.2m.

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Signature:



Date:

8/8/12

By the Minister for Education and Training, Dr Chris Bourke MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



MR DOSZPOT : To ask the Minister for Education and Training

Ref: ETD, Budget paper 4, page number 399, Output Class 1

In relation to : Public School Funding

1. Of the funding provided under Output Class 1: Public School Education, what portion of this funding goes directly to schools in each budget year (including teachers and other school based staff)?

DR CHRIS BOURKE MLA : The answer to the Member's question is as follows:-

1. The total funding provided to public school education through Government payment for outputs in 2012-13 is \$519.4 million.

Approved for circulation to the Select Committee on Estimates 2012-2013

Signature:

A handwritten signature in black ink, appearing to be "Chris Bourke".

Date:

9/7/12

By the Minister for Education and Training, Dr Chris Bourke MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur: To ask the Minister for Territory and Municipal Services

TAMS Directorate, Budget Paper No. 4 pp 103 & 105 Output 1.3: Waste and Recycling

1. In relation to Waste Management, could you explain what the term "gate fee" means in the sense it is used throughout the Hyder Report 2011 ASSESSMENT OF WASTE INFRASTRUCTURE AND SERVICES OPTIONS FOR THE ACT Final Report, http://www.environment.act.gov.au/data/assets/pdf_file/0018/239031/AA004437_R03-02_ACT_Waste_Scenarios_Analysis_FINAL_REPORT.pdf :

Within waste management, what does a "gate fee" entail in relation to fees and charges payable to:

- a. the Government?
- b. Private entities?

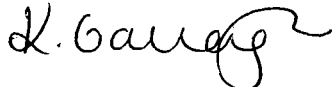
Ms Gallagher: The answer to the Member's question is as follows:—

Within waste management, the term "gate fee" is used in relation to the fees and charges payable at the facility gate to the operator of that facility for various material types.

The fees and charges payable to the ACT Government are outlined at <http://www.legislation.act.gov.au/di/2012-69/current/pdf/2012-69.pdf>

The 2011 Hyder report modelled the future cost to the Territory of a range of waste infrastructure and service options. For modelling purposes, it was assumed that the infrastructure would be provided by a private business on a 'build own operate' basis and gate (or other access) fees would be set at commercial rates equivalent to similar facilities in other jurisdictions. It was assumed that the infrastructure operator (a private business) would be the recipient of the gate fees.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: 

Date: 10.7.12

By the Minister for Territory and Municipal Services, Katy Gallagher MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



MS LE COUTEUR: To ask the Minister for the Environment and Sustainable Development

TAMS Directorate, Budget Paper No. 4 pp 103 & 105 Output 1.3: Waste and Recycling:

1. What operational plans are in place in relation to the construction of a dirty Materials Recovery Facility for the processing of organic waste?
2. Where will it be located?
3. What are the current costs to Government for the construction of a dirty Materials Recovery Facility for the processing of organic waste in relation to:
 - a. any feasibility studies?
 - b. road and other infrastructure works?
 - c. any tendering or other administration of contracts?
 - d. Staffing in terms of classification status and FTE for the procurement process and the day to day contract management of the successful provider?
 - e. Any other general administration?
4. What are the current expected future costs to Government for the construction of a dirty Materials Recovery Facility for the processing of organic waste in relation to:
 - a. any feasibility studies?
 - b. road and other infrastructure works?
 - c. any tendering or other administration of contracts?
 - d. Staffing in terms of classification status and FTE for the procurement process and the day to day contract management of the successful provider?
 - e. Any other general administration?
5. Do you expect to charge for the land that may be used for a dirty Materials Recovery Facility for the processing of organic waste?
6. Do you expect the provider to meet all expenditure and all profits?
7. Will the Territory be liable for any expenditure?
8. Will the Territory be entitled to any percentage of the profits?
9. What health and safety requirements will be taken into account in relation to storage and transport of organic material sourced from:
 - a. The dirty Materials Recovery facility?
 - b. The associated composting facility?

10. In the ACT what restrictions would have to be met by any:

E12-381

- a. In-vessel (closed) composting facility to process organic waste?
- b. Outdoor (e.g. windrow) composting facility?

11. What regulatory obstacles are there for Corkhills and Canberra Sand and Gravel in potentially processing food and other putrescible waste at their composting facilities?

Simon Corbell: The answer to the Member's question is as follows:—

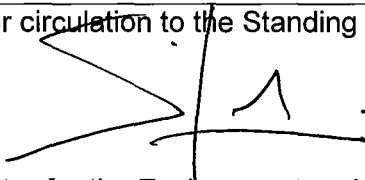
1. The *Waste Management Strategy 2011-2025* notes under sub-strategy 2.2 that the Government consideration of the procurement of a Residual MRF will occur **after** the Commercial MRF is established (by 2014). Market sounding may be carried out prior to this to inform Government decision making regarding technology options and costs.
2. Given 1. above, it is premature to speculate on the potential location of a Residual MRF.
3. No specific funding has yet been allocated to the procurement of a Residual MRF.
4. Hyder Consulting estimated the net cost to the ACT Government of establishing a Residual MRF in its 2011 report "Assessment of Waste Infrastructure and Services Options for the ACT", http://www.environment.act.gov.au/data/assets/pdf_file/0018/239031/AA004437_R03-02_ACT_Waste_Scenarios_Analysis_FINAL_REPORT.pdf Hyder suggested a Residual MRF would take 4 to 5 years to establish and would have a net cost to Government of \$8.3 million per year by 2021.
5. Given 1. above, it is premature to speculate on potential contract details such as possible rent concessions, cost sharing, profit sharing, and risk sharing, of a Residual MRF.
6. Please see the answer to question 5.
7. Please see the answer to question 5.
8. Please see the answer to question 5.
9. Health Safety and Environment controls are specific for the risks associated with each development proposal. The Government has not received a proposal for a Residual MRF. It is worth noting that parties submitting development proposals to Government on waste infrastructure would generally be required to address Health Safety and Environmental issues in their submission. This would be considered in evaluating the proposals. If the Government selected a preferred party, they would be required to submit a Development Application. Relevant Government agencies such as the Environment Protection Authority, Health Protection Services and ACT NOWaste would address Health Safety and Environmental concerns as part of the Development Application process.
10. Health Safety and Environment controls are specific for the risks associated each proposal. (see answer 9).

Schedule 1 of the *Environment Protection Act, 1997* requires that an environmental authorisation is obtained for a facility that composts, or is intending to compost, more than 200 tonnes of animal waste (including food wastes) or 5000 tonnes of plant waste per annum.

E12-381

- 11. Corkhills and Canberra Sand and Gravel are already authorised under the Act to operate a facility that composts more than 200t of animal waste or 500t of plant waste per year.

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Signature:  Date: 11.7.12

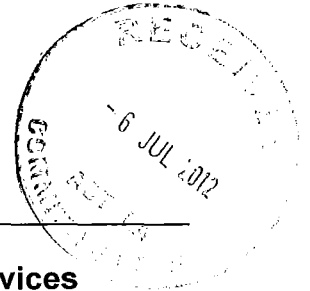
By the Minister for the Environment and Sustainable Development, Simon Corbell, MLA.



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur: To ask the Minister for Territory and Municipal Services

TAMS Directorate, Budget Paper No. 4 pp 103 & 105 Output 1.3: Waste and Recycling

1. In relation to kerbside waste collection, Contract No. C07266 *Management of the site services and landfill operations at the Mugga Lane Resource Management Centre (RMC)*, expiry date 12 June 2015 is not available on the ACT Shared Services Procurement contracts website <http://www.procurement.act.gov.au/contracts>.
 - a. Why is the contract not there?
 - b. Can we have a copy of this contract?
 - c. Can this contract be made publically available?
 - d. What is the value and expiry date of this contract?

2. When will the waste contract C02386 *Provision of domestic waste and recyclable materials collection services* be renewed given it expires on 27th April 2013?
 - a. Have tenders closed for this contract?
 - b. Has the contract been awarded?
 - c. If the contract has not been awarded, what is the current process up to?
 - d. If the contract has been awarded, who is the successful awardee?
 - e. What is the duration of this contract and what is its value?

Ms Gallagher : The answer to the Member's question is as follows:–

1. a. The contract is located on the ACT Shared Services Procurement contracts website at <http://www.contractsregister.act.gov.au/contracts/cr.nsf/?Open> for contracts issued before 2009 and can be accessed by searching for the contract number C07266.
 - b. See above.
 - c. See above.
 - d. The value of this contract was \$23,205,000 as estimated in the procurement plan and the contract is due to expire on 30 June 2015.

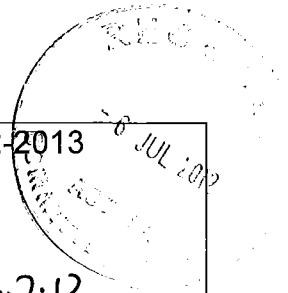
2. a. Tenders have not yet been called for this contract.
 - b. See above.
 - c. Tenders have not yet been called for this contract.

- d. See above.
- e. The term of the subsequent contract from this tender is intended to be for either seven years with an option for a further three years to a total of ten years, or will be for a total of ten years, whichever presents the best value to the Territory.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: *K. Gallagher* Date: 6.7.12

By the Minister for Territory and Municipal Services, Katy Gallagher MLA





LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur : To ask the Minister for the Environment and Sustainable Development

Ref: Budget Paper 3, page 139 & 319

In relation to: ACTSmart

1. There is a partial reduction for the funding of the ACTSmart program with some initiatives being ceased.
 - a. What does this specifically entail?
 - b. Which elements are being reduced, and why?
 - c. Which elements are being cut, and why?
 - d. Does it include any reductions or cuts to business and commercial waste reduction and recycling programs, and so why?

Mr Corbell: The answer to the Member's question is as follows:—

- a. In 2012-13 the reduction in the ACTSmart budget is due to the cessation of the ACTSmart Rainwater Tank Rebate on 30 June 2012.

The reduction in 2013-14 to 2015-16 is due to the rainwater tank rebate cessation and also reflects the current funding arrangement for the Outreach low income energy and water efficiency program.

Funding in the ACTSmart budget for 'energy efficiency rebates for low income residents' was allocated to the Outreach low income energy and water efficiency trial and subsequent Outreach program from 2009-10 to 2012-13 (inclusive). In the 2011-12 Budget, the Outreach program also received additional budget funding for 2011-12 to 2014-15 (inclusive). As the Outreach program will not utilise funding from the original ACTSmart forward estimates for 'energy efficiency rebates for low income residents' in 2013-14 and 2014-15, these amounts have been removed to avoid duplication.

- b. The Rainwater Tank Rebate closed on 30 June 2012. Refer to further details in 1(c).

As stated in 1(a) the ACTSmart forward estimates for 'energy efficiency rebates for low income residents' in 2013-14 and 2014-15 have been removed. However as these elements are delivered by the Outreach program, there is effectively no reduction in the low income elements until 2015-16, when the Outreach funding is due to cease and support for low income households reverts back to ACTSmart.

c. The Rainwater Tank Rebate closed on 30 June 2012.

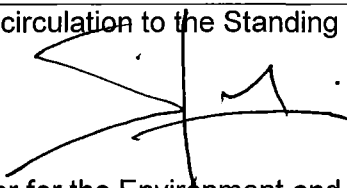
In 2011-12, 89 rebate applications were received. This represents a decline in take-up of between 36% and 50% when compared with the previous three years. This decline in community interest, together with the fact that the cost of achieving water savings from this program is more expensive than savings from other programs such as ToiletSmart and ToiletSmart Plus, led to the Government's decision to close the program.

The Government's decision is also consistent with the view expressed in the ICRC's 'Draft Report - Secondary Water Use in the ACT' that following analysis, subsidies and rebates that do not provide value for money when compared with other options should be withdrawn.

d. No.

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Signature:



Date:

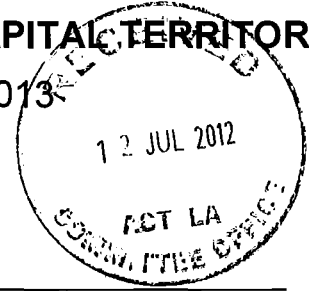
25.7.12

By the Minister for the Environment and Sustainable Development, Simon Corbell, MLA.



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur : To ask the Minister for Territory and Municipal Services

Budget Paper 4, Page 107, Output Class 1.5 - Regulatory Services


In relation to : DAS Indicators

1. What other performance indicators does the Domestic Animals Service maintain that are not listed in the budget?
2. What have been the performance results for 2011-12?
3. Have targets been set for these indicators for 2012-13, and if so what are they?

Ms Gallagher : The answer to the Member's question is as follows:–

1. All Domestic Animal Services performance indicators are listed in the budget. No other performance indicators are maintained.
2. The 2011-12 results for these measures will be available in the 2011-12 Annual Report following the conclusion of the audit process undertaken by the ACT Auditor General.
3. Targets have been set for 2012-13 as follows:
 - Output 1.5A – Number of dogs processed by the Domestic Animal Shelter – 1,450 dogs;
 - Output 1.5B – Percentage of saleable stray and abandoned dogs re-homed – 95%; and
 - Output 1.5G – Reports of attacking dogs responded to within 4 hours – 100%.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: 

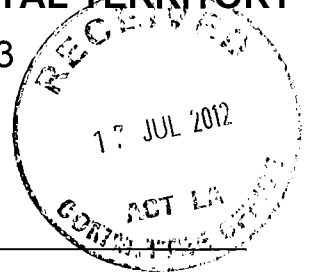
Date: 12.7.12

By the Minister for Territory and Municipal Services, Katy Gallagher MLA.



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur : To ask the Minister for Territory and Municipal Services

Ref: Budget Paper 4, page 103 - Output 1.2 - Roads and Sustainable Transport

In relation to: Works around Legislative Assembly and Civic Square

Regarding the capital works that occurred along the north east side of the Legislative Assembly over the last 12 months, involving the installation of stairs, footpath, paving and the wall bearing the Assembly's name and address -

- (1) What was the budget for the project?
- (2) Was it delivered within budget?
- (3) What was the schedule for the project?
- (4) Was it delivered within schedule?
- (5) If not, what were the causes of the delays and/or overspend?
- (6) Which contractor, if any, was contracted to deliver the project?
- (7) Was the contractor penalised for any inability to deliver the project on schedule/budget?

Regarding maintenance of Civic Square:

- (8) How often is the fountain emptied, cleaned and painted?
- (9) Why does this occur so often?
- (10) Is the fountain chlorinated? If not, why not?

Mr Barr: The answer to the Member's question is as follows:-

- (1) The project budget was \$1,963,636.36 excluding GST.
- (2) Yes. The final contract value was \$1,828,442.58 excluding GST.

- (3) Key target dates for the project were:
- Contract Award - 30 June 2011.
 - Contract Practical Completion Date - 28 March 2012.
- (4) The project reached practical completion on 5 April 2012. However, minor works have continued beyond this date, including minor finishing details and rectification of defects.
- (5) The major cause of the delay was the complex changes required to the utility services in the area.
- (6) The following contractors were used to deliver the project:
- The Superintendent – GHD Group.
 - The construction contractor – Canberra United Landscapers (CUL).
 - CUL employed a range of subcontractors including ActewAGL to tie into the water main.
- (7) No.
- (8) The Civic Square fountain is emptied twice a year for a major clean. It is re-painted every 10 years. The last re-painting of the fountain was undertaken in November 2011.
- (9) The fountain is emptied and cleaned twice yearly to remove built up debris and algae on the surfaces of the fountain.
- (10) Yes, the fountain is chlorinated with levels tested twice a week and adjusted as required.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: 

Date: 17.7.12

By the A/g Minister for Territory and Municipal Services, Andrew Barr MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur : To ask the Minister for Territory and Municipal Services

Ref: Output 1.2 - Roads and Sustainable Transport

In relation to: Walking and cycling modeling and measurement

1. Does the traffic simulation model being used by all government agencies and private sector developers also include cycling and pedestrian numbers?
2. If yes, will TAMS be updating the model with your new annual cyclist and pedestrian counts?
3. If no, how does TAMS use the cycling and pedestrian numbers? When prioritising new works, how does TAMS predict the number of people would use them if they were built, as has been previously indicated as the measure of benefit TAMS now uses?
4. How often does TAMS conduct counts at each site?
5. How do you prevent distortions from, say, inclement weather on the day/s you happen to be counting?

Ms Gallagher : The answer to the Member's question is as follows:—

1. No, the Environment and Sustainable Development Directorate are currently assessing the opportunities to include pedestrian and cyclist numbers in transport simulation models used in the ACT.
2. N/A.
3. TAMS use the pedestrian and cyclist counts to confirm the usage of different links and routes and to provide an indication of the cost effectiveness of the work.

TAMS make use of the journey to work by cycle information in the census to forecast the number of cyclists/pedestrians that would potentially use a new link.

4. As of March 2012, TAMS will survey town centre locations on an annual basis. Other locations are surveyed every two to three years.
5. Surveys are generally not undertaken on wet days and allowances for this are included in the scope of the survey brief. Where surveys are undertaken during inclement weather conditions, this is duly noted in the survey report.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: *K. Gallagher*

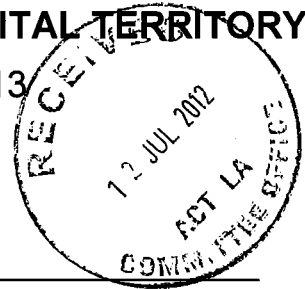
Date: 13-7-12

By the Minister for Territory and Municipal Services, Katy Gallagher MLA.



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur: To ask the Minister for Territory and Municipal Services

Ref: Budget paper 3, page number 289, Output 1.4- Land Management

In relation to: Urban Forest Management

Budget paper 3 page 289 says "Key priorities include implementing the agreed recommendations made by the Commissioner for Sustainability and the Environment's inquiries into the management of Canberra's urban forest"

1. In February 2012, in its response to the Commissioner's inquiry (1), the government 'agreed' to some and 'agreed-in-principle' to most of the Commissioner's recommendations. But it deferred many of decisions on the 'agreed-in-principle' recommendations to budget processes. What 'agreed-in-principle' recommendations has TAMS started implementing? Please breakdown using the titles and letters / numbers in the Government response.
2. Which has the Government committed to and what is the timeline?
3. Have there been delays with deciding upon and implementing the recommendations?
4. What caused these delays and why can't outstanding recommendations be implemented next year?
5. What was the total funding for managing the urban forest:
 - o Spent in the previous 3 financial years (08-09, 09-10, 10-11);
 - o estimated for 11-12 financial year;
 - o allocated for the coming financial year 12-13;
 - o and over estimates.
 Please breakdown by any internal budgetary categories.
6. Is there tree management work backing up that will cost us the Government more money later when it has to deal with the backlog and consequences of delay, e.g. more diseased and dying trees?
7. How do you budget to allow for horticultural cycles so that money can be reserved from drought years for planting replacement trees in good years like this year?

Ms Gallagher: The answer to the Member's question is as follows:-

E12-387

1. An indexed table providing details of the progress in implementing those recommendations agreed-in-principle in the Government's response to the Commissioner for Sustainability and the Environment's (CSE) report on the Investigation into the Government's Tree Management Practices and the Renewal of Canberra's Urban Forest is provided at Attachment A.
2. The table at Attachment A provides a summary of progress for those recommendations agreed or agreed-in-principle by the Government. An agreed timeframe has not been set for the implementation of all the planned tree management and practice changes.
3. No. There have not been any delays in deciding upon the implementation of the recommendations. The Government's response was tabled in the Legislative Assembly on 13 February 2012. In relation to implementation, an agreed timeframe has not been set for all planned tree management and practice changes.
4. No agreed timeframe has been set for the implementation of all the planned tree management and practice changes agreed in-principle because some recommendations are budget dependent and others are linked to legislative changes.
5. The total tree management budget, including the actual results for 2008-09 to 2010-11, allocated budget for 2011-12 and the indicative budget for 2012-13 is as follows:

Budget Year	*Employee expenses	**Non employee expenses	Total
2008-09	\$1,420,739	\$2,005,811	\$3,426,550
2009-10	\$2,114,754	\$3,939,870	\$6,054,625
2010-11	\$2,403,635	\$2,765,483	\$5,169,118
2011-12	\$2,554,451	\$3,823,077	\$6,377,528
2012-13			\$6,377,528***
Out years			Not determined


* Employee expenses include all costs associated with permanent employees or staff employed under government contracts.

**Non employee expenses are operating costs including the cost of contracts such as plant hire, tree removal, tree watering and tree planting, contract labour, purchase of trees, vehicle leasing and running costs, depot and office expenses, etc.

*** This is an estimate only – based on 2011-12. The final budget is yet to be determined.

6. The Government has allocated additional funding for the management of Canberra's urban trees in the last two budgets that has improved the capacity of the Territory and Municipal Services (TAMS) Directorate to prioritise maintenance work.
7. Budgets are not reserved from financial year to year. Internal budgets are prioritised year to year and reflect key priorities.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: 

Date: 12.7.12

By the Minister for Territory and Municipal Services, Katy Gallagher MLA.

Summary of Recommendations - CSE Report on the Investigation into the Government's Tree Management Practices and the Renewal of Canberra's Urban Forest

Recommendation	Short Reference	Government Response	CSE Report Page No.	Progress
Recommendation 1	Replacing the Urban Forest Renewal Program	Agreed	1	In progress – ongoing The Urban Forest Renewal Program has been replaced by a comprehensive and integrated tree management program. Refer to recommendation 11B
Recommendation 2	Strengthening Recognition of the Treed Landscape in the strategic planning framework	Agreed in Principle	1	To be progressed in 2013-14
Recommendation 3A	Improve legal protection. Developing new tree legislation or amending the Tree Protection Act 2005	Agreed in Principle	2	To be progressed in 2013-14
Recommendation 3B	Improve legal protection. Reviewing existing legislation to ensure common definitions and terms	Agreed in Principle	2	To be progressed in 2013-14 Options for establishing the role of Tree Curator as part of the review of the Tree Protection Act 2005 are being considered.
<i>Recommendation 4</i>	<i>Improve Decision Making Processes and Practices for Tree Protection and Management:</i>			
Recommendation 4A	Establish an ACT Tree Curator	Agreed in Principle	2	To be progressed in 2013-14 Options for establishing the role of Tree Curator as part of the review of the <i>Tree Protection Act 2005</i> are being considered.
Recommendation 4B	Expanding ACTPLA's major projects review group	Agreed in Principle	3	To be progressed in late 2012 Options for expanding ACTPLA's major project review group will be considered in late 2012.
Recommendation 4C	Developing guidelines for when a decision is inconsistent with the Conservator or proposed ACT Tree Curator's advice	Agreed in Principle	3	To be progressed in 2013-14 Options for establishing the role of Tree Curator as part of the review of the Tree Protection Act 2005 are being considered.
Recommendation 4D	Providing a Statement of Reason with respect to tree removal	Agreed	3	Completed and ongoing New procedures for administering the tree removal process have been implemented.
Recommendation 4E	Identifying and registering trees worthy of inclusion on the ACT Tree Register in green field sites	Agreed in Principle	4	Completed and ongoing Trees worthy of registration in greenfields areas are being identified early in the design phase, assessed and registered if considered worthy.

Summary of Recommendations - CSE Report on the Investigation into the Government's Tree Management Practices and the Renewal of Canberra's Urban Forest

Recommendation	Short Reference	Government Response	CSE Report Page No.	Progress
Recommendation 4F	Strategically populating the ACT Tree Register	Agreed in Part	4	Completed and ongoing A FTE has been allocated for the ongoing population of the Tree Register.
Recommendation 4G	Providing financial assistance or relief to residents on leased lands with registered trees	Agreed in Principle	4	Not progressed
Recommendation 4H	Monitoring and auditing compliance of recommendations and decisions by the Conservator and proposed ACT Tree Curator	Agreed in Principle	5	Underway Processes for randomly auditing decisions and recommendations already in place through the Conservator of Flora and Fauna. Options for establishing the role of Tree Curator as part of the review of the Tree Protection Act 2005 are being considered.
Recommendation 4I	Developing principles for managing a site where a registered or regulated tree has died	Agreed in Principle	5	Completed and ongoing Principles for managing sites where regulated trees have died have been developed.
Recommendation 4J	Preparing standard tree and risk assessment criteria for ACT Government agencies (or their contractors)	Agreed in Principle	5	Completed for TAMS Potential to include other agencies to be progressed in 2013.
Recommendation 4K	Authorising a qualified person to enter private leased land	Disagreed	5	n/a
Recommendation 4L	Having powers to issue on-the-spot fines to people who knowingly or wilfully damage public trees	Agreed in Principle	6	Progressed in part To be considered as part of the review of the Tree Protection Act 2005 in 2013-14. Infringement notices can already be issued where native trees are wilfully damaged under Section 52 of the <i>Nature Conservation Act 1980</i> .
Recommendation 5A	A National Capital – Canberra tree protection and management strategy	Agreed in Principle	6	In progress Due for completion by April 2013.
Recommendation 5B	An ACT Government tree protection and management policies and procedures guide	Agreed in Principle	6	
Recommendation 5C	An across-agency Tree Network Committee	Agreed in Principle	6	Completed and ongoing Committee is to meet again in August 2012.
Recommendation 6	<i>Update existing standards and codes:</i>			

Summary of Recommendations - CSE Report on the Investigation into the Government's Tree Management Practices and the Renewal of Canberra's Urban Forest

Recommendation	Short Reference	Government Response	CSE Report Page No.	Progress
Recommendation 6A	Reviewing design standards	Agreed in Principle	7	In progress Review of Design Standard 23 has been completed by TAMS pending final consultation of the standard and construction of the web tool. Review of other design standards to commence in August 2012.
Recommendation 6B	Aligning the TAMS reference document 4 with the standards in the Australian Standard 4970	Agreed in Principle	8	To be progressed in 2012 To be progressed as part of recommendation 6A
Recommendation 6C	Expanding the code of practice between TAMS and ActewAGL to cover all aspects of urban tree management	Agreed in Principle	8	In progress Linked to recommendation 5B. TAMS is currently working with ACTEW to review the COP as required.
Recommendation 6D	Improving habitat protection	Agreed in Principle	8	Completed and ongoing Processes are already in place to protect individual trees and groups of trees that provide ecological and habitat value.
Recommendation 6E	Consider retaining dead tree on existing verges and in public parks that have habitat value	Disagreed	9	N/A
Recommendation 6F	Increasing urban tree canopy cover	Agreed in Principle	9	In progress and ongoing Linked to recommendation 5B
Recommendation 6G	Managing solar access and protection	Agreed in Principle	9	In progress – to be completed by March 2013 Linked to recommendation 5B.
Recommendation 6H	Developing a sustainable reuse of timber policy	Agreed in Principle	10	In progress – to be completed by March 2013 Linked to recommendation 5B.
Recommendation 6I	Developing a tree irrigation policy	Agreed	10	In progress – to be completed by November 2013 Linked to recommendation 5B.
Recommendation 6J	Controlling parking to protect urban trees	Agreed in Principle	10	To be progressed in 2013-14 Options for implementing this recommendation will be considered in proposed legislative changes.
Recommendation 6K	Developing principles to guide the use of the Integrated Asset Management System	Agreed in Principle	11	To be progressed in late 2013 Detailed analysis of the relative benefit of agencies other than TAMS using IAMS will need to be funded and carried out before this recommendation is adopted.
Recommendation 7	Developing a policy for guiding the integration of tree removal, replacement and establishment	Agreed in Principle	11	Completed and ongoing Improved processes for integrating tree removal with tree replacement and tree establishment plans have already be implemented. Linked to

Summary of Recommendations - CSE Report on the Investigation into the Government's Tree Management Practices and the Renewal of Canberra's Urban Forest

Recommendation	Short Reference	Government Response	CSE Report Page No.	Progress
				recommendation 5B and 1A
Recommendation 8	Amending the guideline for production of tenders and contracts for construction projects	Agreed	12	To be progressed in 2013 Linked to recommendation 5B.
<i>Recommendation 9</i>	<i>Strengthen Communication and Community Engagement in relation to the treed landscape:</i>		12	
Recommendation 9A	Developing a communication policy	Agreed in Principle	12-13	Completed and ongoing Improved communication and community engagement processes already in place. Linked to recommendation 5B.
Recommendation 9B	Developing a notification procedure for ESA to inform TAMS when emergency services officers undertake works on urban trees on public land	Agreed	13	Completed and ongoing Processes already in place.
Recommendation 9C	Developing a community engagement tree program	Agreed in Principle	13	Completed and ongoing Improved communication and community engagement processes already in place. Linked to recommendation 5B.
<i>Recommendation 10</i>	<i>Strategically enhance and celebrate Canberra's treed landscape:</i>			
Recommendation 10A	Using tree-scape designs and guidelines to guide future tree planning	Agreed in Principle	14	In progress and ongoing Linked to recommendation 5B.
Recommendation 10B	Increasing programmed maintenance work to achieve TAMS' goal of 65%	Agreed	14	In progress The amount of programmed maintenance carried out in 2011-12 reached 53%. It is likely that 65% will be achieved in 2012-13. See Rec 11B.
Recommendation 10C	Planting to fill existing 'gaps' and replacing existing removed trees	Agreed	14	In progress and ongoing Processes have been implemented that ensure that all sites where urban trees are removed as assessed for their suitability to receive a replacement tree.
Recommendation 10D	The Arboretum being a focus for scientific research to inform tree management	Agreed in Principle	14	In progress. Arboretum due to open in 2013. Representatives from the Arboretum are included in the cross agency Tree Network Committee mentioned in 5C.
Recommendation 10E	Creating a 2013 tree legacy	Agreed in Principle	14	Not yet commenced

Summary of Recommendations - CSE Report on the Investigation into the Government's Tree Management Practices and the Renewal of Canberra's Urban Forest

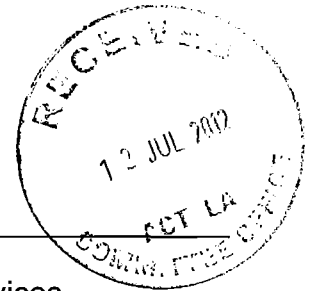
Recommendation	Short Reference	Government Response	CSE Report Page No.	Progress
Recommendation 11	<i>Fund the protection and management of Canberra's street and park trees:</i>		15	
Recommendation 11A	Funding dedicated tree management budgets, with tree plantings associated with climate change initiatives funded separately	Agreed in Principle	15	In progress Additional funding of \$1m per year has been provided, under the 2009-10 initiative 'Urban Forest Renewal'. Additional funding of \$1.150m has been provided in the 2011-12 year under the initiative 'Urban Treescapes'. The funding under this initiative increases by \$0.250m per year, reaching \$2m in the 2014-15 year.
Recommendation 11B	Providing additional funding	Agreed in Principle	15	In progress Additional funding of \$1m per year has been provided, under the 2009-10 initiative 'Urban Forest Renewal'. Additional funding of \$1.150m has been provided in the 2011-12 year under the initiative 'Urban Treescapes'. The funding under this initiative increases by \$0.250m per year, reaching \$2m in the 2014-15 year.
Recommendation 12	Clearing Vegetation under powerlines on unleased lands fully funded by ActewAGL with TAMS redeploying resources to urban street and park trees	Agreed in Principle	15	In progress TAMS is liaising with ACTEW on this proposal.



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur : To ask the Minister for Territory and Municipal Services

Ref: Output 1.2 - Roads and Sustainable Transport

In relation to: Transport indicators

1. Re accountability Indicator 1.2F, bad weather is blamed for the length of on-road cycle lanes increasing by only 25km rather than the target of 50km. Why is the target for 2012-13 just 25km?
2. Re accountability indicator 1.2f there is a target of 35 extra km of community paths (presumably cycle/walking paths). However there appears to be no capital expenditure items which relate to this extension of the network. What is the explanation?
3. Why are there no accountability indicators with respect to the provision of public transport?
4. The 2011 Transport Plan aims at getting 23% of Canberrans to commute via public transport, walking or cycling by 2016, with an interim target of 20% by 2011. What was the outcome for 2011?
5. Have any targets been set for 2012-13?

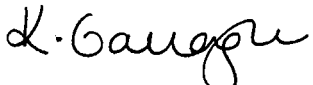
Ms Gallagher : The answer to the Member's question is as follows:—

1. This key accountability measure is very closely associated to the road resurfacing program and the extent of on road lane facilities that exist on the roads programmed to be resurfaced. In 2012/13 the assessment is that only 25 kilometres of additional on road cycles will result given the roads programmed to be resurfaced.
2. These paths primarily are the result of residential development which are handed over to the ACT Government to manage and maintain. There is no capital works expenditure that relates to this.
3. The focus of output 1.2 accountability measures has been on the provision of infrastructure . Accountability indicator 1.2g relates to the provision of additional bus priority/transit lanes.

E12-388

4. The outcome is measured from the 2011 Census on Journey to Work. This data is scheduled to be released by the ABS on 20 November 2012. Hence the outcome will be reported thereafter.
5. No. Commuter travel targets are aligned with ABS census years.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: 

Date: 12.7.12

By the Minister for Territory and Municipal Services, Katy Gallagher MLA.



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur : To ask the Minister for Territory and Municipal Services
 Ref: Roads and sustainable transport, Budget Paper 4, Pg 103, Output 1.2

In relation to : Street furniture, path lighting and bike racks

- 1) How many bike racks has TAMS installed in the last 12 months?
 - a) How many of the bike racks were installed under the specifications of the Canberra Central Design Manual?
 - b) How many were installed under different design specifications?
 - c) What was the average cost of each bike rack installed under the specifications of the Canberra Central Design Manual?
 - d) What was the average cost of each bike rack installed under different design specifications?
 - e) What was the total money spent on installed bike racks in the last 12 months?
- 2) How many public seating benches has TAMS installed in the last 12 months?
 - a) How many of the benches were installed under the design specifications of the Canberra Central Design Manual?
 - b) How many of the benches installed under different design specifications?
 - c) What was the average cost of each bench installed under the specifications of the Canberra Central design manual?
 - d) What was the average cost of each bench installed under different design specifications?
 - e) What was the total money spent on installed public benches in the last 12 months?
- 3) How much cycle and walking path lighting has been installed in the last 12 months?
 - a) What was the average cost per kilometre of path lighting?
 - b) What was the total money spent on installed path lighting in the last 12 months?
- 4) What is TAMS' existing policy for the roll out of street furniture, path lighting and bike racks etc?
 - a) How are projects identified?
 - b) How are projects prioritised?
 - c) How are projects funded?
- 5) Capital works recently undertaken along the Alinga Street bus interchange did not include the installation of any bike racks. The relevant territory code indicates the number of bike racks required at a transport hub is to be determined by individual

assessment. Does the Government intend to install bike racks in the Alinga Street bus interchange?

- a) If not, why not?
- b) If so, how many bike racks will be installed and when will this work be completed?
- c) What assessment process was applied to this transport hub to determine the number of bike racks that would be installed?

Mr Barr : The answer to the Member's question is as follows:—

- 1) Territory and Municipal Services (TAMS) Directorate has installed four bike racks in the last 12 months as part of the Scullin shops refurbishment. Two bike cages have been installed in the last 12 months (Melrose Drive Phillip and Athllon Drive Mawson).

However, as part of the city centre development the Economic Development Directorate (EDD) has installed a total of 40 bike racks, catering for 80 bikes, in the Alinga Street refurbishment, London Circuit Stage 1 and London Circuit Stage 2 projects.

Under the specifications of the Canberra Central Design Manual, EDD has another eight projects under construction with approximately 45 bike racks being placed in the public realm of Garema Place. A further four bike racks are also planned for Hobart Place fronting the car park.

- (a) All of the bike racks installed by EDD were installed under the specifications of the Canberra Central Design Manual.
 - (b) The four bike racks installed in Scullin and the two bike cages were not installed under the specifications of the Canberra Central Design Manual. None were installed in the City centre and, therefore, were not installed under the design specifications of the Canberra Central Design Manual.
 - (c) The average cost of each bike rack installed under the specifications of the Canberra Central Design Manual is \$1,150 excluding GST.
 - (d) The average cost of each bike rack installed at Scullin shops was \$1,437 and the cost of installing the two bike cages was approximately \$150,000.
 - (e) The approximate total expenditure on the four bike racks for Scullin shops was \$5,748 and the approximate total expenditure on the 40 bike racks installed by EDD was \$46,000.
- 2) TAMS has installed 122 public seats or benches in the last 12 months.

EDD has installed 19 benches under the specifications of the Canberra Central Design Manual being four in Alinga Street refurbishment, five in London Circuit Stage 1, six in London Circuit Stage 2 and four in the Melbourne and Sydney Buildings verge restoration. Eight other projects are under construction.

- (a) All of the seats installed by EDD were installed under the design specifications of the Canberra Central Design Manual.
- (b) Those seats installed by TAMS were in public open spaces, shopping centres, parks and play spaces. None of the seats installed were in the City centre and, therefore, were not installed under the design specifications of the Canberra Central Design Manual.
- (c) The average cost for the supply and installation of a bench under the specifications of the Canberra Central Design Manual is approximately \$4,500.00 excluding GST.
- (d) The average cost of each seat/bench installed by TAMS was \$1,542 which includes the purchase, assembly and installation of new seats, including

concrete slabs where applicable, and the costs associated with removal and disposal of seats being replaced.

- (e) The approximate total expenditure by TAMS on public seating and benches in 2011-12 was \$188,124. The approximate total expenditure for the 19 benches installed by EDD was \$85,500.
- 3) Approximately 8km of shared path lighting has been installed in 2011-12.
- (a) The average cost per kilometre of path lighting is \$175k.
 - (b) The total money spent of installed path lighting in the last 12 months is \$1.4m.
-
- 4) In relation to street furniture, there is no formal policy for the roll-out of street furniture, such as seating. Operationally, however, seating is provided in high use public open spaces, such as playgrounds, shopping centres and parks and on the basis of need.
- The policy for the lighting of shared paths was developed in response to community comment regarding the safety of the shared path network at night.
- (a) Projects are identified from public inquiries (reports of damage, vandalism, requests for repairs and new infrastructure), field inspections and asset audits.
- TAMS is currently undertaking a comprehensive audit of existing street furniture across shopping centres and parks. The selection of sites for lighting is determined by usage statistics.
- (b) The replacement of street furniture is prioritised from the results of a condition audit which assesses the asset and level of use.
- Sites with the highest usage statistics are prioritised for the shared path lighting projects.
- Projects which are linked to the shared path network or bus top upgrades located on the high frequency public transport network are priorities for the installation of bike racks.
- (c) In 2011-12 and 2012-13 projects have been or will be implemented through capital works funding.
- 5) Yes.
- a) Not applicable.
 - b) Under the specifications of the Canberra Central Design Manual, the Sydney Building project is nearing completion which will provide four bike racks. The works will be completed by the end of August 2012.
 - c) Pedestrian movement and safety analysis determines the locations of bike racks in conjunction with all other street furniture.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: 

Date: 11.7.12

By the Acting Minister for Territory and Municipal Services, Andrew Barr MLA.



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur : To ask the Minister for Territory and Municipal Services

Ref: Budget paper 4, page number 587, staffing

In relation to: Staffing

1. There was a budgeting staffing number for TAMS for 2011-12 of 925, yet the estimated outcome for 2011-12 is 1,030 staff. What was the reason for the increase?
2. TAMS will reduce in staffing numbers by 5 in 2012-13. Where are these job reductions being made?
3. Employee expenses for TAMS overall and Municipal Services are being held steady for 2012-13 to 2014-15. How will you effectively manage employee expenses to achieve these budgeted targets

Ms Gallagher: The answer to the Member's question is as follows:-

1. As provided in the notes in Budget paper No. 4 at page 100; the increase of 105 FTE in the 2011-12 estimated outcome from the 2011-12 Budget is due to the movement of staff from contractors to FTE in areas (including Canberra Connect and Libraries ACT), the transfer of functions between Directorates including the National Arboretum Canberra from EDD, the filling of funded vacant positions within the Directorate and the achievement of savings through non staff expenses.
2. As provided in the notes in Budget paper No. 4 at page 100; the decrease of 5 FTE in the 2012-13 Budget from the 2011-12 estimated outcome is due to the net impact of expenditure initiatives and savings in the 2012-13 Budget and the completion of prior year initiatives.
3. The Directorate's priorities for the coming year provide a focus for the allocation of resources to deliver quality services to the community and build capacity in its workforce, while operating in a fiscally responsible manner.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: *Katy Gallagher*

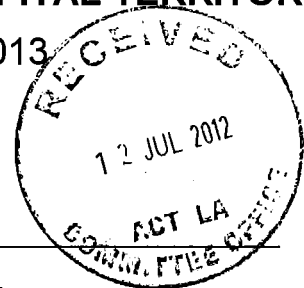
Date: 6.7.12

By the Minister for Territory and Municipal Services, Katy Gallagher MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



MS LE COUTEUR: To ask the Minister for Territory and Municipal Services

Ref: Budget Paper 4, Page 103, Output 2.1 - Roads and Sustainable Transport

In relation to: road safety and visibility at roundabouts in Tuggeranong valley.

1. In 2010 the Tuggeranong Community Council raised concerns with the Minister for TAMS about issues with visibility at roundabouts in Tuggeranong due to objects on the roundabout, including plantings, mounds of dirt and overgrown grass. They also asked TAMS to conduct a survey of visibility at all roundabouts in Tuggeranong. Did TAMS conduct a survey? If so, what was the result?
2. If not, why not, and can you now survey Tuggeranong roundabouts for visibility and address any road safety concerns?
3. What action has TAMS taken in the last two years to address visibility issues at roundabouts in Tuggeranong?
4. How does TAMS consider and address possible visibility issues when designing roundabouts and deciding to place or plant anything on them?

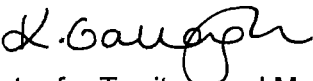
Ms Gallagher: The answer to the Member's question is as follows:—

1. As a result of concerns raised by the Tuggeranong Community Council, Roads ACT commissioned an investigation concerning sight distance issues at the two roundabouts of Tharwa Drive/Pockett Avenue and Tharwa Drive/Box Hill Avenue (south). Both roundabouts had a mound in the centre. As a result, Roads ACT have reshaped the centre of both roundabouts to ensure circulating vehicles are visible in accordance with Austroads requirements. This work involved earthworks and relocation of central services and was completed in May 2011.
2. Roads ACT cannot recall a need to survey road safety problems at roundabouts in Tuggeranong. However, Roads ACT will inspect the roundabouts and undertake any measures necessary to ensure adequate sightlines are maintained.
3. See answer to question 1. In addition, as part of the 2011-12 Black Spot Program funded by the Federal Government, some improvements were undertaken at the roundabout of Tharwa Drive/Box Hill Avenue (north). This work consisted of additional hazard markers on the approach to the roundabout and new guide signs. This work was completed in June 2012.

E12-391

4. These issues should be considered as part of the detailed design process for new roundabouts, in line with the ACT Design Standards for Urban Infrastructure and national guidelines.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: 

Date: 12.7.11

By the Minister for Territory and Municipal Services, Katy Gallagher, MLA.



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur : To ask the Minister for Territory and Municipal Services

Ref: Budget paper 4, page number 118-121, Capital Works Program

In relation to:

1. Do you have detailed risk management plans in place for each capital work project listed in the Budget Papers and at a whole of capital works level?
2. Do your risk management plans address project delays, including cost overruns and the reasons for rollovers that you provide in BP3, Page 217 (\$43.7M net rollovers)?
3. What modelling have you undertaken to determine the risk of cost overruns and how have you factored these into total project costs and delivery timeframes?
4. What tolerable levels of risk you will accept with respect to capital works projects and how have you effectively minimised the risk that capital projects won't be delivered on time and on budget?
5. What internal audits have been conducted around the procurement and contract management processes for capital works projects over the last three financial years and can you provide copies of those reports?
6. What methodologies do you use for selecting new capital works projects?
7. How do you set priorities for capital works projects?

Mr Barr: The answer to the Member's question is as follows:—

1. Each capital works project has a risk management plan. There is no "whole of works" risk management plan.
2. Capital works risk management plans include mitigation strategies and contingencies to reduce the risks that are identified during the planning phase. Projects are subjected to analysis at completion to improve future risk mitigation strategies and subsequent risk management plans.
3. The "Three-Point Estimates" methodology is used which provides a "most likely", an "optimistic" and a "pessimistic" measure of activity costs within a project plan. This methodology is endorsed by the Australian Institute of Project Management. Project deliverables are set and risk analysis is done within the context of this methodology. Project progress is reviewed on a regular basis to update estimates of cost and duration for elements of each project.

4. The level of acceptable risk varies from project to project and covers a variety of risks. A risk assessment is done for each project with appropriate risk treatments for each risk identified. The level of acceptable residual risk is a subjective judgement based on the circumstances of each project.
5. One formal internal audit process was undertaken in relation to procurement in August 2011. No formal internal audit was undertaken in relation to contract management processes for capital works over the last three financial years. The audit report is an internal management document, the release of which is not considered to be in the public interest as the recommendations of the report primarily concern internal policy and procedural documentation.
6. Capital Works proposals are evaluated against a range of criteria such as government priorities, asset management plans, opportunity for joint funding (for example with the Commonwealth Government), priority rectification whole of government plans (for example the Territory Plan) and other key business requirements.
7. Approved capital works projects are prioritised on the basis of Government policy priority. Those projects that deliver significant social or economic benefit in line with Government policy direction are given the highest priority.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: 

Date: 11.7.12

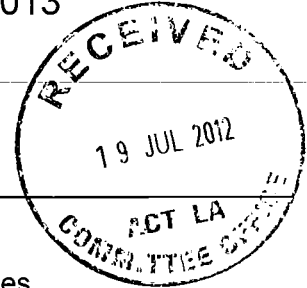
By the Acting Minister for Territory and Municipal Services, Mr Andrew Barr MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur: To ask the Minister for Territory and Municipal Services

Ref: Budget Paper 3, page 181

In relation to: Revitalisations of Civic and Braddon (Design)

1. \$.75m has been allocated, under EDD, for design work to revitalise Civic and Braddon. Can you comment on what will be designed?
2. How has and will TAMS be involved in this design project?
3. How will TAMS help ensure the designs works make Civic and Braddon more attractive and safe for walking and riding?
4. The *Canberra City Action Plan* highlights the need for better pedestrian access to and across City Hill from both sides of Civic and calls for design of pedestrian walkways to address this issue. This design funding includes 'landscaping' between Northbourne and City Hill, but not pedestrian access to and across City Hill. Are there any plans to address this issue?

Mr Barr: The answer to the Member's question is as follows:—

1. Funding of \$0.75 million has been appropriated in 2013-14 budget for design work to revitalise Civic and Braddon.

Works in Civic are well advanced under existing funding and the future design project will focus on completing lighting and footpath improvements along London Circuit and Binara and Akuna Streets. A detailed action plan for the Braddon commercial area is currently being prepared.

2. The Economic Development Directorate (EDD) is responsible for the design to revitalise Civic and Braddon. TAMS will only be involved once EDD provide a design. TAMS will review the design to ensure compliance as stated below in response 3.
3. TAMS will review the design to ensure it is in compliance with the Design Standards for Urban Infrastructure and the Canberra Design Manual.

4. Pedestrian improvements on the approaches to City Hill are being considered as part of the two projects currently in design. The projects are the Edinburgh Avenue extension and the Constitution Avenue upgrade.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: 

Date: 11.7.12

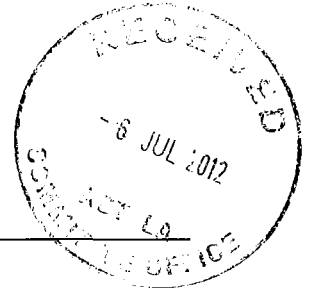
By the Acting Minister for Territory and Municipal Services, Andrew Barr MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur : To ask the Minister for Territory and Municipal Services

Ref: Budget paper 3, page number 275, "A Sustainable Territory"

In relation to: Resource Management Plans

1. Is there a Resource Management Plan for the whole of TAMS?
2. Is there a TAMS committee that is tasked with implementing and updating the Resource Management Plan? If so, when did it last discuss the plan?
3. When was the Resource Management Plan last updated?
4. Other than an updated Resource Management Plan, what work will you be undertaking as part of the Carbon Neutral Framework for ACT Government Agencies?

Ms Gallagher : The answer to the Member's question is as follows:-

1. TAMS is currently drafting a Resource Management Plan.
2. The plan will include the establishment of a TAMS Resource Management Group with responsibility to identify and implement initiatives.
3. There has been no previous plan.
4. The draft plan encompasses activities undertaken by TAMS to reduce the carbon footprint. These activities include the use of low emission vehicles, recycling of paper and cardboard, separate organic waste recycling, strategies to reduce energy usage for lighting and heat and the use of smart meters to better manage energy usage.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: *Katy Gallagher*

Date: 6.7.12

By the Minister for Territory and Municipal Services, Katy Gallagher MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur : To ask the Minister for Territory and Municipal Services

Ref: Budget Paper 4, page 121, Waste

In relation to: Mugga Lane Resource Management Centre feasibility study

- 1) There is a \$ 2.4 M allocation to a feasibility on the future options of the Mugga Lane Resource Management Centre - why is this study necessary?
- 2) What options will the study look at?
- 3) How long will it take and when is it expected to be complete?

Mr Barr : The answer to the Member's question is as follows:–

- 1) In the 2012-13 Budget paper 4, page 121, Works in Progress, *Mugga Lane Resource Management Centre - Future Options (Feasibility)* there is shown a total funding allocation of \$1.25m (not \$2.4m) for the project, of which there was an estimated expenditure pre 2012-13 of \$274,000 and an allocation of \$976,000 in 2012-13.

These studies are necessary to evaluate long term solutions to the Territories' landfill needs, including the technical, environmental and planning requirements.

- 2) See response to Question 1.
- 3) The required Environmental Impact Studies are expected to be lodged in early 2013 and the Territory Plan Variation will be considered by the ACT Legislative Assembly in 2013.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: 

Date: 17.7.2012

By the A/g Minister for Territory and Municipal Services, Mr Andrew Barr MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013



QUESTION ON NOTICE

Ms Le Couteur : To ask the Minister for Territory and Municipal Services

Ref: Budget Paper 4, page 100, Waste and Recycling

In relation to: Mugga Lane Resource Centre

TAMS priorities include "Improving the Mugga Lane Resource Management Centre, including road infrastructure"

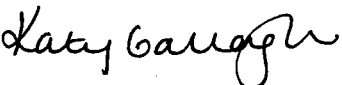
1. How does TAMS ensure that the resources that go to Mugga Lane are managed to minimise waste to landfill?
2. How will any future improvements to Mugga Lane help minimise waste to landfill?
3. How does the Government ensure cooperation between contractors to achieve the best environmental outcomes?
4. Are there adequate load inspectors at Mugga Lane? How do you assess this?
5. What is the estimated retrieval of recyclable materials – eg metal and cardboard – from the transfer station before they are taken to landfill?
6. Are small loads of construction material directed away from the transfer station to the construction and demolition facility?
7. Are all loads inspected to see if there are any materials that might be retrieved to go to reuse through Tiny's Green Shed?

Ms Gallagher: The answer to the Member's question is as follows:–

1. TAMS has established multiple contract arrangements that encourage the generators of the waste to separate materials that can be re-used or recycled at no charge to the waste generator eg garden waste to Corkhills, reusable items to Tiny's Green Shed, paper and cardboard and oil drop off facilities. The resource recovery contractor at Mugga Lane has obligations to recover recyclable materials from the transfer station and landfill. Reusables are also separated at the transfer station for resale at Tiny's Green Shed.
2. Future improvements at Mugga Lane will be designed to assist the public and contractors to minimise waste being sent to landfill.
3. Formal tripartite agreements have been established between the various contractors at the Mugga Resource Management Centre and TAMS. These agreements are implemented through regular meetings with the contractors to ensure co-operation on the site.

4. Yes. Weighbridge operators contracted to ACT NOWaste, initially assess all loads delivered to both the transfer station and going into the landfill at Mugga Lane. At the transfer station, staff working for the resource recovery contractor assess the loads delivered to maximise the level of resource recovery. At the landfill a 'tailgate inspector' working for the landfill contractor assesses loads and directs those containing suitable quantities of recoverable materials to a designated salvage area where staff of the resource recovery contractor recover material suitable for processing at their resource recovery facility.
5. Approximately 50% by weight of all material delivered to the transfer station is recovered for recycling or reuse. This includes timber, metals, rubble and reusables. In addition, approximately 20 tonnes of paper and cardboard is collected from the public paper cage drop off area each week.
6. Small loads of construction material are not specifically directed to the construction and demolition facility. These are instead separated for recycling at the transfer station.
7. All loads are inspected at the transfer station.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: 

Date: 6.7.12

By the Minister for Territory and Municipal Services, Katy Gallagher MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur : To ask the Minister for Territory and Municipal Services

Ref: Budget Paper 3, page 115,

In relation to: Lighting Network Costs,

- (1) \$1.35 M has been allocated to lighting network costs associated with an increasing network of street lights, traffic lights and other lighting. Is this to meet increased demand from an increased network?
- (2) The explanation also says "The Directorate is working towards reducing energy consumption by using more energy efficient lighting when upgrading or replacing lighting." Does this new funding contribute to energy efficient lighting?
- (3) Please outline how TAMS will be increasing energy efficiency of lighting. Please note if these measures are one off projects or ongoing commitments, and include any project run through other Directorates with which TAMS is involved.
- (4) Has TAMS looked at cost savings from using more energy efficient lighting, and factored this into its operating budget? Please outline any projected savings.

Ms Gallagher : The answer to the Member's question is as follows:—

- (1) Yes, due to a combination of growth in the network but also increased costs for electricity supply.
- (2) No, refer to response below for Q3.
- (3) Roads ACT have undertaken capital and recurrent programs since 2007 to replace mercury vapour lamps with energy efficient street lights on arterial and suburban roads. To date 9,605 mercury vapour lamps have been replaced at a cost of \$5.47 million from capital upgrade and recurrent programs. This has saved 4.487 gigawatt hours of electricity and 4,669 tonnes of green house gas. These savings are ongoing despite growth in the street light network for new street lights.

E12-397

(4) Yes, to change the majority of street lights to energy efficient alternatives, the initial upfront cost is estimated to be \$29 million. It is estimated that this would result in on-going annual savings of 6.567 gigawatt hours of electricity and 6,503 tonnes of green house gas with an annual dollar saving of \$919,000.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: *K. Gallagher*

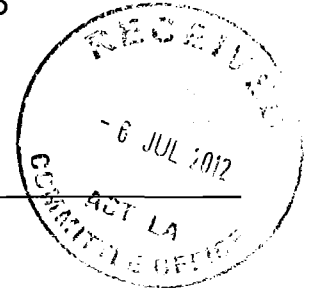
Date: 13.7.12

By the Minister for Territory and Municipal Services, Katy Gallagher MLA.



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur : To ask the Minister for Territory and Municipal Services

Ref: Budget paper 4, page number 104, Output 1.4- Land Management

In relation to : Land Management, questions further to questions taken on notice.

1. Government payments for 2011-12 were more than \$3m more than budgeted for this year. Why was that?
2. While costs and payments are both going down, government payments are dropping at a lower rate than costs. So a greater proportion of Land Management will be funded directly by government. In 2011-12, government payments were 78.0% of total costs, up to 84.3% for the next financial year. Why is this changing?
3. Is this because of the change in services, or is it due to a change in funding for existing services? I.e. Will certain services or activities be funded more through direct government funding?

Ms Gallagher : The answer to the Member's question is as follows:-

1) 2011-2012 GPO Variation

Output 1.4 Land Management (Government Payment for Output)	2011-12 Original Budget \$m	2011-12 Estimated Outcome \$m	11-12 Budget Variation \$m
Output 1.4 GPO	63,348	66,511	3,163

The variation between the 2011-12 Original Budget and the 2011-12 Estimated outcome arises primarily from: the transfer in of the National Arboretum Canberra from the Economic Development Directorate to Territory and Municipal Services; an increase in funding for the National Disaster Resilience Program; and additional funding for asset management planning and wage increases.

2) and 3) 2011-2012 to 2012-13 GPO as a percentage of Cost

Output 1.4 Land Management	2011-12 Estimated Outcome \$m	2012-13 Original Budget \$m
Output 1.4 GPO	66,511	64,643
Output 1.4 Cost	85,226	76,662
GPO as a percentage of Cost	78.0%	84.3%

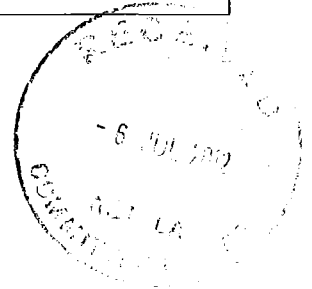
The 2011-12 estimated outcome for cost of \$85.226m includes expenditure funded from fire insurance funds, not GPO. Other movements in costs between the 2011-12 Estimated Outcome and the 2012-13 Budget includes depreciation and insurance reimbursed storm costs.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: *K. Gallagher*

Date: 6.7.12

By the Minister for Territory and Municipal Services, Katy Gallagher MLA





LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur : To ask the Minister for Territory and Municipal Services

Ref: Budget Paper 3, page 169, Waste and Recycling

In relation to: Landfill extension

1. \$19.85 M is allocated to the landfill extension over the next 3 years – where will these four cells be located within the Mugga Lane site? Are they being built on land that has already been previously allocated as landfill space?
2. What is the cost per tonne for this landfill space?
3. How many more cells are planned with this 'stage 5' extension?

Ms Gallagher : The answer to the Member's question is as follows: –

1. The construction of the new landfill cells will take place on land within the present Mugga Lane Resource Management Centre and on adjacent land recently acquired from the neighbouring leaseholder. Construction will be staged with the first cell on land within the present Mugga Lane Resource Management Centre footprint. The additional cells will commence once other planning matters that include an Environmental Impact Study and Territory Plan Variation are completed.
2. The final cost per tonne for this landfill space will depend on the composition and compactability of the waste when it is landfilled.
3. A total of ten areas are planned, each containing two cells as part of the Mugga stage 5 extension.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature: *K. Gallagher*

Date: 12.7.12

By the Minister for Territory and Municipal Services, Katy Gallagher MLA.



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY
SELECT COMMITTEE ON ESTIMATES 2012-2013

QUESTION ON NOTICE



Ms Le Couteur : To ask the Minister for Territory and Municipal Services

Ref: Budget paper 4, page number 103 and 105, Output 1.1 Information Services

In relation to: Accountability Indicators

1. Regarding ACT Libraries, two indicators have been discontinued, "Number of users accessing databases via the Library Website" and "Number of pages downloaded from library databases". Next year we have a new indicator, "Number of items downloaded from library databases on the website". But the estimates for all of these are the same: 200,000. How could the number of users be the same number as the number of pages downloaded this year?
2. Why have you discontinued the number of users indicator ?
3. 'Pages' has effectively been replaced with 'items'. Please explain this change – does it reflect a new measurement, or is it just to better reflect what you were already measuring last year?
4. Why are the new indicators (r) to (v) the most relevant to assessing the performance of Canberra Connect?
5. Why did you discontinue indicators for call centre waiting times and shopfront queue times? None of the new indicators seem to capture this.
6. New Indicator "Customer Volume" lumps all forms of contact together, but a footnote provides breakdown by shopfront, call centre and website. Could you provide these as separate indicators, so these volumes can be tracked over time?
7. New indicator t) and old indicator u) both seem to track customer satisfaction. Why is the new indicator necessary?
8. Accountability indicator 1.1r gives a target of 7.3 million customer interactions for 2012-13. There is no estimate listed for 2011-12 because it was not a target for that year, but it presumably exists as a basis for this year's estimate. What is the 2011-12 estimate?

Ms Gallagher : The answer to the Member's question is as follows:-

E12-400

1. The reason the indicators "Number of users accessing databases via the library website" and "Number of pages downloaded from library databases" both have a target of 200,000 is that the nature of online databases means that some databases attract a large number of visits but relatively few downloads, while other databases have fewer visits but a larger number of downloads. In previous years these numbers have been approximately the same.
2. The "Number of users accessing databases via the website" indicator has been discontinued because the different databases tend to measure this number differently and it has proven difficult to achieve a consistent approach to this indicator. Libraries ACT subscribes to over forty online databases that deliver a range of services and resources to library users online from reference services, tutorials, e-book downloads etc. Some of these services are very traditional like Encyclopaedia Britannica with established reporting mechanisms for online school students which does not record visits. The indicator "Number of items downloaded from library databases" reflects actual usage of these resources and gives a much clearer picture of how the resources are being used.
3. "Pages" was replaced by "items" in the indicator "Number of items downloaded from library databases" as it was decided "pages" could be construed to include only textual information that is available through library databases whereas "items" can include the range of downloadable files, including audio and video and other multimedia files, that Libraries ACT has available online.
4. Canberra Connect exists to integrate the services of all Directorates through face to face, online and telephone service delivery. The new measures are a holistic report of volume, accessibility, customer effort, customer satisfaction and cost. These indicators measure the reach and ease of access to government services provided through Canberra Connect.
5. The benchmarking review conducted found there has been a worldwide trend away from waiting times and single channel indicators in favour of holistic, integrated customer-centric measures. Indicator (s) replaces the wait time indicators enabling online channels to be included in performance measurement.
6. No. The old measures of wait time are not a valid measure of performance as they assess a narrow aspect of service delivery and not the holistic, integrated nature of service delivery in Canberra Connect. A breakdown of transactions in separate channels can continue to be included as a footnote for transparency.
7. Indicator (t) is an appropriate measure for assessing the performance of transaction-based work, particularly end-to-end process transactions, as performed in Canberra Connect. It specifically measures customer perceived effort in accessing government services. By contrast, indicator (s) is a holistic measure of overall satisfaction taking into account all aspects of customer service delivery.
8. The 2011-12 estimate is 6.9 million customer interactions.

Approved for circulation to the Standing Committee on Estimates 2012-2013

Signature:



Date: 11.7.12

By the Minister for Territory and Municipal Services, Katy Gallagher MLA.