REPORT ON ANNUAL AND FINANCIAL REPORTS 2012-2013

STANDING COMMITTEE ON PLANNING, ENVIRONMENT AND TERRITORY AND MUNICIPAL SERVICES

APRIL 2014

REPORT NUMBER 4

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RESOLUTION OF APPOINTMENT

On 27 November 2012 the ACT Legislative Assembly (the Assembly) agreed by resolution to establish legislative and general purpose standing committees to inquire into and report on matters referred to them by the Assembly or matters that are considered by the committees to be of concern to the community, including:

> (e) a Standing Committee on Planning, Environment and Territory and Municipal Services to examine matters related to planning, public works, land management, municipal and transport services, heritage and sport and recreation and matters related to all aspects of climate change policy and programs, water and energy policy and programs, provision of water and energy services, conservation, environment and ecological sustainability.

The Assembly agreed that each committee shall have power to consider and make use of the evidence and records of the relevant standing committees appointed during the previous Assembly.[1]

TERMS OF REFERENCE

On 19 September 2013, the Assembly referred the annual and financial reports for the calendar year 2013 and the financial year 2012—2013 to Assembly committees for inquiry and report by the last sitting day in March 2014, in accordance with a schedule. The reports were presented to to the Assembly pursuant to the *Annual Reports (Government Agencies) Act 2004.*

The reports and parts of reports examined by the Standing Committee on Planning, Environment and Territory and Municipal Services were:

- Economic Development Directorate (sport and recreation services/ venues and events services/capital works and infrastructure);
- Environment and Sustainable Development Directorate (including: ACT Heritage Council, ACT Planning and Land Authority, Conservator of Flora and Fauna, Environment Protection Authority);
- Land Development Agency;
- Office of the Commissioner for Sustainability and the Environment; and
- Territory and Municipal Services Directorate (including: ACTION, ACT Public Cemeteries Authority, and Animal Welfare Authority).

[1] Legislative Assembly for the ACT, Minutes of Proceedings No. 2, 27 November 2012, pp. 24-27, accessible at http://www.parliament.act.gov.au/downloads/minutes-of-proceedings/MoP%202.pdf

ACRONYMS

CLS	Capital Linen Service
CSE	Commissioner for Sustainability and the Environment
DAS	Domestic Animal Services
EDD	Economic Development Directorate
ESDD	Environment and Sustainable Development Directorate
EEIS	Energy Efficiency Improvement Scheme
JACS	Justice and Community Safety Directorate
LDA	Land Development Agency
OSCE	Office of the Commissioner for Sustainability and the Environment
PAC	ACT Standing Committee on Public Accounts
RTA	Road Traffic Authority
SRS	Sport and Recreation Services
TAMS	Territory and Municipal Services Directorate
VES	Venue and Event Services

TABLE OF CONTENTS

Committee membership i
Secretariat i
Contact information i
Resolution of appointment ii
Terms of reference ii
Acronyms iii

RECOMMENDATIONS VII

1 INTRODUCTION 1
Conduct of the Inquiry 1
Structure of the Report 2
Acknowledgements 2

2 ANNUAL REPORTING REQUIREMENTS 3
Timing and Presentation of Reports 4

3 ECONOMIC DEVELOPMENT DIRECTORATE 5
Introduction 5
Infrastructure and Capital Works 5
Sport and Recreation Services 7
Venues and Event Services 9
Land Development Agency 10

4 ENVIRONMENT AND SUSTAINABLE DEVELOPMENT DIRECTORATE 15
Corporate information 15
Environment Policy 16
Regulation and Services 18
Planning 20
Conservator of Flora and Fauna 22
Environment Protection Authority 23

5 OFFICE OF THE COMMISSIONER FOR SUSTAINABILITY AND THE ENVIRONMENT 25

6 TERRITORY AND MUNICIPAL SERVICES DIRECTORATE 27
Introduction 27
Parks and City Services 27
Directorate Services 31
Business Enterprises 33
Roads and Public Transport 38
7 CONCLUSION 45
APPENDIX A QUESTIONS TAKEN ON NOTICE 47
APPENDIX B WITNESSES 55

RECOMMENDATIONS

RECOMMENDATION 1

3.13 The Committee congratulates the ACT Government for the success of the Planning Institute of Australia award for the City to the Lake Project and recommends the Government continue to seek guidance from authorities such as the Planning Institute of Australia.

RECOMMENDATION 2

3.18 The Committee recommends the ACT Government grow targeted attention to sport and recreation in suburbs, with a view to providing a healthier community and reducing the health burden on future generations.

RECOMMENDATION 3

3.33 The Committee notes the increase in land releases and recommends the Land Development Agency continues to provide information to the community on its development in Denman Prospect.

RECOMMENDATION 4

3.36 The Committee recommends that the ACT Government looks at the success of the recent land auction in Lawson as a model for sales in future new suburbs.

RECOMMENDATION 5

3.38 The Committee recommends the ACT Government continues the use of the Green Star Communities Tool.

RECOMMENDATION 6

3.42 The Committee recommends that the ACT Government undertake a survey of why $73.5 million in land rent sales contracts were rescinded/terminated in 2012-13.

RECOMMENDATION 7

3.46 The Committee recommends that the ACT Government continue to provide opportunities for commercial releases with a view to expanding employment opportunities across the ACT.

RECOMMENDATION 8

4.7 The Committee recommends the ACT Government continue to examine environment programs that may no longer reflect the needs of Canberrans and reinvest those resources into more effective environment programs in the ACT.

RECOMMENDATION 9

4.14 The Committee notes the ACT Government's extensive consultation through community forums and recommends that similar style consultations be used in the future.

RECOMMENDATION 10

4.16 The Committee notes the ACT Government's commitment to combating climate change and recommends the ACT Government continue to look for opportunities that will reduce cost to business as well as reducing greenhouse gas emissions.

RECOMMENDATION 11

4.21 The Committee recommends that the ACT Government assess whether the structure of the Energy Efficiency Improvement Scheme could be applied to other programs and change processes for individual household or business.

RECOMMENDATION 12

4.23 The Committee recommends that the ACT Government reduce the burden for small business while providing incentives for job creation across the Territory.

RECOMMENDATION 13

4.32 The Committee recommends the ACT Government investigate other transport programs for projects, similar to the Calvary Hospital car park, across the Territory with a view to allow better access to community facilities.

RECOMMENDATION 14

4.34 The Committee recommends the ACT Government continue to place public transport as a high priority and investigate territory wide opportunities for similar projects to improve Canberra's public transport.

RECOMMENDATION 15

4.38 The Committee recommends the ACT Government continue to conserve the environment and extend its conservation programs for the benefit of current and future Canberrans.

RECOMMENDATION 16

4.44 The Committee recommends the ACT Government review its noise abatement strategy to ensure all proponents are treated fairly and increase its community education program on noise pollution across the ACT community.

RECOMMENDATION 17

4.46 The Committee recommends the ACT Government consider enabling enforcement of the ACT Commercial Waste Industry Code of Practice with a view to reducing commercial waste to landfill.

RECOMMENDATION 18

6.16 The Committee recommends that the Territory and Municipal Services Directorate review the professional development available for rangers at Domestic Animal Services to ensure it includes training to respond to situations that involve people with mental health issues.

RECOMMENDATION 19

6.24 The Committee recommends that the ACT Government implement a credit card direct debit capability for land tax and rates.

RECOMMENDATION 20

6.30 The Committee recommends that the ACT Government investigate providing all households with a green waste collection service.

RECOMMENDATION 21

6.41 The Committee recommends that the ACT Government investigate options for minor renovations to the Mt Rogers Community Hub to improve security, safety and usability of the facility.

RECOMMENDATION 22

6.52 The Committee recommends that ACTION develop a solution for the free replacement of faulty MyWay cards that can be accessed in Civic.

RECOMMENDATION 23

6.54 The Committee notes ACTION's work on NXTBUS and recommends the ACT Government continues to investigate new technologies that encourage the uptake of public transport.

RECOMMENDATION 24

6.57 The Committee recommends the ACT Government work to further improve service consistency across the whole ACTION network.

RECOMMENDATION 25

6.61 The Committee recommends that the ACT Government undertake an in-house audit of missing links in the cycle path network, such as the Barton Highway and parts of Lake Tuggeranong.

RECOMMENDATION 26

6.63 The Committee commends the ACT Government for the increase in footpath maintenance in 2012-13 and recommends the Government continue to plan for this maintenance taking into account new national design contingencies for shared paths.

RECOMMENDATION 27

6.66 The Committee recommends that the ACT Government, after a reasonable time, review the style of traffic flow management system planned for the Barton Highway-Gundaroo Drive roundabout, with a view for inclusion in growing areas of similar nature.

RECOMMENDATION 28

6.69 The Committee recommends that the project to provide parking in the median along Nellie Hamilton Avenue be funded.

1 INTRODUCTION

1.1 On 19 September 2013, the Assembly referred the annual and financial reports for the calendar year 2013 and the financial year 2012—2013 to Assembly committees for inquiry and report by the last sitting day in March 2014.

1.2 On 20 March 2014, the Assembly amended the resolution to enable the Standing Committee on Planning, Environment and Territory and Municipal Services to report by the last sitting day in April 2014.[2]

1.3 The following annual reports, or sections of annual reports were referred to the Standing Committee on Planning, Environment and Territory and Municipal Services (the Committee):

- Economic Development Directorate (sport and recreation services/ venues and events services/capital works and infrastructure);
- Environment and Sustainable Development Directorate (including: ACT Heritage Council, ACT Planning and Land Authority, Conservator of Flora and Fauna, Environment Protection Authority);
- Land Development Agency;
- Office of the Commissioner for Sustainability and the Environment; and
- Territory and Municipal Services Directorate (including: ACTION, ACT Public Cemeteries Authority, and Animal Welfare Authority).

CONDUCT OF THE INQUIRY

1.4 The Committee held five public hearings on 17 and 18 October 2013, 6 November 2013 and 4 and 9 December 2013. At these hearings, the Committee heard evidence from 38 witnesses. Full details of witnesses who appeared are available in Appendix B of this report. Transcripts from the hearings are available on the inquiry webpage: http://www.hansard.act.gov.au/hansard/2013/comms/default.htm#planning

1.5 A total of 57 questions were taken on notice during the public hearings. Please refer to Appendix A for a list of the questions. Answers to the questions are provided on the inquiry webpage: http://www.parliament.act.gov.au/in-committees/standing_committees/Planning,-Environment-and-Territory-and-Municipal-Services/2.annual-and-financial-report-2011-2012-planning,-environment-and-tams/questions-taken-on-notice?inquiry=497608

[2] Legislative Assembly for the ACT, Minutes of Proceedings No. 49, 20 March 2014, p. 510, accessible at: http://www.parliament.act.gov.au/__data/assets/pdf_file/0007/567871/MoP049.pdf

1.6 All responses to questions taken on notice at public hearings were received by the due date. The Committee would like to thank Ministers and directorate staff for their prompt return of responses. References to questions taken on notice are included throughout this report in footnotes.

STRUCTURE OF THE REPORT

1.7 This report presents a summary of the Committee's inquiry into the annual reports listed in paragraph 1.3. In developing this report, the Committee has primarily focused on the issues that were raised at public hearings although some additional material has been drawn from annual reports documents.

1.8 The structure of this report is as follows:

- Chapter 1: Introduction;
- Chapter 2: Annual reporting requirements
- Chapter 3: Economic Development Directorate;
- Chapter 4: Environment and Sustainable Development Directorate;
- Chapter 5: Office of the Commissioner for Sustainability and the Environment; and
- Chapter 6: Territory and Municipal Services Directorate.

ACKNOWLEDGEMENTS

1.9 The Committee thanks relevant ACT Government Ministers and accompanying directorate officials, and the Commissioner for Sustainability and the Environment and his staff, for providing their time and expertise as witnesses at its annual reports hearings.

2 ANNUAL REPORTING REQUIREMENTS

2.1 The *Annual Reports (Government Agencies) Act 2004* sets the framework for annual reporting across the ACT public sector. In accordance with the *Annual Reports (Government Agencies) Act 2004,* the *Annual Reports Directions* (the Directions) are issued annually to outline agency reporting requirements.

2.2 As specified in the Directions, annual reports are 'reports from agency heads to their responsible Minister, the Legislative Assembly and the public'. Annual reports enable agencies to provide an account of their performance, through Ministers, to the Legislative Assembly and the wider community.[3]

2.3 The Directions state that an effective annual report will:

- provide clear information about the agency's purpose, priorities, outputs and achievements;
- focus on results and outcomes - communicate the success or shortfalls of the agency's activities in pursuing government objectives in the reporting year, while accounting for the resources used in the process and explaining changes in performance over time;
- discuss results against expectations - provide sufficient information and analysis for the Legislative Assembly and community to make a fully informed judgment on agency's performance;
- clearly identify any changes to structures or functions of the agency in the reporting period;
- report on agency financial and operational performance and clearly link this with budgeted priorities and financial projections as set out in annual Budget Estimate Papers and the agency Statement of Intent and Corporate Plan;
- provide performance information that is complete and informative, linking costs and results to provide evidence of value for money;
- discuss risks and environmental factors affecting the agency's ability to achieve objectives including any strategies employed to manage these factors, and forecast future needs and expectations;
- recognise the diverse needs and backgrounds of stakeholder groups and present information in a manner that is useful to the maximum number of users while maintaining a suitable level of detail; and

[3] Annual Reports (Government Agencies) Notice 2013 Notifiable Instrument NI2013—243, p. 6.

- comply with legislative reporting requirements including the Annual Reports (Government Agencies) Act 2004 and the Annual Report Directions.[4]

2.4 Annual reports are public documents and available for use by stakeholders, including educational and research institutions, the wider and the broader community. They provide a valuable tool for public reporting, accountability and transparency.

TIMING AND PRESENTATION OF REPORTS

2.5 The Directions for 2012-13 required annual reports to be presented to the responsible Minister before the close of business on Thursday 19 September 2013. Unless an extension was granted under section 14 of the Act, annual reports were required to be given to the Speaker's Office by the close of business on Thursday 26 September 2013.

2.6 All reports examined by the Committee were presented to the Speaker by the required date.

[4] Annual Reports (Government Agencies) Notice 2013 Notifiable Instrument NI2013—243, p. 8.

3 ECONOMIC DEVELOPMENT DIRECTORATE

INTRODUCTION

3.1 The Economic Development Directorate (EDD) brings together units of the ACT Government that focus on economic activity including: land release and development, coordination of major projects, business development, sporting, tourism and events.[5]

3.2 On 9 December 2013, the Committee examined the following areas of the Economic Development Directorate's 2012-13 Annual Report:

- infrastructure and capital works;
- sport and recreation services; and
- venues and event services.

3.3 Others areas of the EDD Annual Report were considered by the Public Accounts Committee.

INFRASTRUCTURE AND CAPITAL WORKS

3.4 The Infrastructure and Capital Works Branch identifies, manages and delivers capital projects in accordance with the Government's Land Release Program. The Branch also delivers other identified major projects for the ACT including sporting ground redevelopments, new office buildings and major city/town centre improvements.[6]

INFRASTRUCTURE

3.5 The Committee inquired about the release of the 2013-14 update of the *ACT Infrastructure Plan 2011-2021*, and was advised that the 2013-14 update outlines the infrastructure timeline over the short, medium and longer term. Mr Andrew Barr MLA, Minister for Economic Development, advised that information had been presented in a different format this year to provide 'information in relation to the funding status of each of the projects against the government's infrastructure priorities'. This will also provide information about whether a

[5] ACT Government Information Portal, accessible at: http://www.act.gov.au/browse/act-government/act-government-directorates

[6] Economic Development Directorate Annual Report 2012-13, p. 187.

project is in the construction or delivery phase, the forward design phase, feasibility study phase or early planning phase.[7]

Asset Sales

3.6 The Committee heard evidence that the ACT Government is examining its asset base, with a view that a number of land and property holdings will be put to the market in the coming months and years. It is envisaged that proceeds from a number of these asset sales will be directed into renewing infrastructure or acquiring new infrastructure for the territory.[8]

3.7 The Committee was further advised about a proposal from the Commonwealth Government to provide funding to states and territories for infrastructure projects following the sale of approved public assets.

3.8 The Minister advised that:

> The Commonwealth have indicated the desire for states and territories to invest in and to bring forward infrastructure projects, and they have indicated a willingness to work with us on those projects. We believe we have a number that will meet the criteria that the Commonwealth have put in relation to productive infrastructure.[9]

3.9 The Minister also advised that, on the matter of the process for seeking support from the Commonwealth through either favourable taxation arrangements or a Commonwealth co-contribution towards infrastructure projects, the Commonwealth have indicated that they must first agree on the project.

3.10 The Committee notes the recent release of the 2013-14 update of the *ACT Infrastructure Plan 2011-2021* and that the proposed asset sales should meet the criteria that the Commonwealth has put forward in relation to productive infrastructure. Furthermore it is noted that the Commonwealth is proposing support either through favourable taxation arrangements or through Commonwealth co-contribution towards infrastructure projects.[10]

Other Issues

3.11 The Committee also discussed the following issues relating to infrastructure and capital works:

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[7] *Transcript of Evidence*, 9 December 2013, pp. 185 – 186.

[8] *Transcript of Evidence*, 9 December 2013, p. 186.

[9] *Transcript of Evidence*, 9 December 2013, p. 186.

[10] Government members of the Committee proposed the following recommendation which is not supported by a majority of the Committee—The Committee recommends that the ACT Government continue to plan this style of stimulus to the ACT economy.

- City to the Lake being awarded the Planning Institute of Australia award for urban design in the 'policies, programs and concepts' category;[11]
- outcomes and recommendations following audits undertaken by the Directorate independent audit committee: territory venues and events, credit card usage, payment of invoices, and salary acquittal reports;[12]
- progress update on the Woden bus interchange and associated works;[13]
  - Estate Development Plan (EDP) Development Application was approved by the Environment and Sustainable Development Directorate on 20 November 2014;
  - EDP focuses on layout of Callam Street and interaction with the Westfield facility; and
- development and design of the new Civic Stadium which has been progressed in conjunction with the City to the Lake project.[14]

3.12 The Committee notes that the City to the Lake project won the Planning Institute of Australia award for urban design in the 'policies, programs and concepts' category.

Recommendation 1

3.13 The Committee congratulates the ACT Government for the success of the Planning Institute of Australia award for the City to the Lake Project and recommends the Government continue to seek guidance from authorities such as the Planning Institute of Australia.

SPORT AND RECREATION SERVICES

3.14 Sport and Recreation Services (SRS) is responsible for the management and planning of ACT Government sporting facilities and the delivery of targeted programs and professional development training for the ACT community. SRS also supports local athletes through the ACT Academy of Sport.[15]

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[11] *Transcript of Evidence*, 9 December 2013, pp. 186 – 187.
[12] *Transcript of Evidence*, 9 December 2013, pp. 188 – 189; Answer to QTON PETAMS 48, 49, 50.
[13] *Transcript of Evidence*, 9 December 2013, pp. 189 – 190.
[14] *Transcript of Evidence*, 9 December 2013, pp. 190 – 191; Answer to QTON PETAMS 51.
[15] Economic Development Directorate Annual Report 2012-13, p. 174.

COMMUNITY RECREATION IRRIGATED PARK MODEL

3.15 The Committee heard evidence about the introduction of the Community Recreation Irrigated Park (CRIP) model which incorporates a wide range of recreation opportunities. The program has been delivered in Crace and will be extended to other suburbs in the coming years.[16]

3.16 The CRIP differs from a traditional neighbourhood oval by providing a smaller, more informal recreation space which can incorporate a range of activities. The facility in Crace includes an outdoor gym, cricket net, hockey, futsal, basketball and netball facilities, tennis and, running and walking tracks. The Minister advised the Committee that, 'it really provides a focal point for the community and allows a variety of different recreation activities to take place'.[17]

3.17 The Committee notes the introduction of a new recreation model through the CRIP model that the ACT Government has delivered in Crace. Furthermore the CRIP model provides diverse opportunities in addition to the traditional oval and is focussed on individuals and smaller groups wanting to participate in sport and recreation.

Recommendation 2

3.18 The Committee recommends the ACT Government grow targeted attention to sport and recreation in suburbs, with a view to providing a healthier community and reducing the health burden on future generations.

OTHER ISSUES

3.19 The Committee discussed the following additional issues relating to sport and recreation services:

- sport and recreation participation rates in the ACT'[18]
- public recognition to commemorate the Canberra Cavalry winning the Asia Cup;[19]
- progress update of the velodrome upgrade and alternative arrangements in place whilst work is undertaken;[20]
- update on the development of the Gungahlin Aquatic Centre;[21]and
- *Active 2020 Strategy.*[22]

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[16] *Transcript of Evidence*, 9 December 2013, pp. 199-201.
[17] *Transcript of Evidence*, 9 December 2013, p. 200.
[18] *Transcript of Evidence*, 9 December 2013, p. 201.
[19] *Transcript of Evidence*, 9 December 2013, p. 202.
[20] *Transcript of Evidence*, 9 December 2013, pp. 202-203.
[21] *Transcript of Evidence*, 9 December 2013, p. 203.

VENUES AND EVENT SERVICES

3.20 Venue and Event Services is responsible for the management of Canberra's elite sporting venues, management of major sporting events and business facilities, and the delivery of Canberra's major tourism and community-related events and supporting programs. Venue and Event Services consists of two units: Territory Venues and Events and, Events ACT.[23]

TERRITORY VENUES AND EVENTS

3.21 Territory Venues and Events (TVE) manages Canberra Stadium, Manuka Oval, Stromlo Forest Park and the Canberra Business and Events Centre. TVE is also responsible for the implementation of the ACT Government's Motorsport Strategy.[24]

3.22 The Committee inquired into these matters relating to venues and events:

- Manuka Oval lighting upgrade and the decision making processes related to the tender for the project;[25]
- ongoing planning in relation to the future of Canberra Stadium;[26]
- Stromlo Forest Park Masterplan;[27]
- ACT Motorsport Strategy including:
  - allocation of grant funding to a number of organisations;[28]
  - challenges associated with noise credits and noise abatement requirements;[29]
  - planning undertaken for the development of an off-road motorcycle facility;[30]
  - consultation with motorsport groups in the development of the Motorsport Strategy;[31]and
- impact of events cancelled at the Canberra Business and Events Centre during Floriade.[32]

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[22] *Transcript of Evidence*, 9 December 2013, pp. 206-207; Answer to QTON PETAMS 57.
[23] Economic Development Directorate Annual Report 2012-13, p. 177.
[24] Economic Development Directorate Annual Report 2012-13, p. 177.
[25] *Transcript of Evidence*, 9 December 2013, pp. 187 – 188, pp 193-195, pp. 207-208.
[26] *Transcript of Evidence*, 9 December 2013, p. 192; Answer to QTON PETAMS 52.
[27] *Transcript of Evidence*, 9 December 2013, pp. 192 – 193.
[28] *Transcript of Evidence*, 9 December 2013, pp. 195 – 196.
[29] *Transcript of Evidence*, 9 December 2013, pp. 196 – 197.
[30] *Transcript of Evidence*, 9 December 2013, p. 197.
[31] *Transcript of Evidence*, 9 December 2013, pp. 198 – 199.
[32] *Transcript of Evidence*, 9 December 2013, pp. 201-202; Answer to QTON PETAMS 53.

EVENTS ACT

3.23 Events ACT is responsible for planning, promoting and delivering major events for the ACT community and visitors to Canberra.[33]

FLORIADE

3.24 The Committee sought information about the organisation and delivery of Floriade and Floriade NightFest, with particular reference to the reported $27.6 million direct expenditure from Floriade. The Committee was advised that 'direct expenditure' refers to 'expenditure into the economy of the ACT generated by those who visit the event'. It is the raw expenditure and does not account for broader economic impact.[34]

3.25 Following the hearing, the Committee was advised that the direct expenditure of visitors is derived from visitors to both the day and night sessions of Floriade and takes account of the:

- number of visitors attracted to the ACT because of the event;
- duration of stay of those visitors; and
- level of spending of those visitors.[35]

3.26 Further to this, the Committee was advised that Ernst and Young was engaged in 2012 to estimate the economic impact to the ACT as a result of staging Floriade. This has been achieved by estimating the direct and indirect expenditure of those people who visited the ACT specifically for Floriade or extended their stay in the ACT because of the event.[36]

LAND DEVELOPMENT AGENCY

3.27 The Land Development Agency (LDA) is the ACT government agency responsible for the development and release of Territory owned land for residential, commercial, industrial, community and non-urban purposes. The LDA is a Territory authority established by section 31 of the *Planning and Development Act 2007*.[37]

3.28 The Committee met with officials from the LDA at a public hearing on 9 December 2013.

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[33] Economic Development Directorate Annual Report 2012-13, p. 180.
[34] *Transcript of Evidence*, 9 December 2013, pp. 205-206.
[35] Answer to QTON PETAMS 55.
[36] Answer to QTON PETAMS 55.
[37] Land Development Agency Annual Report 2012-2013, p. 8.

LAND RELEASE

3.29 The Committee inquired about the number of land releases in the reporting year, as well as the trend over the last 10 years. It was noted that there has been an increase in the supply side of land release over a 10 year period, from around 500 dwelling sites in 2000-01 to over 5000 in the 2010-11 financial year. The Committee was further advised that since 2007, there has been an average of 3500-4000 dwellings each year.[38]

DEVELOPMENT OF DENMAN PROSPECT

3.30 The Committee inquired about the development of Denman Prospect and was advised that the project will now proceed under a revised development process encompassing 'sales to the market through mini englobo or super lot sales that will allow the local building industry to participate in partnership with the LDA in the release of the site'.[39] This follows an unsuccessful sale of the whole section of land as the sale failed to reach the reserve price at auction.[40]

3.31 The Committee was advised that developing Denman Prospect in this way will result in a higher return because the LDA undertakes the land development and therefore the developer profit sits with the LDA. It is expected that the return will be in excess of $100 million over the 10 year period of the initial proposal.[41]

3.32 The Committee notes that the number of land releases in the reporting year was higher than in previous years.

Recommendation 3

3.33 The Committee notes the increase in land releases and recommends the Land Development Agency continues to provide information to the community on its development in Denman Prospect.

LAWSON DEVELOPMENT

3.34 The Committee inquired about the progress of the Lawson development and was advised that 124 blocks were taken to market in early December 2013. The Committee was further advised

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[38] *Transcript of Evidence*, 9 December 2013, pp. 167-168.
[39] *Transcript of Evidence*, 9 December 2013, pp. 170.
[40] *Transcript of Evidence*, 9 December 2013, pp. 172-173.
[41] *Transcript of Evidence*, 9 December 2013, pp. 171-175.

that the LDA received over 800 registrations for the auction in December 2013, 'with the result of the auction yielding...about 34 per cent above what the reserve prices indicated'.[42]

3.35 The Committee notes the success of the recent land auction in Lawson where lots sold significantly above reserve.

Recommendation 4

3.36 The Committee recommends that the ACT Government looks at the success of the recent land auction in Lawson as a model for sales in future new suburbs.

3.37 The Committee was also advised about the creation of the Green Star Communities Tool in the Lawson development, which covers the whole estate and looks at areas such as water quality, block design and energy efficiency within the streetscape.[43]

Recommendation 5

3.38 The Committee recommends the ACT Government continues the use of the Green Star Communities Tool.

Land Sales Revenue

3.39 The Committee inquired about the timing of land settlements and the impact of settlements that are deferred into the next financial year. In a response to a question taken on notice, the Committee was advised that the value of settlements deferred from 2012-2013 to the next financial year compared to the 2012-13 Budget was $94 million.

3.40 The Committee was further advised that the value of land sales contracts that were rescinded/terminated in the 2012-2013 financial year were:

- $6.7 million in standard land sales contracts; and
- $73.5 million in land rent sales contracts.

3.41 For those contracts that were rescinded/terminated, new sales contracts have subsequently been entered into.[44]

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[42] *Transcript of Evidence*, 9 December 2013, pp. 168-169.
[43] *Transcript of Evidence*, 9 December 2013, pp. 169-170.
[44] Answer to QTON PETAMS 49.

Recommendation 6

3.42 The Committee recommends that the ACT Government undertake a survey of why $73.5 million in land rent sales contracts were rescinded/terminated in 2012-13.

OTHER ISSUES

3.43 Other issues relating to the LDA that were discussed included:

- residential developments in Tuggeranong;[45]
- progress update on the land release in Lawson, including the implementation of the Green Star Communities Tool in the new development;[46]
- development of Denman Prospect;[47]
- challenges facing the LDA and how these challenges will be mitigated;[48]
- community engagement activities such as the Mingle Program delivered in Bonner and Franklin;[49]
- land sales revenue;[50]
- overall positive response to commercial land releases as well as mixed use sites for commercial and residential;[51]
- costs incurred by the LDA for the reimbursement of employee costs incurred by EDD in implementing the early stages of the Capital Metro Project, and the level of ongoing contribution of the LDA in the Capital Metro Project;[52]
- capital works projects undertaken by the LDA and the factors contributing to the delay in delivering some of the projects;[53]and
- LDA partnership with the MBA on the Franklin Charity House, proceeds of the sale of the house was distributed between five charities.[54]

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[45] *Transcript of Evidence*, 9 December 2013, p. 167.
[46] *Transcript of Evidence*, 9 December 2013, pp. 169-170.
[47] *Transcript of Evidence*, 9 December 2013, pp. 170-175.
[48] *Transcript of Evidence*, 9 December 2013, pp. 175-177.
[49] *Transcript of Evidence*, 9 December 2013, pp. 177-178.
[50] *Transcript of Evidence*, 9 December 2013, p. 177; Answer to QTON PETAMS 45.
[51] *Transcript of Evidence*, 9 December 2013, pp. 179-181.
[52] *Transcript of Evidence*, 9 December 2013, pp. 181-183; Answer to QTON PETAMS 46.
[53] *Transcript of Evidence*, 9 December 2013, pp. 183-184; Answer to QTON PETAMS 47.
[54] *Transcript of Evidence*, 9 December 2013, pp. 184-185.

COMMERCIAL DEVELOPMENT

3.44 The Committee inquired about the release of commercial land in the ACT and was advised that there has been a strong level of interest. The Committee heard that the LDA 'released a range of sites in a range of town centres. Some of them were specifically for commercial purposes; a number were as part of a mixed use release, with a combination of commercial and residential.[55]

3.45 The Committee notes that there has been a strong level of interest in commercial opportunities in the city.

Recommendation 7

3.46 The Committee recommends that the ACT Government continue to provide opportunities for commercial releases with a view to expanding employment opportunities across the ACT.

3.47 Furthermore, the Committee notes the community demand for mixed use commercial-residential buildings and the increased street liveliness associated with mixed use developments.

3.48 The Committee commends the ACT Government for the planning required to meet this community demand.

[55] *Transcript of Evidence*, 9 December 2013, pp. 179-180.

4 ENVIRONMENT AND SUSTAINABLE DEVELOPMENT DIRECTORATE

4.1 The Environment and Sustainable Development Directorate (ESDD) is responsible for the planning, design and delivery of sustainability policies and programs across the ACT including the areas of planning, policy development and implementation and occupational licensing. The full list of directorate functions is outlined in the ESDD Annual Report.[56]

4.2 The ESDD Annual Report was referred to the Committee for inquiry and report as well as the following annexed reports:

- Conservator of Flora and Fauna;
- Environment Protection Authority; and
- ACT Heritage Council.

4.3 The annual report prepared by the ACT Planning and Land Authority is subsumed in the ESDD annual report.

4.4 The Committee held a public hearing with Mr Simon Corbell MLA, Minister for the Environment and Sustainable Development on 17 October 2013. A range of issues were discussed and are summarised in the following section.

CORPORATE INFORMATION

4.5 The Committee heard evidence on the following corporate matters:

- organisational changes implemented across the Directorate, including downsizing the organisation, reducing costs associated with some programs and consolidation of accommodation;[57] and
- details about government contracts, in particular those undertaken via select tender or single select tender.[58]

4.6 The Committee notes the process of organisational change within the Directorate to achieve a number of cost saving requirements including reducing or ceasing some programs which were now less justifiable.

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[56] Environment and Sustainable Development Directorate Annual Report 2012-13, p. 2.
[57] *Transcript of Evidence*, 17 October 2013, pp. 21-23.
[58] *Transcript of Evidence*, 17 October 2013, pp. 25-28; Answer to QTON PETAMS 06.

Recommendation 8

4.7 The Committee recommends the ACT Government continue to examine environment programs that may no longer reflect the needs of Canberrans and reinvest those resources into more effective environment programs in the ACT.

ENVIRONMENT POLICY

4.8 The Policy Division has responsibility for the development and implementation of climate change, energy and sustainability policy, water policy, nature conservation, conservation planning and heritage.[59]

FEED-IN TARIFF SCHEME AND LARGE SCALE SOLAR AUCTION

4.9 The Committee inquired about the feed-in tariff scheme and the solar auction process with particular reference to the assessment processes for applicants to the scheme. The Committee was advised that bidders' applications are assessed in a two stage process:

- financial capacity whereby financial proposals are supported by relevant financial institutions; and
- technical capacity by demonstrating prior experience or engagement with firms with experience to technically deliver projects.[60]

4.10 In response to questions about the level of scrutiny that applications are subject to, the Committee heard that the Minister has established an expert advisory panel who provide advice to the Minister on bidders that should be pre-qualified. The Minister went on to explain:

> The panel commissions a series of consultants' assessments of the bidders to determine whether or not they are credible entities for the purposes of delivering those projects. They make those recommendations on who should be pre-qualified. Once that is agreed, those pre-qualified entities are invited to bid.[61]

4.11 The Committee also heard details about the OneSun Capital project at Uriarra which is a 10 megawatt facility: seven megawatts supported through the large-scale feed-in tariff and three

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[59] Environment and Sustainable Development Directorate Annual Report 2012-13, p. 159.
[60] *Transcript of Evidence*, 17 October 2013, p. 6.
[61] *Transcript of Evidence*, 17 October 2013, p. 6.

megawatts of existing medium-scale feed-in tariff entitlements accrued by the company separately from the auction process.[62]

ACTION PLAN 2—CLIMATE CHANGE STRATEGY

4.12 The Committee inquired about the community consultation that was undertaken to develop Action Plan 2, the ACT Government's Climate Change Strategy and was advised that as well as inviting public submissions and comments, other innovate consultation methods were used. The Minister informed the Committee that 'there was what was known as a wold café event, where a whole range of different representatives were invited to a half-day workshop to work through and brainstorm ideas…'.[63]

4.13 The Committee notes the community consultation for the ACT Government's new climate change strategy. The development of Action Plan 2 involved detailed community consultation across the ACT community, not just with industry stakeholders but with individual residents, business organisations and community-based groups.[64]

Recommendation 9

4.14 The Committee notes the ACT Government's extensive consultation through community forums and recommends that similar style consultations be used in the future.

4.15 The Committee notes the stated benefits to small business of the ACT Government's Action Plan 2 and that there are a range of other measures to be considered for inclusion early next year which are specific for commercial building operations including commercial lighting, refrigerated displays and energy efficient motors.

Recommendation 10

4.16 The Committee notes the ACT Government's commitment to combating climate change and recommends the ACT Government continue to look for opportunities that will reduce cost to business as well as reducing greenhouse gas emissions.

OTHER ISSUES

4.17 The Committee also heard evidence on other issues including:

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[62] *Transcript of Evidence*, 17 October 2013, pp. 6-8.
[63] *Transcript of Evidence*, 17 October 2013, p. 11.
[64] *Transcript of Evidence*, 17 October 2013, pp. 9-11.

- implementation of the National Energy Customer Framework (NECF), the new national consumer protection framework for energy customers in the ACT;[65]
- abolition of the carbon tax which may mean possible cessation of liabilities incurred by the Territory;[66]
- levelling out of ACT carbon emissions in the last 12-18 months;[67]
- changes in consumer behaviour, in particular an increase in renewable energy use;[68]
- consistent uptake of household energy efficiency initiatives;[69]
- co-location of small and medium-scale generations with large-scale generations on the same parcel of land;[70]
- community consultation undertaken during the development of Action Plan 2 (AP2), the second action plan under the Territory's 2007 Climate Change Strategy: *Weathering the Change*;[71]and
- summary of key actions included in AP2, including the expansion of the energy efficiency improvement scheme to include small and medium enterprises, establishment of a 90% target for the ACT's power being sourced from renewable, using feed-in tariff arrangements to support the development of waste-to-energy technologies.[72]

REGULATION AND SERVICES

4.18 Regulation and Services is responsible for a range of regulatory and customer support services and manages land information.[73]

ENERGY EFFICIENCY IMPROVEMENT SCHEME

4.19 The Committee inquired about the operation of the Energy Efficiency Improvement Scheme (EEIS) and was advised that the scheme is a retail obligation scheme that is delivered by electricity retailers. The Minister provided the following details about the EEIS:

> The government is not involved, generally speaking, in delivery of measures. That is done by the retailers, and the retailers have to deliver a certain level of abatement, as set out in relevant determinations each year, and they have to achieve that abatement

[65] *Transcript of Evidence*, 17 October 2013, pp. 1-2.
[66] *Transcript of Evidence*, 17 October 2013, pp. 2-3.
[67] *Transcript of Evidence*, 17 October 2013, pp. 3-4.
[68] *Transcript of Evidence*, 17 October 2013, p. 4.
[69] *Transcript of Evidence*, 17 October 2013, p. 5.
[70] *Transcript of Evidence*, 17 October 2013, pp. 7-9.
[71] *Transcript of Evidence*, 17 October 2013, pp. 8-11.
[72] *Transcript of Evidence*, 17 October 2013, pp. 9-12.
[73] Environment and Sustainable Development Directorate Annual Report 2012-13, p. 175.

through a particular range of specified measures which they can choose from in a list that is set out by me through determination.[74]

4.20 The Committee notes the ACT Government's Energy Efficiency Improvement Scheme to improve energy efficiency in buildings and the wide take up throughout the Canberra community.

Recommendation 11

4.21 The Committee recommends that the ACT Government assess whether the structure of the Energy Efficiency Improvement Scheme could be applied to other programs and change processes for individual household or business.

4.22 The Committee notes that that the obligation is on the electricity retailer to reach out to their customers and provide the service.

Recommendation 12

4.23 The Committee recommends that the ACT Government reduce the burden for small business while providing incentives for job creation across the Territory.

4.24 The Committee heard evidence on the following additional issues related to regulation and services.

- participation of all ACT government and non-government primary and secondary schools in the Australian Sustainable Schools Initiative;[75]
- structure of the Energy Efficiency Improvement Scheme (EEIS), a retail obligation scheme delivered by electricity retailers. Under the scheme, retailers must achieve a certain level of abatement by implementing specific measures chosen from a list determined by the Minister;[76]
- structure of the outreach energy and water efficiency scheme which is specifically targeted at low income households;[77]
- phasing out of programs such as GardenSmart and IrrigationSmart, including the costs associated with these programs;[78]and

[74] *Transcript of Evidence*, 17 October 2013, p. 15.
[75] *Transcript of Evidence*, 17 October 2013, pp. 14-15; Answer to QTON PETAMS 01.
[76] *Transcript of Evidence*, 17 October 2013, pp. 15-16.
[77] *Transcript of Evidence*, 17 October 2013, pp. 16-19.
[78] *Transcript of Evidence*, 17 October 2013, pp. 19-20; Answer to QTON PETAMS 04, 05.

- update on the review of part 5 the *Utilities ACT 2000*, which deals with technical regulation of utilities.[79]

PLANNING

4.25 The responsibility for planning in ESDD is undertaken by two divisions: City Planning and Planning Delivery. The City Planning Division has responsibility for the development of city-wide urban land policies that underpin planning for future urban growth, land supply and major infrastructure. The Planning Delivery Division is responsible for reviewing the Territory Plan, the development assessment processes in the Territory, including environmental impact assessment, and the administration of the leasehold system.[80]

TRANSPORT PLANNING

CAPITAL METRO

4.26 The Committee inquired about whether the ACT Government has undertaken any studies of the trees along the median of Northbourne Avenue and the number of trees that may need to be removed from the area to allow for construction of the track for the capital metro project.

4.27 The Committee was advised that previous assessments about the health and state of the tree plantings along Northbourne Avenue have been made as part of a project undertaken by the Territory and Municipal Services Directorate. This work was undertaken prior to the commencement of the Capital Metro project.[81]

4.28 In response to questions about the number of trees that may need to be removed from Northbourne Avenue, the Minister reported that:

> ...it is too early to state unequivocally what the future of every single tree along Northbourne Avenue will be. There are a range of factors at play and they will need to be resolved through the detailed design work for the median strip…The problem, as I understand it, with the trees on Northbourne Avenue, completely separate from the light rail project, is that they are not well suited to an irrigated median.[82]

4.29 The Committee also discussed the following issues relating to capital metro[83]:

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[79] *Transcript of Evidence*, 17 October 2013, pp. 23-25.

[80] Environment and Sustainable Development Directorate Annual Report 2012-13, p. 145, 151.

[81] *Transcript of Evidence*, 17 October 2013, p. 46.

[82] *Transcript of Evidence*, 17 October 2013, p. 46.

[83] Opposition Members of the Committee proposed the following four recommendations which are not supported by a majority of the Committee: 1. The Committee recommends that the ACT Government publish quarterly updates on the total expenditure of the Capital Metro Project. 2. The Committee recommends that the ACT Government present their

- level of remuneration for two senior appointments to the project;[84]
- infrastructure audit being led by the Economic Development Directorate; [85] and
- integration of light rail with other public transport in the ACT.[86]

OTHER MATTERS

4.30 The Committee heard evidence about other planning matters including the following:

- rollout of master plans finalised during the reporting period: Tuggeranong, Kambah and Erindale, including details about the community consultation undertaken during the development of the plans;[87]
- expectations that master plans for Tharwa, Calwell and Belconnen will be undertaken in the next master planning period;
- progress update on the development application for a new development in Belconnen;[88]
- changes made to documents required for building approval applications in order to streamline parts of the process and reduce errors;[89]
- accreditation processes for building certifiers;[90]
- changes made to the Calvary Hospital car park under Variation No. 313 and alignment with planning for the new multi story car park at Calvary;[91]
- feasibility of bus priority lanes along the Belconnen to city corridor;[92] and
- outcomes from the scoping study which examined food production in the ACT and region.[93]

4.31 The Committee notes that Territory Plan Variation No. 313 for the Calvary Hospital car park will formalise what was previously informal parking arrangements on the eastern side of the hospital.[94]

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rationale as to why light rail (LRT)was chosen over bus rapid transit (BRT), despite BRT offering more than double the economic return of LRT (as per the 2012 submission to Infrastructure Australia). 3. The Committee recommends that the ACT Government present a timeline for the removal of trees (to make way for light rail) on Northbourne Avenue. 4. The Committee recommends that the ACT Government publish the patronage assumptions used for the economic modelling of light rail.

[84] *Transcript of Evidence*, 17 October 2013, p. 45; Answer to QTON PETAMS 13.

[85] *Transcript of Evidence*, 17 October 2013, pp. 45-46.

[86] *Transcript of Evidence*, 17 October 2013, pp. 49-51.

[87] *Transcript of Evidence*, 17 October 2013, pp. 35-37.

[88] *Transcript of Evidence*, 17 October 2013, p. 38.

[89] *Transcript of Evidence*, 17 October 2013, pp. 40-42.

[90] *Transcript of Evidence*, 17 October 2013, pp. 42-43.

[91] *Transcript of Evidence*, 17 October 2013, pp. 43-44; Answer to QTON PETAMS 12.

[92] *Transcript of Evidence*, 17 October 2013, pp. 48-49.

[93] *Transcript of Evidence*, 17 October 2013, pp. 44-45.

[94] *Transcript of Evidence*, 17 October 2013, pp. 43-44.

Recommendation 13

4.32 The Committee recommends the ACT Government investigate other transport programs for projects, similar to the Calvary Hospital car park, across the Territory with a view to allow better access to community facilities.

4.33 The Committee notes that the Belconnen to the city bus priority measures are currently in the process of delivery, and that this work will improve public transport reliability between Civic and Belconnen.

Recommendation 14

4.34 The Committee recommends the ACT Government continue to place public transport as a high priority and investigate territory wide opportunities for similar projects to improve Canberra's public transport.

CONSERVATOR OF FLORA AND FAUNA

4.35 Established by the *Nature Conservation Act 1980*, the Conservator of Flora and Fauna has additional responsibilities under the *Planning and Development Act 2007*, the *Fisheries Act 2000* and the *Tree Protection Act 2005*. The Deputy Director General of ESDD holds the position of the Conservator of Flora and Fauna.[95] The Conservator produces an annual report which is included as an annex to the ESDD Annual Report.

4.36 The Committee inquired about the following matters related to the Conservator of Flora and Fauna:

- reports from the Flora and Fauna Committee with respect to the implementation of actions plans;[96]
- update on the investigations undertaken by the Conservator;[97]
- plant and animal licensing and the procedures for conducting spot audits;[98]
- release of the ACT Nature Conservation Strategy;[99]and
- conservation plans and the protection of threatened species.[100]

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[95] Environment and Sustainable Development Directorate Annual Report 2012-13, p. 2.
[96] *Transcript of Evidence*, 17 October 2013, pp. 28-29; Answer to QTON PETAMS 08.
[97] *Transcript of Evidence*, 17 October 2013, p. 29; Answer to QTON PETAMS 09.
[98] *Transcript of Evidence*, 17 October 2013, pp. 29-30; Answer to QTON PETAMS 10.
[99] *Transcript of Evidence*, 17 October 2013, p. 30.
[100] *Transcript of Evidence*, 17 October 2013, p. 31.

ACT Nature Conservation Strategy

4.37 The Committee notes the release of the *ACT Nature Conservation Strategy 2013-23* which formally commenced on 14 November 2013. The strategy outlines the broad strategic directions of the management of biodiversity in the ACT.[101]

Recommendation 15

4.38 The Committee recommends the ACT Government continue to conserve the environment and extend its conservation programs for the benefit of current and future Canberrans.

Environment Protection Authority

4.39 Established under the *Environment Protection Act 1997,* the Environment Protection Authority (EPA) is responsible for administering the Act. ESDD's Director of Environment Protection and Water Regulation holds the EPA position (which is a statutory position).[102]

4.40 The Environment Protection Authority produces an annual report which is included as an annex to the ESDD Annual Report.

4.41 The Committee inquired about the following matters related to the EPA:

- neighbourhood noise complaints and the processes undertaken for responding to noise complaints under the legislation, this refers to noise generated by electro-mechanical disturbances;[103]
- management of Canberra's lakes, with particular reference to procedures for initiating lake closures;[104] and
- waste industry accredited code of practice.[105]

4.42 The Committee was advised about the processes undertaken by EPA officers when they receive a noise complaint from a member of the ACT community. The Committee heard that, under the Act, theAuthority can investigate noise generated by electro-mechanical disturbances and that there are well established procedures in place for responding to complaints.[106]

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[101] *Transcript of Evidence*, 17 October 2013, p. 30.
[102] Environment and Sustainable Development Directorate Annual Report 2012-13, p. 332.
[103] *Transcript of Evidence*, 17 October 2013, pp. 31-35.
[104] *Transcript of Evidence*, 17 October 2013, pp. 33-34.
[105] *Transcript of Evidence*, 17 October 2013, p. 35.
[106] *Transcript of Evidence*, 17 October 2013, pp. 31-33.

4.43 The Committee notes the 24-hour on-call service provided by the EPA for general EPA activities and that the majority of this service is consumed by noise complaints.[107]

Recommendation 16

4.44 The Committee recommends the ACT Government review its noise abatement strategy to ensure all proponents are treated fairly and increase its community education program on noise pollution across the ACT community.

4.45 The Committee also inquired about the EPA's role in the development and delivery of the ACT Commercial Waste Industry Code of Practice and was advised that under the *Environment Protection Act 1997,* the EPA has obligations to track and monitor where products like asbestos are disposed.[108]

Recommendation 17

4.46 The Committee recommends the ACT Government consider enabling enforcement of the ACT Commercial Waste Industry Code of Practice with a view to reducing commercial waste to landfill.

[107] *Transcript of Evidence*, 17 October 2013, p. 33.
[108] *Transcript of Evidence*, 17 October 2013, p. 35.

5 OFFICE OF THE COMMISSIONER FOR SUSTAINABILITY AND THE ENVIRONMENT

5.1 The Commissioner for Sustainability and the Environment is a statutory office holder under the *Commissioner for Sustainability and the Environment Act 1993*. In accordance with the Act, the Commissioner shall:

- produce 'State of the Environment' reports for the ACT;
- investigate complaints about the management of the environment by the Territory or a territory authority;
- conduct investigations as directed by the Minister;
- initiate investigations into action of an agency where those actions would have a substantial impact on the environment of the ACT; and
- make recommendations for consideration by government.[109]

5.2 The Commissioner for Sustainability and the Environment is supported in his role by staff in the Office of the Commissioner for Sustainability and the Environment (OCSE).

5.3 At a public hearing on 4 December 2013, the Committee discussed a range of issues relating to the OCSE including:

- preparation of the Implementation Status Report (expected by June 2014) which will report on Action Plan 2;[110]
- preparation for the next State of the Environment Report, due in 2015;[111]
  - review of the 2011 State of the Environment Report has been completed;[112]
  - framework for the 2015 Report has been developed, as well as the establishment of data collection plans to ensure timely collection of the necessary information;[113]
  - costs associated with the preparation and production of the report;[114]
- preparation of a paper about the practical implications of ecologically sustainable development;[115]

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[109] Office of the Commissioner for Sustainability and the Environment Annual Report 2012-13, p. 1.
[110] *Transcript of Evidence*, 4 December 2013, p. 157.
[111] *Transcript of Evidence*, 4 December 2013, p. 157.
[112] *Transcript of Evidence*, 4 December 2013, p. 157, p. 162.
[113] *Transcript of Evidence*, 4 December 2013, p. 157, p. 162.
[114] *Transcript of Evidence*, 4 December 2013, p. 161.
[115] *Transcript of Evidence*, 4 December 2013, p. 157.

- advocacy role of the Office, which includes direct access to universities and organisations;[116]
- modernisation of the OCSE website;[117]
- celebration to commemorate the 20-year anniversary of the Office;[118]
- contribution made by the Office over the 20-year period, in particular to provide an independent voice of the community, as well as the role the Commissioner plays in investigating systemic issues;[119]
- outlook for 2013-14 including:
  - finalisation of the Implementation Status Report for Action Plan 2
  - completion of work commissioned to review grasslands management; and
  - continue to respond to complaints from the public and investigations as directed.[120]
- processes undertaken when responding to complaints;[121]
- complaints lodged during the 2012-13 financial year:
  - building height in town centres;[122]
  - potential conflicts between conservation values and recreational opportunities, with particular reference to Bruce Ridge Nature Reserve[123]
- complaints closed during the 2012-13 financial year:
  - non-compliance with land management agreements in the Glenloch interchange;[124]
- management plan for the purple pea, an endangered plant;[125]
- updates on recommendations made in the State of the Environment Report for 2007-08, with reference to better building design, particularly for energy and water efficiency use;[126]
- effects of climate change on the ACT;[127]and
- maintenance of ecological corridors.[128]

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[116] *Transcript of Evidence*, 4 December 2013, p. 158.
[117] *Transcript of Evidence*, 4 December 2013, p. 158.
[118] *Transcript of Evidence*, 4 December 2013, p. 158.
[119] *Transcript of Evidence*, 4 December 2013, pp. 158-159.
[120] *Transcript of Evidence*, 4 December 2013, p. 158.
[121] *Transcript of Evidence*, 4 December 2013, p. 159.
[122] *Transcript of Evidence*, 4 December 2013, pp. 159-160; Office of the Commissioner for Sustainability and the Environment Annual Report 2012-13, p. 10.
[123] *Transcript of Evidence*, 4 December 2013, p. 160; Office of the Commissioner for Sustainability and the Environment Annual Report 2012-13, p. 10.
[124] *Transcript of Evidence*, 4 December 2013, p. 160; Office of the Commissioner for Sustainability and the Environment Annual Report 2012-13, p. 10.
[125] *Transcript of Evidence*, 4 December 2013, pp. 160-161.
[126] *Transcript of Evidence*, 4 December 2013, p. 162.
[127] *Transcript of Evidence*, 4 December 2013, pp. 163-164.
[128] *Transcript of Evidence*, 4 December 2013, p. 164.

6 TERRITORY AND MUNICIPAL SERVICES DIRECTORATE

INTRODUCTION

6.1 The Territory and Municipal Services Directorate (TAMS) is responsible for the delivery of a range of services including:

- management of ACT roads, footpaths, streetlights and cycle paths;
- operation of the ACT's public transport system (ACTION);
- waste collection and recycling;
- public libraries; and
- management of the ACT's parks and reserves, forestry plantations, urban trees, public open spaces and city places, and the National Arboretum.[129]

6.2 TAMS also manages the following ACT Government business:

- Capital Linen Services;
- Yarralumla Nursery; and the
- ACT Property Group.[130]

6.3 Additionally, TAMS provides administrative oversight to the ACT Public Cemeteries Authority which operates the Woden, Gungahlin and Hall cemeteries.[131]

6.4 TAMS is structured into four divisions: Parks and City Services, Roads and Public Transport, Business Enterprises and Directorate Services.[132]

PARKS AND CITY SERVICES

6.5 The Parks and City Services Division is responsible for the management of the majority of ACT parks, reserves, arboreta, forests, public open spaces, lakes and urban trees. The Division also

[129] Territory and Municipal Services Annual Report 2012-2013—Volume 1, p. 1.
[130] Territory and Municipal Services Annual Report 2012-2013—Volume 1, p. 1.
[131] Territory and Municipal Services Annual Report 2012-2013—Volume 1, p. 1.
[132] Territory and Municipal Services Annual Report 2012-2013—Volume 1, p. 3.

manages public libraries, biosecurity, animal welfare, domestic animal services and other licensing and compliance services.[133]

PARKS AND CONSERVATION SERVICE

6.6 Parks and Conservation Service is responsible for the planning and management of parks, reserves and rural lands and supports ParkCare and Landcare Groups and coordinates hazard reduction activities under the Bushfire Operations Plan.[134]

FIRE MANAGEMENT

6.7 The Committee heard about the road maintenance activities undertaken throughout the reporting year, in accordance with the 2012-13 Bushfire Operations Plan (BOP). Of the 41 activities identified for maintenance (covering 440 kilometres), 35 activities covering 407 kilometres were completed.[135]

6.8 Following the hearing, the Committee was advised that the BOP is prepared ahead of the activities being implemented and 'there are often changes in priorities due to weather, road use and seasonal factors'. Ten additional road maintenance activities were added to the 2012/13 BOP during the year. A list of the six activities that were dropped in priority and not completed was provided to the Committee.[136]

6.9 Further to this, the Committee heard about the maintenance work undertaken to repair damage to fire trails and road infrastructure as a result of storm damage from December 2010 and March 2012.[137] In response to a QTON, the Committee was advised that the list of damaged roads from the two storm events included 759 tasks across 173 separate roads. At the end of 2012/13, 49 low priority tasks were incomplete; but it was noted that the affected areas are all fully trafficable.[138]

6.10 When responding to questions about the impact of the incomplete activities and tasks, directorate officials advised:

> I can guarantee that we have made an extensive risk assessment which has looked at our entire road network and has prioritised that road network. We have been able to

[133] Territory and Municipal Services Annual Report 2012-2013—Volume 1, p. 23.
[134] Territory and Municipal Services Annual Report 2012-2013—Volume 1, p. 26.
[135] *Transcript of Evidence*, 18 October 2013, pp. 97 – 98.
[136] Answer to QTON PETAMS 21.
[137] *Transcript of Evidence*, 18 October 2013, p. 99.
[138] Answer to QTON PETAMS 23.

deliver the works that we believe give us an effective and appropriate access network for the purpose of firefighting.[139]

6.11 The Committee discussed the following additional matters relating to fire management:

- access improvements into Namadgi National Park, including upgrades to Mount Franklin Road;[140]
- completion of 17 out of 19 identified fire infrastructure projects;[141]
- mobile data terminals for the parks brigade vehicles;[142]and
- location and availability of firefighting vehicles and resources for staff responding to fires within the Tidbinbilla Nature Reserve.[143]

CITY SERVICES

6.12 The primary function of City Services is to manage and maintain 5,889 hectares of parks and urban open space in Canberra, administer the animal welfare and domestic animal Acts and provide city ranger services.[144]

ANIMAL WELFARE AUTHORITY

6.13 The Executive Director of the Parks and City Services Division in TAMS is appointed as the ACT's Animal Welfare Authority.[145]

MANAGEMENT OF DOMESTIC ANIMALS

6.14 The Committee inquired about coordination between agencies to manage pets whose owners may be unable to care for them due to health issues or other serious life events. The Committee was advised that there is no formal working group to coordinate a response across agencies but there is regular contact between officers to coordinate information to ensure animals receive appropriate care. Domestic Animal Services works very closely with the RSPCA and the inspectorate service and has provision for long-stay kennels to be made available for people in need who may not be able to look after their pets.[146]

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[139] *Transcript of Evidence*, 18 October 2013, pp. 99
[140] *Transcript of Evidence,* 18 October 2013, p. 101.
[141] *Transcript of Evidence,* 18 October 2013, p. 101; Answer to QTON PETAMS 24.
[142] *Transcript of Evidence,* 18 October 2013, p. 101.
[143] *Transcript of Evidence,* 18 October 2013, pp. 102-105; QTON No. 25, No. 26, No. 27.
[144] Territory and Municipal Services Annual Report 2012-2013—Volume 1, p. 23.
[145] Territory and Municipal Services Annual Report 2012-2013—Volume 1, p. 123.
[146] *Transcript of Evidence,* 18 October 2013, pp. 89-91.

6.15 When discussing this issue, directorate officials observed that that it would be beneficial for rangers at Domestic Animal Services to receive greater training in dealing with people with mental health issues because of the stressful situations they often encounter.[147]

Recommendation 18

6.16 The Committee recommends that the Territory and Municipal Services Directorate review the professional development available for rangers at Domestic Animal Services to ensure it includes training to respond to situations that involve people with mental health issues.

OTHER MATTERS

6.17 The Committee also discussed the following additional matters relating to the Animal Welfare Authority:

- management of rabbits at the RSPCA and discussions that had occurred between TAMS and the RSPCA on the issue of concreting rabbit warrens to control pest rabbits;[148]
- update about the review of the Code of Practice for the Welfare of Dogs in the ACT, in particular the regulation of the number of dogs allowed to be owned by individuals;[149]
- review being undertaken of the *Domestic Animals Act 2000*, which will soon be open for community consultation;[150]
- processes for euthanising seriously injured animals;[151]
- procedures for addressing dog attacks on humans;[152]
- issuing of circus licences;[153]and
- considerations in the development of the code of practice for the sale of animals in the ACT, which will mandate a range of best-practice recommendations relating to practices around the sale of animals.[154]

6.18 The Committee also inquired about a range of issues relevant to City Services:

- upgrades to the Yerrabi Pond District Park, Kambah District Park and the 'snake house' at John Knight Memorial Park;[155]

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[147] *Transcript of Evidence,* 18 October 2013, p. 90.
[148] *Transcript of Evidence*, 18 October 2013, pp. 85 – 87; Answer to QTON PETAMS 18.
[149] *Transcript of Evidence,* 18 October 2013, pp. 87-88.
[150] *Transcript of Evidence*, 18 October 2013, p. 88.
[151] *Transcript of Evidence,* 18 October 2013, p. 89.
[152] *Transcript of Evidence,* 18 October 2013, p. 91.
[153] *Transcript of Evidence,* 18 October 2013, p. 92.
[154] *Transcript of Evidence,* 18 October 2013, pp. 92-94.
[155] *Transcript of Evidence,* 18 October 2013, pp. 105-106.

- review of the Dog Exercise Map to be undertaken which will include community consultation;[156]
- Pialligo quarry;[157]
- planned audit of skate parks which will, in part, work with the skating community to develop design standards;[158]
- procedures for lights being turned off at Belconnen Skate Park;[159]
- status of the public space upgrades in Farrer, Waramanga and Red Hill;[160]
- criteria considered by the ACT Government in determining the priority for shops upgrades;[161]and
- current state of the Aranda shops.[162]

LIBRARIES ACT

6.19 The Committee discussed the following matters with the Minister and directorate officials:

- workplace literacy program;[163]
- approvals processes for public relation events and political announcements being held in ACT libraries;[164]
- range of digital library services now available;[165]and
- status of the 2010 digital collection management and preservation report.[166]

DIRECTORATE SERVICES

6.20 The Directorate Services Division provides corporate human resources, financial services, governance and operational support to the Directorate. Canberra Connect is also part of the Division.[167]

6.21 The Committee discussed the following matters with the Minister and directorate officials:

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[156] *Transcript of Evidence*, 18 October 2013, pp. 106-107.
[157] *Transcript of Evidence*, 18 October 2013, pp. 107-110.
[158] *Transcript of Evidence*, 18 October 2013, pp. 110-111.
[159] *Transcript of Evidence*, 18 October 2013, p. 111; Answer to QTON PETAMS 28.
[160] *Transcript of Evidence*, 18 October 2013, pp. 111-113; Answer to QTON PETAMS 29.
[161] *Transcript of Evidence*, 18 October 2013, pp. 113-114, Answer to QTON PETAMS 30.
[162] *Transcript of Evidence*, 18 October 2013, p. 114; Answer to QTON PETAMS 31.
[163] *Transcript of Evidence*, 18 October 2013, p. 115.
[164] *Transcript of Evidence*, 18 October 2013, pp. 115-116; Answer to QTON PETAMS 32.
[165] *Transcript of Evidence*, 18 October 2013, pp. 116-117.
[166] *Transcript of Evidence,* 18 October 2013, p. 117.
[167] Territory and Municipal Services Annual Report 2012-2013—Volume 1, p. 19.

- links between ACT Government key priorities and the priorities of TAMS.[168]

CANBERRA CONNECT

6.22 The Committee discussed the following matters related to Canberra Connect:

- the 'Fix My Street' facility which has been updated recently to be more user friendly for mobile devices;[169]
- turnaround time for fixing streetlights under the 'Fix My Street' facility;[170]
- status of the Gungahlin shopfront, with an indication that completion was due alongside the new government office building at the end of 2014;[171]
- redesign of the Canberra Connect website and the current range of payments able to be made via the website;[172]
- commencement of a review into the Bill Payment Policy;[173]
- the 'Fix My Red Tape' facility on the Canberra Connect website and the number of submissions made under that facility;[174]
- location of Canberra Connect shopfronts;[175]
- usage of Canberra Connect through shopfronts, by phone and online.[176]

REVIEW OF BILL PAYMENT POLICY

6.23 The Committee was advised that a working group is reviewing the Bill Payment Policy and will investigate the feasibility of expanding payment options and the range of bills that may be paid via direct debit facilities. The Committee was further advised that 'it will be a collective across-government approach to developing that policy'.[177]

Recommendation 19

6.24 The Committee recommends that the ACT Government implement a credit card direct debit capability for land tax and rates.

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[168] *Transcript of Evidence*, 18 October 2013, p. 56.
[169] *Transcript of Evidence,* 18 October 2013, p. 59.
[170] *Transcript of Evidence*, 18 October 2013, p. 111.
[171] *Transcript of Evidence,* 18 October 2013, p. 53.
[172] *Transcript of Evidence,* 18 October 2013, pp. 93-94.
[173] *Transcript of Evidence,* 18 October 2013, pp. 94-96.
[174] *Transcript of Evidence*, 18 October 2013, p. 96; Answer to QTON PETAMS 20.
[175] *Transcript of Evidence,* 18 October 2013, pp. 96 – 97.
[176] *Transcript of Evidence*, 18 October 2013, p. 97.
[177] *Transcript of Evidence,* 18 October 2013, pp. 94-96.

BUSINESS ENTERPRISES

6.25 Business Enterprises Division manages a number of ACT Government commercial operations including:

- ACT NOWaste;
- Capital Linen Service;
- Yarralumla Nursery;
- ACT Property Group; and
- ACT Public Cemeteries Authority.

6.26 Additional information about each of these sections is outlined below.

ACT NOWASTE

6.27 ACT NOWaste manages domestic rubbish and recycling collections for Canberra households, and manages three resource management centres, including Canberra's domestic materials recovery facility and landfill at Mugga Lane and four regional recycling centres.[178]

6.28 The Committee discussed the following matters related to ACT NOWaste at a public hearing on 18 October 2013:

- progress update on the expansion of the Mugga Lane landfill site;[179]
- methane generators at the Mugga and Belconnen sites;[180]
- industrial action by waste collection service workers and the ongoing negotiations for new contracts with the new waste collection service, SITA;[181]
- provisions available to ensure timely waste collection in the event of any future, and/or prolonged industrial action and waste collection;[182]
- implications of changing weekly to fortnightly rubbish disposal and fortnightly to weekly recycling;[183]
- maintenance of existing position that waste collection would not be extended to include a green bins, current figures indicate that approximately 90 per cent of green waste is being disposed of at the green waste recycling facility;[184]and

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[178] Territory and Municipal Services Annual Report 2012-2013—Volume 1, p. 13.
[179] *Transcript of Evidence,* 18 October 2013, p. 80.
[180] *Transcript of Evidence,* 18 October 2013, p. 80.
[181] *Transcript of Evidence*, 18 October 2013, pp. 80 – 82.
[182] *Transcript of Evidence,* 18 October 2013, pp. 82 – 83.
[183] *Transcript of Evidence,* 18 October 2013, p. 83.
[184] *Transcript of Evidence,* 18 October 2013, pp. 83-84.

- level of methane production from composting.[185]

GREEN WASTE COLLECTION

6.29 The Committee inquired into whether there has been any development on providing a third bin or a third bin equivalent service for the collection or green waste. The Minister advised that there are has been no further developments and that 'around 90 per cent of all green waste is making it to the green waste recycling facility'.[186]

Recommendation 20

6.30 The Committee recommends that the ACT Government investigate providing all households with a green waste collection service.

CAPITAL LINEN SERVICE

6.31 The Committee discussed the following matters related to Capital Linen Service:

- completion of upgrades to infrastructure to improve efficiencies;[187]
- TAMS Director-General customer service award given to the Capital Linen Service staff;[188]
- maintenance of customer satisfaction;[189]
- range of training programs available to staff and the feasibility of the training programs articulating into the national vocational education and training framework;[190]
- high number of employment opportunities for individuals from diverse backgrounds, such as new migrants, people with disabilities, people with low levels of literacy language and the strategies in place to support their transition into the workplace;[191]
- current operational capacity of the service, commercial viability, and ownership arrangements;[192] and
- implementation of the delivery vehicle tracking system and the associated improvements in service delivery.[193]

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[185] *Transcript of Evidence,* 18 October 2013, p. 84.
[186] *Transcript of Evidence,* 18 October 2013, pp. 83-84.
[187] *Transcript of Evidence*, 18 October 2013, p. 63.
[188] *Transcript of Evidence*, 18 October 2013, p. 63-64.
[189] *Transcript of Evidence*, 18 October 2013, p. 63.
[190] *Transcript of Evidence*, 18 October 2013, p. 63.
[191] *Transcript of Evidence*, 18 October 2013, p. 64.
[192] *Transcript of Evidence*, 18 October 2013, pp. 65-68.
[193] *Transcript of Evidence*, 18 October 2013, pp. 68-69.

YARRALUMLA NURSERY

6.32 The Committee discussed the following matters related to the Yarralumla Nursery:

- digitisation of records from the Yarralumla Nursery;[194]
- update on the planning for celebrating the centenary of the nursery in 2014;[195]
- current status of the Plant Issue Scheme for new developments;[196]and
- intended sale of the retail nursery at Yarralumla and the processes undertaken to develop a marketing strategy.[197]

ACT PROPERTY GROUP

6.33 ACT Property Group is responsible for the management of Territory-owned commercial buildings, government office accommodation, community/multipurpose buildings and leases commercial buildings on behalf of the Territory. ACT Property Group also manages other facilities such as Parkwood Road Recycling Estate and significant heritage sites.[198]

6.34 The Committee inquired about the development of a new policy to provide affordable public liability insurance to increase the community use of Albert Hall and the Yarralumla Woolshed. The Committee was advised that, following a successful trial in the previous financial year, a scheme has been consolidated, whereby TAMS has taken out the bulk public liability insurance policy and recovers costs of this insurance by charging people hiring the venue a flat rate for the public liability insurance component of their hire fee.

6.35 The fee was set at $150 during the trial and increased to $250 for the 2013-14 financial year. Prior to the introduction of this initiative, the cost of public liability insurance for individuals could have been up to $2,000 depending on the event. The fee has been established for cost recovery purposes only as it is hoped that it will result in more hirers being attracted to the venues.[199]

6.36 Following the hearing, the Committee was advised that the 2013/14 Public Liability Insurance fee for the Albert Hall and Yarralumla Woolshed of $250 is based on a combined total of 25 hires.[200]

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[194] *Transcript of Evidence,* 18 October 2013, p. 60.
[195] *Transcript of Evidence,* 18 October 2013, p. 60.
[196] *Transcript of Evidence,* 18 October 2013, p. 61.
[197] *Transcript of Evidence,* 18 October 2013, p. 61 - 62.
[198] Territory and Municipal Services Annual Report 2012-2013—Volume 1, p. 17.
[199] *Transcript of Evidence,* 18 October 2013, pp. 57-59
[200] Answer to QTON PETAMS 15.

6.37 The Committee was further advised that this initiative may be expanded to other hired sites across the ACT as a number of directorates have sought advice about the process undertaken by TAMS.[201]

6.38 In response to a question from the Committee, the Minister noted that it is possible that the public liability insurance scheme may be expanded to include public places in the ACT that currently require an application for a permit to use.

OTHER MATTERS

6.39 The Committee discussed the following matters with the Minister and directorate officials:

- progress update about the redevelopment of Downer Village;[202]
- ongoing discussions with tenants at the Parkwood Road recycling estate in relation to licence agreements, infrastructure improvements, public safety, regular inspections;[203]
- overview of the spending of $6.5 million on upgrade programs which involved 183 projects on 85 properties;[204]
  - ACT Property Group manages a portfolio of 148 properties which comprises 50 per cent community tenants and 50 per cent commercial tenants;[205]
  - not for profit organisations pay the community rate rent;[206]
  - current review undertaken by the Community Services Directorate in relation to the consistency of community rent application across the ACT Government.[207]
- update on the use of former TAMS depot in Wanniassa;[208]
- management of four business parks for small businesses;[209]
- information about the partnership between ACT Property Group and LEAD (Live, Experience, Access, Develop), a specialist not-for-profit organisation supporting people with disabilities
  - under a social procurement model, LEAD has been managing the Civic Merry-Go-Round on a trial basis;[210]
- management and ongoing maintenance of the Mt Rogers Community Hub;[211]

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[201] *Transcript of Evidence,* 18 October 2013, pp. 58-59.
[202] *Transcript of Evidence,* 18 October 2013, p. 69.
[203] *Transcript of Evidence,* 18 October 2013, pp. 69-71.
[204] *Transcript of Evidence,* 18 October 2013, p. 71.
[205] *Transcript of Evidence,* 18 October 2013, p. 71.
[206] *Transcript of Evidence,* 18 October 2013, p. 71.
[207] *Transcript of Evidence,* 18 October 2013, pp. 71-72.
[208] *Transcript of Evidence,* 18 October 2013, p. 72; Answer to QTON PETAMS 16.
[209] *Transcript of Evidence*, 18 October 2013, pp. 72 – 74.
[210] *Transcript of Evidence*, 18 October 2013, p. 74.
[211] *Transcript of Evidence,* 18 October 2013, pp .75 – 77.

- information provided about a proposed development of a school on the site;[212]
- completion of stage 1 roof repair works at the National Convention Centre which also identified other areas that require maintenance;[213]
- refurbishment of the former sewer's attendant cottage at Weston Creek and the heritage value of the cottage;[214]and
- removal of disused fuel storage facilities.[215]

MT ROGERS COMMUNITY HUB

6.40 The Committee inquired about the ongoing maintenance of the Mt Rogers Community Hub and was advised that there has been approximately $940,000 spent on upgrade works to the facility in the last three years. The Committee was further advised that officers from ACT Property Group have met with some tenants and heard some of their recent concerns.[216]

Recommendation 21

6.41 The Committee recommends that the ACT Government investigate options for minor renovations to the Mt Rogers Community Hub to improve security, safety and usability of the facility.

ACT PUBLIC CEMETERIES AUTHORITY

6.42 The ACT Public Cemeteries Authority (the Authority) is an independent statutory authority established under the *Cemeteries and Crematoria Act 2003* to manage public cemeteries and crematoria.[217]

6.43 The Committee discussed the following matters relating to the Authority:

- increase in the number of burial site reservations in 2012-13 compared to the five year average;[218]
- cost of vandalism in ACT Cemeteries;[219]
- progress of the Southern Memorial Park Master Plan and the expected timeframe for community consultation;[220]

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[212] *Transcript of Evidence,* 18 October 2013, pp. 76-77.
[213] *Transcript of Evidence*, 18 October 2013, pp. 77 – 78.
[214] *Transcript of Evidence,* 18 October 2013, p. 78; QTON No. 17.
[215] *Transcript of Evidence*, 18 October 2013, p. 79.
[216] *Transcript of Evidence,* 18 October 2013, pp .75 – 77.
[217] Territory and Municipal Services Annual Report 2012-2013—Volume 1, p. 129.
[218] *Transcript of Evidence*, 18 October 2013, p. 53.
[219] *Transcript of Evidence*, 18 October 2013, pp. 53 - 54.

- process for members of the public to reserve a site in an ACT cemetery and the associated costs;[221]and
- water consumption at ACT Cemeteries sites.[222]

ROADS AND PUBLIC TRANSPORT

6.44 The Roads and Public Transport Division administers transport in the ACT, including public transport services (ACTION) and infrastructure management (roads, bridges and stormwater).[223]

6.45 The Committee held a public hearing on 6 November 2013 to examine parts of the TAMS annual report relating to roads and public transport.

ACTION

ACTION SERVICES

6.46 The Committee inquired about ACTION'S accountability indicators, with particular reference to 68 per cent of services operating on scheduled time, compared with a target of 85 per cent. The Committee was advised by directorate officials that the 85 per cent target was established to reflect the target set in Perth 'as they were basically using essentially the same system as us'.[224]

6.47 It was noted that the data collected enables officials to have an understanding of which timing points are performing most poorly and how often targets are not met. The timetable revision required for a new network provides an opportunity to rectify this 'because we have to throw more shifts back open to adjust it so that we meet the real figures'.[225]

6.48 On this matter the Minister advised the following:

> The new network is under development now, and one of the key things is to make sure we come up with a realistic timetable using the MyWay data that now says it takes X minutes to get from A to B. The new timetable will reflect that more accurate information so people will get [a] better timetable.[226]

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[220] *Transcript of Evidence*, 18 October 2013, pp. 54-55.
[221] *Transcript of Evidence*, 18 October 2013, pp. 55-56.
[222] *Transcript of Evidence*, 18 October 2013, p. 56.
[223] Territory and Municipal Services Annual Report 2012-2013—Volume 1, p. 123.
[224] *Transcript of Evidence*, 18 October 2013, p. 128.
[225] *Transcript of Evidence*, 18 October 2013, p. 128.
[226] *Transcript of Evidence*, 18 October 2013, p. 128.

6.49 The Committee also observed that the customer satisfaction of ACTION is at 56 per cent, below the target of 85 per cent. This figure is taken from the results of a whole-of-TAMS survey whereby 1,000 Canberrans are asked about their satisfaction with a range of TAMS services including parks, roads, and ACTION.[227]

6.50 In response to a QTON, the Committee was advised that 57 per cent (570 out of 1000) in the ACTION Survey had used an ACTION bus in the last 12 months. Of these people, 56% were satisfied with the overall performance of the ACTION bus network.[228]

MyWay and NXTBUS

6.51 The Committee sought information about the availability of facilities for faulty MyWay cards to be replaced.[229] The Committee notes that there is no Canberra Connect Shopfront to manage faulty MyWay cards in Civic.

Recommendation 22

6.52 The Committee recommends that ACTION develop a solution for the free replacement of faulty MyWay cards that can be accessed in Civic.

6.53 The Committee inquired about the progress of the NXTBUS system and was advised that the technology is currently being tested and will be followed by a progressive roll out over the next few months. The Committee notes that NXTBUS will allow people to track buses with a smart phone.[230]

Recommendation 23

6.54 The Committee notes ACTION's work on NXTBUS and recommends the ACT Government continues to investigate new technologies that encourage the uptake of public transport.

6.55 The Committee discussed the following additional matters related to ACTION:

- opening of the new Calwell Park and Ride facilities;[231]
- MyWay ticketing system including:
  - whether facilities to deal with faulty cards will be available in Civic;[232]

[227] *Transcript of Evidence*, 18 October 2013, p. 130.
[228] Answer to QTON PETAMS 33.
[229] *Transcript of Evidence*, 18 October 2013, p. 119.
[230] *Transcript of Evidence*, 18 October 2013, pp. 123-124.
[231] *Transcript of Evidence*, 6 November 2013, pp. 118-119.
[232] *Transcript of Evidence*, 6 November 2013, p. 118.

  - commission structure for retailers who have a recharge unit; [233]
  - tender process undertaken to select current MyWay ticket agents;[234]
  - investigation of innovative ways to deliver the ticketing system;[235]
- accessibility of the ACTION fleet;[236]
- implementation of the NXTBUS system;
  - progressive roll out of the system from December 2013;[237]
  - currently 90 buses out of an active service of 411 are fitted with the technology required from NXTBUS;[238]
  - improvements to the system as a result of the technology underpinning the NXTBUS system;[239]
- performance against accountability indicators;[240]
  - percentage of services operating on time;[241]
  - actual result against the Farebox recovery target;[242]
  - results against the performance indicators is taken from information gathered from a whole of directorate survey;[243]
  - changes made to the survey response options following feedback from the ACT Auditor General;[244]
- development of Network 14
  - community consultation undertaken to date;[245]
  - progress and schedule for when the new network will be finalised;
- results from the trial of the automated messaging system at Belconnen bus station;[246]
- procedures in place to advise the community about traffic disruptions;[247]
- impact light rail may have on ACTION's business model;[248]

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[233] *Transcript of Evidence*, 6 November 2013, p. 120.
[234] *Transcript of Evidence*, 6 November 2013, pp. 119-120.
[235] *Transcript of Evidence*, 6 November 2013, pp. 121-122.
[236] *Transcript of Evidence*, 6 November 2013, p. 123.
[237] *Transcript of Evidence*, 6 November 2013, pp. 123-124.
[238] *Transcript of Evidence*, 6 November 2013, p. 124.
[239] *Transcript of Evidence*, 6 November 2013, pp. 125-127.
[240] Territory and Municipal Services Directorate Annual Report 2012-2013, Vol 2, p. 201; *Transcript of Evidence*, 6 November 2013, pp. 127-131.
[241] *Transcript of Evidence*, 6 November 2013, pp. 127-128.
[242] *Transcript of Evidence*, 6 November 2013, p. 129.
[243] *Transcript of Evidence*, 6 November 2013, pp. 130-131.
[244] *Transcript of Evidence*, 6 November 2013, pp. 129-130
[245] *Transcript of Evidence*, 6 November 2013, pp. 131-132.
[246] *Transcript of Evidence*, 6 November 2013, p. 132; Answer to QTON PETAMS 34.
[247] *Transcript of Evidence*, 6 November 2013, pp. 132-133.
[248] *Transcript of Evidence*, 6 November 2013, pp. 133-134.

- integration study into light rail being undertaken by the Capital Metro Agency with input from ACTION in respect to patronage data and scheduling;[249]and
- patronage of Route 200.[250]

6.56 The Committee notes that the primary purpose of the new bus transit lanes on the Belconnen to Civic route is to deliver service consistency.

Recommendation 24

6.57 The Committee recommends the ACT Government work to further improve service consistency across the whole ACTION network.

ROADS ACT

6.58 Roads ACT manages the construction, operation and maintenance of roads and associated infrastructure such as bridges, community paths, driveways, street signs, line marking, traffic signals, street lighting, bus shelters, bus stops and storm water.[251]

6.59 The Committee heard evidence on the following issues:

- progress update on the Majura Parkway project;
- duplication of Gundaroo Drive:
  - duplication design will soon be finalised; construction funding will be subject to a future capital works bid;[252]
  - direct consultation with community councils as been undertaken as well as a series of focus groups;[253]
- planned work on the Barton Highway-Gundaroo Drive roundabout, including the provision of full-time signals;[254]
- update on the extension of the off-road bike path along Barton Highway;[255]
- incomplete sealed bike path around Lake Tuggeranong;[256]
- completion of the Monaro Highway duplication in Fyshwick—Newcastle Street to Canberra Avenue'[257]

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[249] *Transcript of Evidence*, 6 November 2013, pp. 133-134.
[250] *Transcript of Evidence*, 6 November 2013, p. 135; Answer to QTON PETAMS 35.
[251] Territory and Municipal Services Annual Report 2012-2013—Volume 1, p. 33.
[252] *Transcript of Evidence*, 6 November 2013, p. 141.
[253] *Transcript of Evidence*, 6 November 2013, pp. 141-142.
[254] *Transcript of Evidence*, 6 November 2013, pp. 142-144.
[255] *Transcript of Evidence*, 6 November 2013, p. 144; Answer to QTON PETAMS 39.
[256] *Transcript of Evidence*, 6 November 2013, p. 145; Answer to QTON PETAMS 40.

- availability of parking facilities at Yerrabi Pond;[258]
- criteria used by the Directorate to assess the priority of particular projects;[259]
- possible installation of a bus shelter at Fadden Primary School;[260]
- update on footpath repairs underway out the front of Fadden Primary School;[261]
- increase in footpath maintenance (27,000 square metres in 2011-12 to 38,000 square metres in 2012-13);[262]
- asset acceptance tests undertaken for capital works and routine maintenance;[263]
- progress update on the duplication on Ashley Drive;
  - stage 1 is due for completion in mid-2014;[264]
  - stage 2 design is due for completion by June 2014—construction will be subject to further budget processes;[265]
  - traffic calming measures in surrounding areas of Fadden, Macarthur and Gowrie;[266]
  - timeline for completion of Parkes Way widening project;[267]
  - speed cushions in Spofforth Street;[268]and
  - traffic calming measures installed around the Belconnen town centre.[269]

CYCLE PATH NETWORK

6.60 The Committee inquired about incomplete cycle paths with particular reference to the cycle paths along the Barton Highway and around Lake Tuggeranong. In response to questions taken on notice, the Committee was advised that the shared path recently constructed alongside the Barton Highway is part of the Centenary trail project. The Committee was further advised that the 400m section of compacted gravel path on the lake foreshore will be sealed in the current maintenance program, expected to be undertaken by March 2014.

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[257] *Transcript of Evidence*, 6 November 2013, pp. 145-146; Answer to QTON PETAMS 41.
[258] *Transcript of Evidence*, 6 November 2013, p. 146.
[259] *Transcript of Evidence*, 6 November 2013, p. 147.
[260] *Transcript of Evidence*, 6 November 2013, p. 147; Answer to QTON PETAMS 42
[261] *Transcript of Evidence*, 6 November 2013, pp. 147-148; Answer to QTON PEATMS 43.
[262] *Transcript of Evidence*, 6 November 2013, pp. 148-149.
[263] *Transcript of Evidence*, 6 November 2013, pp. 149-152.
[264] *Transcript of Evidence*, 6 November 2013, p. 152.
[265] *Transcript of Evidence*, 6 November 2013, p. 152.
[266] *Transcript of Evidence*, 6 November 2013, pp. 152-153.
[267] *Transcript of Evidence*, 6 November 2013, pp. 153-154.
[268] *Transcript of Evidence*, 6 November 2013, p. 154.
[269] *Transcript of Evidence*, 6 November 2013, pp. 154-155.

Recommendation 25

6.61 The Committee recommends that the ACT Government undertake an in-house audit of missing links in the cycle path network, such as the Barton Highway and parts of Lake Tuggeranong.

FOOTHPATH MAINTENANCE

6.62 The Committee notes the dramatic increase in footpath maintenance provided during the 2012-13 financial year from 27,000 square metres to 38,000 square metres.

Recommendation 26

6.63 The Committee commends the ACT Government for the increase in footpath maintenance in 2012-13 and recommends the Government continue to plan for this maintenance taking into account new national design contingencies for shared paths.

ROAD INFRASTRUCTURE PROJECTS

6.64 The Committee inquired about the Barton Highway-Gundaroo Drive roundabout and was advised that a design has been completed 'that would see that roundabout converted to a set of traffic lights—still in the form of a roundabout but with traffic lights controlling and providing some gaps as people enter the roundabout'. There would be full-time signals in operation at the roundabout.[270]

6.65 The Committee notes that ACT Roads plans to add traffic lights to control the Barton Highway-Gundaroo Drive roundabout.

Recommendation 27

6.66 The Committee recommends that the ACT Government, after a reasonable time, review the style of traffic flow management system planned for the Barton Highway-Gundaroo Drive roundabout, with a view for inclusion in growing areas of similar nature.

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[270] *Transcript of Evidence*, 6 November 2013, pp. 142-143.

6.67 The Committee sought information about whether there has been an examination of the need for median strip parking along Nellie Hamilton Avenue to accommodation access for business on the foreshore.[271]

6.68 The Committee notes that planning for median strip parking along Nellie Hamilton Avenue at Yerrabi Pond to accommodate access for business on the foreshore has been undertaken.

Recommendation 28

6.69 The Committee recommends that the project to provide parking in the median along Nellie Hamilton Avenue be funded.

[271] *Transcript of Evidence*, 6 November 2013, pp. 146-147.

7 CONCLUSION

7.1 The Committee has made 28 recommendations in this report relating to a broad range of areas.

7.2 The Committee would like to thank ACT Government Ministers and directorate officials, the Commissioner for Sustainability and the Environment and agency officials for their contribution to this inquiry and for their timely return of answers to questions taken on notice.

Mr Mick Gentleman MLA

Chair

31 March 2014

Appendix A QUESTIONS TAKEN ON NOTICE

QTON No.	Hearing Date	Asked by	Directorate	Subject	Transcript Page No.	Answer date
PETAMS 01	17/10/13	Mr Gentleman	ESDD	Australian Sustainable Schools initiative— With that reduction in energy and water consumption and not having to deal with waste, has that seen a reduction in costs for those schools as well?	p. 14-15	5/11/2013
PETAMS 02	17/10/13	Mr Coe	ESDD	As part of that scheme [outreach energy and water efficiency scheme] How many dryers have been replaced or purchased?	p. 17	5/11/2013
PETAMS 03	17/10/13	Mr Coe	ESDD	How many more substantial upgrades, such as curtains, would have been applied to Housing ACT properties?	p. 18	5/11/2013
PETAMS 04	17/10/13	Mr Coe	ESDD	GardenSmart Program—how much did the scheme cost?	p. 20	5/11/2013
PETAMS 05	17/10/13	Mr Coe		Will you please advise how much each of the schemes have cost, the ones that are on page 187 through to 189?	p. 20	5/11/2013
PETAMS 06	17/10/13	Mr Coe	ESDD	Brown Consulting Select Tender—Why was that a select tender? If you could take on notice, obviously, the rationale for it, how it was selected, if other players were considered and any information that you think would help defend that decision.	p. 26	5/11/2013
PETAMS 07	17/10/13	Mr Coe	ESDD	Urban Water Cycle Solutions— Why was that select tender as opposed to open?	p. 27	5/11/2013
PETAMS 08	17/10/13	Mr Gentleman	ESDD	Could you advise the committee of the outcomes for the action plans that were finalised in 2012-13?	p. 28-29	5/11/2013

QTON No.	Hearing Date	Asked by	Directorate	Subject	Transcript Page No.	Answer date
PETAMS 09	17/10/13	Mr Gentleman	ESDD	Can you tell us some of the details of those investigations? [Conservator]	p. 29	5/11/2013
PETAMS 10	17/10/13	Mr Wall	ESDD	Licensing for plants and animals How many spot checks would be carried out in a year?	p. 30	5/11/2013
PETAMS 11	17/10/13	Dr Bourke	ESDD	In regard to service stations, perhaps you could tell me more about the range of environmental authorisations you issue for treatment of contaminated soils. There is a waste control and recovery permit authorisation. Perhaps you could tell me more about that as well.	p. 35	5/11/2013
PETAMS 12	17/10/13	Dr Bourke	ESDD	On page 7 of the report, various territory plan variations which have come into effect are mentioned, including No 313 for the Calvary hospital car park. Can you tell me more about that one and how it aligns with planning for the new multistorey car park at the Calvary hospital?	p. 43-44	14/11/2013
PETAMS 13	17/10/13	Mr Coe	ESDD	Capital Metro Board – Have you sought a determination for the board or just the chairman?	p. 45	21/11/2013
PETAMS 14	17/10/13	Dr Bourke	ESDD	What about issues around transit time? Has that been improved as a result of these measures, or has patronage been increasing?	p. 49	14/11/2013
PETAMS 15	18/10/13	Mr Wall	TAMS	Albert Hall and Yarralumla woolshed— How many hires per year are you relying on to break even?	pp. 57-58	11/12/2013
PETAMS 16	18/10/13	Mr Wall	TAMS	Former TAMS depot in Hyland Place in Wanniassa— a) Do you have any disused depots? b) Progress update on work being undertaken on the site	p. 72	29/11/2013

QTON No.	Hearing Date	Asked by	Directorate	Subject	Transcript Page No.	Answer date
PETAMS 17	18/10/13	Dr Bourke	TAMS	Former sewer attendants cottage at Weston Creek— Could you tell me a little bit more about the heritage value of the cottage?	p. 78	15/11/2013
PETAMS 18	18/10/13	Mr Coe	TAMS	What was the date of the rabbit warren concreting at the RSPCA and when was the Minister briefed on the issue?	p. 85	26/11/2013
PETAMS 19	18/10/13	Dr Bourke	TAMS	What is the number of cats allowed in residences?	p. 88	26/11/2013
PETAMS 20	18/10/13	Mr Wall	TAMS	Canberra Connect—Fix My Red Tape – I am wondering how many interactions or submissions there have been for that section.	p. 96	10/12/2013
PETAMS 21	18/10/13	Mr Smyth	TAMS	So you will provide a list of the proposed 41 projects and the 35 that were done and the reason the others were not?	pp. 97-98	26/11/2013
PETAMS 22	18/10/13	Mr Smyth	TAMS	a) Why is the 655 figure on page 27 listed as fire trails? b) Are they fire trails or not, and why the almost 250 kilometres discrepancy?	p. 98	26/11/2013
PETAMS 23	18/10/13	Mr Smyth	TAMS	If you go then to page 85 there is a section called “Storm Damage” that says in December 2010 and March 2012 extensive and widespread damage to the fire trails and road infrastructure occurred, and that restoration has not been completed. Can we have a list of the sites identified in the two incidents and which ones have not been repaired?	p. 99	25/11/2013
PETAMS 24	18/10/13	Mr Smyth	TAMS	You also talk on page 85 about fire infrastructure development and say there were 19 projects of which 17 were completed. Could the committee be provided with a list of the 19 projects and which two were not completed?	p. 101	26/11/2013
PETAMS 25	18/10/13	Mr Smyth	TAMS	a) So what resources [firefighting vehicles] are available to the staff at TNR? b) Where did that vehicle go?	pp. 102-103	26/11/2013

QTON No.	Hearing Date	Asked by	Directorate	Subject	Transcript Page No.	Answer date
				c) So RFS directed the removal of this unit from TNR?		
PETAMS 26	18/10/13	Mr Smyth	TAMS	Who made the decision to remove the tanker from Tidbinbilla?	p. 104	26/11/2013
PETAMS 27	18/10/13	Mr Smyth	TAMS	Does Tidbinbilla nature reserve have a key to the Tidbinbilla volunteer brigade shed?	p. 105	15/11/2013
PETAMS 28	18/10/13	Dr Bourke	TAMS	Is there a curfew at Belconnen skate park or are the lights turned off at some stage during the night or at a particular time? How does that work?	p. 111	25/11/2013
PETAMS 29	18/10/13	Mr Coe	TAMS	Has any of the money allocated for Red Hill and other shopping centres been shifted across to Downer?	p. 113	26/11/2013
PETAMS 30	18/10/13	Mr Coe	TAMS	a) With regard to the assessment of local centres, what are you looking for in terms of the criteria that have to be substandard before it gets invested in? b) Have you, in effect, assessed every local centre and put them into a priority list?	p. 113	25/11/2013
PETAMS 31	18/10/13	Dr Bourke	TAMS	What capability has your directorate got to do something about the state of that property? [Aranda Shops]	p. 114	25/11/2013
PETAMS 32	18/10/13	Mr Coe	TAMS	Announcement made by Mr Bill Shorten at Gunghalin Library- details of the approval processes and circumstances of the visit	pp. 115-116	29/11/2013
PETAMS 33	6/11/2013	Mr Wall/ Mr Coe	TAMS	How many of those surveyed use the service [ACTION]? What was the survey result for those people who use ACTION?	p. 130-131	27/11/2013
PETAMS 34	6/11/2013	Dr Bourke	TAMS	What about the results of the trial of the automated messaging system at Belconnen bus station? Have they come in?	p. 132	27/11/2013
PETAMS 35	6/11/2013	Mr Coe	TAMS	Do you have any idea as to what proportion of people that board in the morning get off in the city as opposed to going through to Russell, the parliamentary triangle or	p. 135	27/11/2013

QTON No.	Hearing Date	Asked by	Directorate	Subject	Transcript Page No.	Answer date
				Fyshwick? Are you able to provide those statistics?		
PETAMS 36	6/11/2013	Dr Bourke	TAMS	My question was really about the decision in the proposal to route through Chuculba instead of Canopus. I am just curious as to how that particular decision was made for that proposal.	p. 137	26/11/2013
PETAMS 37	6/11/2013	Mr Coe	TAMS	If you could add to that question on notice, I am not sure how many older people might happen to live on Canopus Crescent. However, Canopus does have the primary school, the community centre, formerly the doctor's surgery and also the shops. So it would be interesting to know what the criteria were.	p. 137	26/11/2013
PETAMS 38	6/11/2013	Dr Bourke	TAMS	It is about the student transport program that Mr Coe was questioning you about previously. There is a program where students with their parent or guardian with a pensioner concession card or a healthcare card can get free weekday travel during school term. How is the program promoted and is it widely known?	p. 140	10/12/2013
PETAMS 39	6/11/2013	Mr Coe	TAMS	So what is happening as part of this stage that they are currently building? [Bike path that stops 500m up the Barton highway]	p. 144	27/11/2013
PETAMS 40	6/11/2013	Mr Wall	TAMS	It is still not entirely possible to circle Lake Tuggeranong on a completely sealed path. There is a section behind the KFC that is still gravel. Are there any plans to have that—	p. 145	29/11/2013
PETAMS 41	6/11/2013	Mr Wall	TAMS	Are there any plans to extend that [Monaro Highway] to align with the bottom of Mugga Lane and turn that into a dedicated turning lane?	p. 146	26/11/2013
PETAMS 42	6/11/2013	Mr Wall	TAMS	Has any progress been made on a bus shelter being made available to the school? [Fadden Primary School]	p. 147	29/11/2013
PETAMS 43	6/11/2013	Mr Wall	TAMS	Progress update on the footpath repairs that were required in the Fadden area, primarily on Bramston Street out the front of the primary school.	p. 147 - 148	27/11/2013

QTON No.	Hearing Date	Asked by	Directorate	Subject	Transcript Page No.	Answer date
PETAMS 44	6/11/2013	Mr Wall	TAMS	How many instances in the last 12 months have there been where the superintendent or an appointed person has gone out to inspect works where rectification or remedial repairs have needed to be made under the warranty period?	p. 151	26/11/2013
PETAMS 45	9/12/2013	Mr Coe	LDA	What would be the value of contracts that were bumped into the next financial year as opposed to contracts that have fallen through altogether?	p. 177	24/12/2014
PETAMS 46	9/12/2013	Mr Coe	LDA	a) What works were undertaken as part of that $4.1 million [costs associated with supporting the Capital Metro Project]? b) Are you able to give a breakdown of those costs for EDD?	p. 181	24/12/2014
PETAMS 47	9/12/2013	Mr Wall	LDA	What were the reasons for the two-year delay of the shade structure in Gunghalin?	p. 184	20/12/2013
PETAMS 48	9/12/2013	Mr Wall	EDD	Independent audit: Review of credit card usage – further information on the recommendations that were made following the review	p. 189	16/01/2014
PETAMS 49	9/12/2013	Mr Wall	EDD	Independent audit: Review of payments of invoices – further information on the recommendations that were made following the review	p. 189	16/01/2014
PETAMS 50	9/12/2013	Mr Wall	EDD	Independent audit: Review of salary acquittal reports - further detail on the recommendations and action taken following the review	p. 189	16/01/2014
PETAMS 51	9/12/2013	Mr Smyth	EDD	Is it possible to provide the Committee with a breakdown of money directly spent on [Civic] stadium over the last four years?	p. 191	06/01/2013
PETAMS 52	9/12/2013	Mr Smyth	EDD	What design work has been done [on Canberra Stadium]?	p. 191	16/01/2014
PETAMS 53	9/12/2013	Mr Smyth	EDD	What is the value of those events [cancelled at Business and Events Centre]? Is the territory liable for compensation?	p. 201	20/01/2014

QTON No.	Hearing Date	Asked by	Directorate	Subject	Transcript Page No.	Answer date
PETAMS 54	9/12/2013	Mr Coe	EDD	Are you able to advise on what grounds this particular issue was deemed to be not worthy of public interest disclosure or appropriate for public interest disclosure?	pp. 204-205	16/01/2014
PETAMS 55	9/12/2013	Mr Wall	EDD	How did the government draw the correlation between the $27.6 million in direct expenditure and the $40.4 million increase in gross territory product? Can you give us a breakdown of the multiplier?	pp. 205-206	17/01/2014
PETAMS 56	9/12/2013	Mr Smyth	EDD	a) What assumptions are made to calculate that [direct expenditure from Floriade]? b) Is it possible to have a breakdown of the expenditure? c) How much was actually spent by the directorate directly and indirectly on Floriade? d) And a breakdown of what component of that was Nightfest?	p. 206	17/01/2014
PETAMS 57	9/12/2013	Mr Smyth	EDD	How much money is apportioned to recreation from the sport and recreation?	p. 207	9/01/2014

Appendix B WITNESSES

Thursday 17 October 2013

ENVIRONMENT AND SUSTAINABLE DEVELOPMENT DIRECTORATE

- Mr Simon Corbell MLA, Minister for the Environment and Sustainable Development
- Ms Dorte Ekelund, Director-General, Environment and Sustainable Development Directorate
- Mr Alan Traves, Executive Director, Policy
- Mr Craig Simmons, Acting Executive Director, Regulation and Services
- Mr Adrian Walsh, Director, Corporate
- Ms Helen McKeown, Conservation Liaison Officer, Policy
- Ms Heather Tomlinson, Senior Manager, Policy
- Mr Heath Chester, A/g Director, Environment Protection and Water Regulation
- Dr Erin Brady, Executive Director, City Planning
- Mr Ben Ponton, Deputy Director-General, Planning
- Mr Jim Corrigan, Executive Director, Planning Delivery

Friday 18 October 2013

TERRITORY AND MUNICIPAL SERVICES DIRECTORATE

- Mr Shane Rattenbury MLA, Minister for Territory and Municipal Services
- Mr Hamish Horne, Chief Executive Officer, Canberra Cemeteries
- Mr Daniel Bailey, Director, ACT Property Group, Business Enterprises
- Mr Phillip Perram, Executive Director, Business Enterprises
- Mr David Colussi, Director, Canberra Connect, Directorate Services
- Mr Michael Trushell, General Manager, Capital Linen Service, Business Enterprises
- Mr David Roberts, Director, ACT NoWaste, Business Enterprises
- Mr Daniel Iglesias, Director, Parks and Conservation, Parks and City Services
- Ms Fleur Flannery, Director, City Services, Parks and City Services
- Mr Gary Byles, Director-General, Territory and Municipal Services
- Ms Vanessa Little, Director, Libraries ACT, Parks and City Services

Wednesday 6 November 2013

Territory and Municipal Services Directorate

- Mr Shane Rattenbury MLA, Minister for Territory and Municipal Services
- Mr Paul Peters, Executive Director, Roads and Public Transport
- Mr James Roncon, Director, Public Transport, Roads and Public Transport
- Mr Michael Lawrence, Senior Manager, Public Transport, Roads and Public Transport
- Mr Gary Byles, Director-General, Territory and Municipal Services
- Mr Tony Gill, Director, Roads ACT, Roads and Public Transport

Wednesday 4 December 2013

Office of the Commissioner for Sustainability and the Environment

- Mr Robert Neil, Commissioner for Sustainability and the Environment
- Mr Bruce Fitzgerald, Chief Finance Officer, Environment and Sustainable Development Directorate

Monday 9 December 2013

Land Development Agency

- Mr Andrew Barr MLA, Minister for Economic Development
- Mr David Dawes, Chief Executive Officer, Land Development Agency
- Mr Chris Reynolds, Executive Director, Land Development Agency
- Mr Dan Stewart, Deputy Director-General, Land Development Agency
- Mr Dermot Walsh, Chief Finance Officer, Land Development Agency

Economic Development Directorate

- Mr Andrew Barr MLA, Minister for Economic Development
- Mr David Dawes, Director-General, Economic Development Directorate
- Mr Dan Stewart, Deputy Director-General, Economic Development Directorate
- Ms Anita Hargreaves, Director, Workforce and Governance, Economic Development Directorate

- Mr Neale Guthrie, General Manager, Venue and Event Services, Economic Development Directorate
- Mr David Jeffrey, Manager, Strategic Projects, Policy and Planning, Sport and Recreation Services, Economic Development Directorate
- Mr Tim McNevin, A/g Director, Sport and Recreation Services, Economic Development Directorate