



Legislative Assembly for the ACT

STANDING COMMITTEE ON PLANNING AND
ENVIRONMENT

Inquiry into Referred Annual and Financial Reports 2003–2004

MAY 2005

Report 8

Committee membership

Mick Gentleman MLA	Chair
Zed Seselja MLA	Deputy Chair
Mary Porter AM MLA	

Secretary:	Hanna Jaireth
Administration:	Linzi Lamont
Report author:	Mike D'Arcy

Resolution of appointment

On 7 December 2004 the ACT Legislative Assembly agreed by resolution to establish general purpose standing Committees:

- (1) The following general purpose standing committees be established and each committee to inquire into and report on matters referred to it by the Assembly or matters that are considered by the committee to be of concern to the community: ...

- (e) a Standing Committee on Planning and Environment to examine matters related to planning, public works and land management, conservation and heritage, transport services, and environment and ecological sustainability.¹

Terms of reference

On 7 December 2004 the Assembly agreed that the annual and financial reports for the calendar years 2003 and 2004, and the financial year 2003–2004, presented to the Assembly pursuant to the *Annual Reports (Government Agencies) Act 2004*, would stand referred to the Assembly's standing committees, on presentation, in accordance with an agreed schedule.²

¹ Legislative Assembly of the ACT, *Minutes of Proceedings*, No. 2–7 December 2004, pp.12–16.

² Legislative Assembly of the ACT, *Minutes of Proceedings*, No. 2–7 December 2004, pp.26–29.

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SUMMARY OF RECOMMENDATIONS

RECOMMENDATION 1

- 3.14 The Committee recommends that Chief Executives institute processes to improve the level of discussion in reports, including clear and plain rationale of targets, trend analysis, variance in performance measures and discussion of issues faced.

RECOMMENDATION 2

- 4.11 The Committee recommends that the Government elevate the contribution of volunteerism by ensuring that there are strategies and guidelines developed, including for 2005/2006 annual reports, to encourage agencies to analyse, develop, nurture and report in quantitative and qualitative terms on the work undertaken by volunteers in relation to government outcomes.

RECOMMENDATION 3

- 4.15 The Committee recommends that Urban Services develop a revised approach to clarifying and sharing No Waste targets, strategies, real progress and information with the community, and provide more back-casting in future annual reports.

RECOMMENDATION 4

- 4.27 The Committee recommends that, under the supervision of the ACT Planning and Land Authority, agencies' focus on sustainable transport issues should be treated as a fundamental whole of government issue. Attention and commitment should be given to high level integrated planning, research, advocacy and marketing, to demonstrate the rationale and efficacy of sustainable transport approaches. This priority and need for integration should be reflected throughout planning processes and reporting.

1 INTRODUCTION

- 1.1 On 7 December 2004, 2003–2004 annual and financial reports were presented to the Legislative Assembly and referred to standing committees for enquiry and report. The Standing Committee on Planning and Environment is responsible for the following reports:
- ACT Planning and Land Authority
 - ACT Land Development Agency
 - ACTION Authority
 - Department of Urban Services
 - Commissioner for the Environment
 - Canberra Public Cemeteries Trust
 - Nominal Defendant.
- 1.2 On 9 December 2004, the Committee elected not to review the report of the Canberra Public Cemeteries Trust. The Annual Report of the Nominal Defendant, operating on a calendar year basis, was expected to be tabled in May 2005. In fact, the report was tabled on 10 March 2005. As the occupier of the independent Nominal Defendant's position has resigned, the Committee has deferred its inquiry in relation to this report.
- 1.3 On 21 December 2004, the Secretary wrote to agencies seeking comment on matters in annual reports likely to be of interest to the Committee. Responses were received from:
- Urban Services
 - Land Development Agency
 - ACT Planning and Land Authority
- 1.4 Public hearings were held on 22 February 2005 and 31 March 2005 to assist the Committee in its assessment of referred reports, and to clarify issues. A list of Ministers, Assembly Members and officials attending hearings is at Appendix A.

- 1.5 The Committee met twice to discuss this draft report: on 26 April 2005 and again on 2 May 2005. During these meetings, the Committee also discussed the appropriateness of questions unrelated to the Annual Reports and the treatment of those questions in relation to the Standing Orders, as well as that of Parliamentary Committee process.
- 1.6 We would like to thank the Minister for the Environment and Chief Minister, Jon Stanhope; the Minister for Urban Services, John Hargreaves; the Minister for Planning and ACTION, Simon Corbell, and Government officials, for their valuable time and effort as witnesses at the annual reports hearings for the Standing Committee on Planning and the Environment.

2 PURPOSE AND INTENT OF ANNUAL REPORTS

- 2.1 The 2004 Chief Minister's *Annual Reports Directions* (accessible at <http://www.psm.act.gov.au/publications/Annual_Report_Directions_2004-2005.pdf>) guides the preparation of reports and is pertinent to this review.
- 2.2 The Directions note that annual reports are key accountability documents concerning management performance. They are high level documents reflecting on the year's performance, achievements and outcomes and should be a concise way of accounting for the expenditure of public monies.
- 2.3 Agencies account for management performance through Ministers to the Legislative Assembly and the wider community. Since annual reports are tabled in the Assembly, they are historical documents on the public record, and are available for use by stakeholders, including educational and research institutions, the media and the public. Annual reports are also key reference documents, and documents for internal management.

2.4 Annual reports should:

- report objectives that are clear and measurable
- focus on results and outcomes
- discuss results against expectations
- be complete and informative
- explain changes over time
- provide evidence of value for money
- discuss risks, strategies and the external operating environment.

2.5 In an enhancement on previous years' Directions, agencies are now to follow a revised format, including:

- management analysis and discussion around seven key themes
- analysis complemented by detailed data on operational and resource performance
- a number of specific requirements such as compliance listings, fuel management plan etc.

2.6 The Committee assessed the above reports in this context and also assessed the reports for:

- accessibility, clarity and focus in presentation
- clear links between output classes and results
- open and honest discussion of the impact of outside scrutiny on the agency and any difficulties faced.

3 GENERAL REPORTING ISSUES

3.1 Most agencies responded well to the revised format outlined in the previous section. The format provides a useful and consistent base for Committee assessment, and enhances public readability.

3.2 Generally, the Chief Executive's Reviews in each report showed a satisfactory level of high-level strategic analysis, and properly identified key achievements, issues and challenges, for the reporting year.

- 3.3 However, in only two cases (Urban Services and the ACT Planning and Land Authority), did the Chief Executive provide a financial summary and analysis.
- 3.4 In one case in particular, the Chief Executive's Review provided some useful analysis, then provided a long list of lower order achievements, awards and recognitions. This is not the intent of the Review, which should rather provide a thoughtful distillation and analysis – even robust discussion – of the year's progress.
- 3.5 The Committee would like to see some further improvement in the level of reporting in the main body of the reports and Appendices.
- 3.6 In a number of cases, the Committee queried the nomination of targets, results and variances from targets. This task was often made more difficult because of the tendency to nominate targets without rationale and to present raw data. Often, even large variances were left without explanation.
- 3.7 Reports and Appendices *should* report raw data. However, raw data alone does little to enable analysis or debate. Witnesses' oral evidence did usually demonstrate that they had actual knowledge of trends, benchmark indicators and so on. Such a level of analysis is sought from the Chief Minister's Directions, and should be improved in future agency reports.
- 3.8 Some examples are briefly discussed below:
- Urban Services has provided data on roads, such as road kilometre pavement repairs,³ surveys of customer satisfaction, and costs. However, comment on replacement policy/targets and performance, or deterioration status is lacking. Presumably this data is available.
 - In another case, ACTION noted 'The Authority has structured performance measures to assist in its goal to provide sustainable passenger transport to the ACT community. ACTION is committed to

³ ACT Government, *Urban Services Annual Report 2003-2004*, Vol. 1, Canberra 2004, p. 27, Vol. 2, p.88.

improving its environmental performance and will continue to address this through its strategic and business planning'.⁴ These statements are not amplified here or in the rest of the document by any comment, analysis or evidence of previous shortcoming, nor by comment on the direction of the devised measures. This type of reporting provides the Committee and public with little basis to understand and evaluate progress.

- 3.9 The Committee is pleased with the constantly improving attempts to engage the community. All reports reviewed are now on web sites. Agencies such as ACTION, Urban Services and the ACT Planning and Land Authority, have all reported on progress and innovations concerning community access via web-sites, feedback mechanisms and specific-issue consultations. The Committee makes further comment on measures to enhance volunteerism later in this report.
- 3.10 In the hearing of 22 February 2005, Dr Deb Foskey MLA and the Minister for Planning, Mr Simon Corbell discussed the report into community consultation for planning processes undertaken by the National Institute of Governance,⁵ and follow-up processes within a planning matrix format. The Committee encourages all agencies to identify useful elements of this initiative for use in future planning processes.
- 3.11 It is pleasing to note both the progress and the level of analysis of initiatives taken in such areas as occupational health and safety, although, again much of the useful analysis was provided at the hearings, rather than the report itself. One example is where ACTION reported on⁶ and later justified in the hearing⁷ its early intervention injury strategies for bus drivers.

⁴ ACT Government, *ACTION Authority Annual Report 2003–2004*, Canberra 2004, p.59.

⁵ ACT Legislative Assembly, *Hansard Proof Transcript*, Standing Committee on Planning and Environment, 22 February 2005, pp.38, 39.

⁶ ACTION Authority Annual Report 2003/2004, pp. 41–44.

⁷ ACT Legislative Assembly, *Hansard Proof Transcript*, Standing Committee on Planning and Environment, 22 February 2005, pp.1, 2.

- 3.12 The Urban Services report is to be commended for providing the public with information identifying the Branch responsible for the activities being report on (in this case, with officials names included) and contact details for various programs. Another example is on page 103 of the ACTION Annual report. Other agencies could well adopt similar approaches, subject to informed consent and privacy considerations.
- 3.13 In conclusion, the Committee's belief is that several general measures need to be taken to continually improve overall planning and reporting. The first is a closer attention to benchmarking and trend analysis across the agency. The second is to ensure that officers involved in contributing to annual reports understand the requirements and the linkage between planning and reporting. The third is then to fold this analysis into reporting mechanisms.

RECOMMENDATION 1

- 3.14 The Committee recommends that Chief Executives institute processes to improve the level of discussion in reports, including clear and plain rationale of targets, trend analysis, variance in performance measures and discussion of issues faced.

4 SPECIFIC REPORTING ISSUES

Development and reporting of volunteers' contributions

- 4.1 Community, industry and government working at their best, work together. The degree and type of community involvement in the process of government, is, in many ways, an important indicator both of good governance and performance.
- 4.2 The motives for community engagement might range from industry self-interest, altruism, family responsibility and social engagement to many points in between.

- 4.3 Many government and community functions could not operate effectively without volunteers — whether the impact be in decision-making, needs assessment, direction-setting, or in direct service delivery. Most agencies would work better by nurturing volunteerism.
- 4.4 The impact of volunteers can be measured in social, economic and environmental terms. Not only does volunteerism save costs, but it also leads to improved processes, less community negativism and better service delivery.
- 4.5 It is clear that the government is already nurturing and supporting volunteers. Indeed, most community grants both stimulate and recognise the invaluable work of volunteers. The important contribution of volunteerism is now being better reflected in annual reports, especially through community engagement comments.
- 4.6 During the public hearings on 31 March 2005, there was considerable discussion between Minister Hargreaves and Committee members about the impact of volunteers in the bushfire recovery phase and a host of other public activities.⁸ The strong feeling was that these contributions needed to be further developed and recognised. The value of retrospective trend assessment in volunteerism, although often qualitative, was also proposed.
- 4.7 The Committee feels strongly that we need to pioneer enhanced approaches to encouraging and recognising volunteerism. Minister Hargreaves encouraged this view in his observations during the hearings and in his response to a Supplementary Question on Notice by Ms Porter.⁹ This response specified ways in which Urban Services encourages employee/community links, and noted that a data collection process has already commenced.
- 4.8 A response to a question on notice indicated that agency figures for two parks and gardens re-generation programs alone were estimated at 9

⁸ ACT Legislative Assembly, *Hansard Proof Transcript*, Standing Committee on Planning and Environment, 31 March 2005, pp.17–19.

⁹ Minister Hargreaves. Response to Questions taken on Notice, letter dated 6 April 2005.

100 hours.¹⁰ This is a marvellous response and clearly only skims the surface of volunteers' contribution throughout the government, including areas such as education, health, welfare and recreation.

- 4.9 In the future, there is an opportunity for the ACT Government and its agencies to more fully nurture and develop volunteerism by devising development strategies and reporting quantitatively and qualitatively on the contribution of volunteerism to agency performance. It would presumably involve a long-term, whole of government process to empower agencies to examine and share possibilities.
- 4.10 It is worthwhile noting that similar observations and comments were made in the Education, Training and Young People Committee hearings.

RECOMMENDATION 2

- 4.11 The Committee recommends that the Government elevate the contribution of volunteerism by ensuring that there are strategies and guidelines developed, including for 2005/2006 annual reports, to encourage agencies to analyse, develop, nurture and report in quantitative and qualitative terms on the work undertaken by volunteers in relation to government outcomes.

Urban Services and environment

- 4.12 Through its hearings, the Committee delved into a number of issues in relation to which the agencies' oral presentations provided quite satisfactory explanation, but where the style of the annual report presentation under review did less than justice to the reading public.
- 4.13 Most of the data in the Urban Services annual report, on such topical items as parking infringements, speed cameras, watering of sports ovals, and the No Waste strategy (to name just a few of the issues discussed), tends to be presented blandly in Volume 2 of the Urban

¹⁰ Minister Hargreaves, Response to Questions taken on Notice, letter dated 6 April 2005.

Services report, with comment in Volume 1 at a descriptive level only. The Committee questioned the lack of clarity in the report's comments on various aspects of the No Waste strategy.¹¹ These included 'real' progress, waste generation, waste recovery, impact of undifferentiated waste at Pialligo, charity bins, and lease arrangements at West Belconnen tip. Based on the information presented in the report, the Committee concludes:

- a qualitative disparity between the report and the good responses of witnesses
- No Waste targets are vague, and need to be massaged and re-promulgated before community negativism develops
- that, in relation to some strategies, the rationale and targets could well be re-examined and promulgated more proactively
- additional and more informative data would be useful, and could be provided retrospectively for No Waste issues.

4.14 Again, the broader issue is that the report could improve its higher order comment, and provide more analysis and explanation of data and issues, especially in relation to the more topical issues. The Committee believes that this is one step towards creating a closer dialogue with the community.

RECOMMENDATION 3

4.15 The Committee recommends that Urban Services develop a revised approach to clarifying and sharing No Waste targets, strategies, real progress and information with the community, and provide more back-casting in future annual reports.

¹¹ ACT Legislative Assembly, *Hansard Proof Transcript*, Standing Committee on Planning and Environment, 31 March 2005, pp.8–16.

Sustainable transport – whole of government

- 4.16 The issue of sustainable transport attracted much interest during hearings across several agencies. Specific items discussed included cycle paths – justification and usage; bus usage; two separate responses (Urban Services and ACTION) to trialling demand responsive bus services, security of buses and interchanges, provision and maintenance of security cameras on public transport, environmental and health impacts, and promotional activities and marketing.¹²
- 4.17 In respect of the debate about bus usage, Minister Corbell made it clear that the Government's policy objective is to 'increase the number of journeys to work that occur by public transport.'¹³
- 4.18 This fundamental operational objective is, however, hinted at rather than directly embraced in the 2003/04 ACTION report. The ACTION Overview¹⁴ lists objectives such as expanding bus service networks, focussing on further customer service improvements and operating a customer focused service along business-like lines. The report indicates its own positive contribution to the Government's Sustainable Transport Plan, yet it draws clear of stating that increasing commuter journeys is a primary objective. The Committee makes this comment, not in criticism of ACTION's actual performance, but to indicate how its planning and reporting processes might be better integrated, higher order, and better linked with government objectives.
- 4.19 Sustainable transport is a major Government goal. It is a whole of government, whole of community approach that will only be achieved through excellent co-ordination, integration and commitment to planning and resource provision. During the hearing of 22 February 2005, Mr Corbell stated that there was a considerable body

¹² ACT Legislative Assembly, *Hansard Proof Transcript*, Standing Committee on Planning and Environment, 22 February 2005, pp.2, 4, 5, 9.

¹³ ACT Legislative Assembly, *Hansard Proof Transcript*, Standing Committee on Planning and Environment, 22 February 2005, p.4.

¹⁴ ACTION Authority *Annual Report 2003-2004*, p.24.

of evidence within the ACT, nationally and internationally '...that recognises that encouraging people to use non-car modes is a significant saving to the community in health, environmental and other costs'.¹⁵

- 4.20 The Committee wishes to emphasis that sustainable transport, as any of the major sustainability issues, will require a 'culture shift' of significance.
- 4.21 At community level, it will necessitate community understanding of key issues; being convinced that they are important; evaluating the social, economic and environmental costs and benefits; and being convinced that transport using fewer motor vehicles is simple and optional.
- 4.22 This will, in turn, require an enormous co-ordination effort by the government and its agencies, and a well researched and resourced marketing effort. It also implies increased resources overall, plus a fundamental shift in the balance of funding away from capital works and equipment and towards culture change.
- 4.23 *The Sustainable Transport Plan for the ACT*¹⁶ and planning processes provide appropriate directions and mechanism. These recognise that a series of steps such as identifying hard evidence, explaining multiple benefits and costs in social, environmental and economic terms, advocacy, stakeholder involvement, and client marketing generally, are all necessary in order to promote the cultural change that is essential both to gain community and government acceptance of sustainable transport.

¹⁵ ACT Legislative Assembly, *Hansard Proof Transcript*, Standing Committee on Planning and Environment, 22 February 2005, p.48.

¹⁶ ACT Government, *The Sustainable Transport Plan for the ACT*, Canberra 2004, available via <www.actpla.act.gov.au>.

- 4.24 In respect of sustainable transport issues, it will be important for relevant agencies, such as the ACT Planning and Land Authority, Urban Services and ACTION to focus on the research, advocacy, planning and co-ordination aspects, and to provide connected and informed debate on these matters in future planning processes.

Sustainability reporting

- 4.25 The Committee, during public hearings, and especially when the Chief Minister was expressing his views on 22 February 2005, discussed whether or not the Commissioner for the Environment should be responsible for reporting on all aspects of sustainability.
- 4.26 The Committee supports the Chief Minister's view that sustainability issues pervade all aspects of community life and 'if sustainability reporting were viewed within the purview or domain of a Commissioner for the Environment ... it would distort a broader view of sustainability'¹⁷ In this context, the Committee concurs with the scope of the 2003/2004 report of the Commissioner for the Environment.

¹⁷ ACT Legislative Assembly, *Hansard Proof Transcript*, Standing Committee on Planning and Environment, 22 February 2005, p.25.

RECOMMENDATION 4

- 4.27 The Committee recommends that, under the supervision of the ACT Planning and Land Authority, agencies' focus on sustainable transport issues should be treated as a fundamental whole of government issue. Attention and commitment should be given to high level integrated planning, research, advocacy and marketing, to demonstrate the rationale and efficacy of sustainable transport approaches. This priority and need for integration should be reflected throughout planning processes and reporting.

Mick Gentleman

Chair

May 2005

Appendix 1 – Additional comments by Mr Zed Seselja

I am concerned at Mr Corbell's failure to answer a particular question about the garaging of ACTPLA motor vehicles.

Mr Corbell continues to seek to avoid answering questions put to him during the Committee process, this time in relation to his role as the Minister for Planning.

The Minister has previously been found to have acted in contempt of the Select Committee on Estimates during the 2003/2004 hearings, by refusing to answer a question from the committee at that time. The report was unanimous. The actions by the same Minister during this Committee's Annual Report hearings could be held in a similar light.

The Minister seems to have an inherent problem with answering questions that Committees put to him, and it undermines open and accountable government.

The Minister should answer the Questions put to him by committees, *in camera* if necessary, where issues of privacy or confidence are of concern.

The Minister continues to display his contempt for the process of government and this Assembly through his actions.

Zed Seselja MLA

May 2005

Appendix 2 – List of Witnesses to Public Hearing of 22 February 2005¹⁸

- Minister for Environment, Mr Jon Stanhope
- Minister for Planning, Mr Simon Corbell
- Mrs Vickey Dunne, MLA
- Dr Deb Foskey, MLA
- Mr Peter Wallace, Chief Exec, ACTION Authority
- Mr Brian Quirke, Senior Manager, Finance and Administration, ACTION Authority
- Ms Anne Skewes, CEO, Land Development Agency
- Mr Gerry Ryan, Chief Finance Officer, Land Development Agency
- Mr Mike Harris, Chief Executive, Chief Minister's Department
- Dr Maxine Cooper, Executive Director, Arts, Heritage and Environment
- Mr Geoff Wells, Manager, Parks & Conservation Service
- Mr Peter Liston, Acting Manager, Water Resources
- Mr Rod Hillman, Manager, Public Affairs & Information
- Mr Robert Neil, Manager, Environment Management
- Mr Bill Logan, Manager, Natural Resources & Legislation
- Dr Rosemary Purdie, Commissioner for the Environment
- Dr Helen Sims, Manager, Office of the Commissioner for the Environment
- Mr Neil Savery, Chief Planning Executive, ACT Planning and Land Authority
- Ms Dorte Ekelund, Deputy CPE, Director, Land Planning and Projects, ACT Planning and Land Authority
- Mr John Meyer, Director Business and Information Services, ACT Planning and Land Authority
- Mr Ian Sakara, Manager, Corporate Resources, ACT Planning and Land Authority

¹⁸ A transcript is available from the Legislative Assembly website at <http://www.hansard.act.gov.au/hansard/2005/comms/default.htm>. Answers to questions on notice are available from the Committee Secretary at committees@parliament.act.gov.au.

Appendix 3 – List of Witnesses to Public Hearing of 31 March 2005

- Minister for Urban Services, Mr John Hargreaves MLA
- Mrs Vicki Dunne MLA
- Mr Steve Pratt MLA
- Mr Mike Zissler, A/g Chief Executive, Department of Urban Services (DUS)
- Mr David Learoyd, System Officer, Traffic Camera Office, DUS
- Mr Allan Eggins, Executive Director Corporate, DUS
- Mr Hamish McNulty, Executive Director City Management, DUS
- Mr Alan Galbraith, Executive Director Customer Service and Information, DUS
- Mr Stephan Ryan, A/g Executive Director City Operations, DUS
- Ms Karen Greenland, General Manager, Road Transport DUS
- Mr Alan Phillips, Director, Finance, DUS

Appendix 4 – Questions on notice*

Date of question	Asked by	Question summary	Respondent	Receipt of response
22 February 2005	Mr Steve Pratt	Aspects of the Sustainable Transport Plan implemented by ACTION	Mr Simon Corbell, Minister for Planning	1 March 2005
22 February 2005	Mr Steve Pratt	Security measures to be implemented in 2004-2005 at ACTION	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	ASIO and AFP involvement in analysing security threat to ACTION	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	Security training for ACTION staff	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	Progress re work trip targets on buses	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	Bus safety modification program – rear mirror replacement	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	ACTION fleet replacement strategy	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	Performance of ACTION HF radio communication system	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	Trial of ACTION Weston Creek evening services	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	ACTION compliance with oh&s management systems audit	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	Funding model for provision of services at ACTION	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	Financial risks and management of ACTION expenditure and rationale for future fare increases	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	Evaluation and implementation of equipment replacement at ACTION	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	ACTION revenue from community service obligation payments (CSOs)	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	Rationale for ACTION fare pricing	Mr Simon Corbell	1 March 2005

Date of question	Asked by	Question summary	Respondent	Receipt of response
22 February 2005	Mr Steve Pratt	Numbers and costs of ACTION midi bus purchase and lease	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	Plans for upgrades to depot or office facilities at ACTION	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	Meeting of Greenhouse Challenge targets and future plans and projections at ACTION	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	Progress in dealing with outstanding ACTION complaints	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	Increase and rationale for increase in ACTION complaints received	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	ACTION bio-diesel fuel trials	Mr Simon Corbell	1 March 2005
22 February 2005	Mr Steve Pratt	Patronage and cost effectiveness of ACTION's Nightrider Services	Mr Simon Corbell	1 March 2005
22 February 2005	Mrs Mary Porter AM	Advice on form of support for EBA employees who take up voluntary activities	Mr Simon Corbell	2 March 2005
22 February 2005	Mr Zed Seselja	Figures on increase of weekend Gungahlin bus service	Mr Simon Corbell	2 March 2005
22 February 2005	Mr Zed Seselja	Progress with Demand Responsive Transport (DRT) options	Mr Simon Corbell	2 March 2005
22 February 2005	Mrs Vicki Dunne	Qualifications of the Registrar of Construction Occupations and the Manager of Construction Occupations	Mr Simon Corbell	4 March 2005
22 February 2005	Mr Zed Seselja	Conduct of bushfire fuel hazard reduction burns that were carried out for the period 2003/2004	Mr Jon Stanhope, Minister for Environment	7 March 2005
22 February 2005	Mrs Vicki Dunne	The ABS data and analysis to assess modal shift in relation to the Sustainable Transport Plan	Mr Simon Corbell, Minister for Planning	7 March 2005
22 February 2005	Dr Deb Foskey	Public release of the scientific advice that informed the government's decision to go ahead with the kangaroo cull	Mr Jon Stanhope	7 March 2005
22 February 2005	Mr Mick Gentleman	Role of the ACT Commissioner for the Environment in negotiating arrangements for the preparation of Regional State of Environment reports.	Mr Jon Stanhope	7 March 2005

Date of question	Asked by	Question summary	Respondent	Receipt of response
22 February 2005	Mrs Mary Porter AM	Details of the Namadgi Huts for which Conservation Management Plans have been developed	Mr Jon Stanhope	7 March 2005
22 February 2005	Mrs Vicki Dunne	Details of soil retention activities undertaken after the January 2003 bushfires	Mr Jon Stanhope	7 March 2005
22 February 2005	Mr Mick Gentleman	Approximate Government spending on contracts for bushfire recovery in non-urban areas in 2003/2004	Mr Jon Stanhope	7 March 2005
22 February 2005	Mrs Vicki Dunne	Details of recommendations on increased funding for the Office of Commissioner for the Environment	Mr Jon Stanhope	8 March 2005
22 February 2005	Mrs Vicki Dunne	Advice sought from the Emergency Services Authority about the directive given to fire-fighting personnel within ACT Parks to not engage in urgent duty driving, training provided, and accreditation status	Mr Jon Stanhope	8 March 2005
22 February 2005	Mrs Vicki Dunne	Home garaging details for the ACT Planning and Land Authority motor fleet	Mr Simon Corbell, Minister for Planning	9 March 2005
22 February 2005	Mr Zed Seselja	Advice on status and any growth of LDA staff from 2003/2005 figure of 37.6 FTE staff	Mr Simon Corbell	9 March 2005
31 March 2005	Mrs Mary Porter, AM	Urban Services data on diversity of staff employed	Mr John Hargreaves Minister for Urban Services	6 April 2005
31 March 2005	Mrs Mary Porter, AM	Departmental initiatives to encourage employees to participate in volunteer work	Mr John Hargreaves	6 April 2005
31 March 2005	Mrs Mary Porter, AM	Details of consultation mechanisms and advanced training programs to enhance customer service skills plus advice on measurement processes	Mr John Hargreaves	6 April 2005
31 March 2005	Mrs Mary Porter, AM	Results of the cross cultural understanding project mentioned in the Annual Report	Mr John Hargreaves	6 April 2005
31 March 2005	Mrs Mary Porter, AM	Status of Shopfront waiting times, in particular below the 10-minute average	Mr John Hargreaves	6 April 2005
31 March 2005	Mrs Mary Porter, AM	Completion date for Kippax library construction	Mr John Hargreaves	6 April 2005

Date of question	Asked by	Question summary	Respondent	Receipt of response
31 March 2005	Mr Zed Seselja	Costs to date in replacing household and recyclable bins damaged in 2003 bushfire	Mr John Hargreaves	6 April 2005
31 March 2005	Mrs Vicki Dunne	Annual volume of waste to the undifferentiated disposal facility at Pialligo	Mr John Hargreaves	6 April 2005
31 March 2005	Mrs Vicki Dunne	Action to address shortfall in maintenance of the tree database	Mr John Hargreaves	6 April 2005
31 March 2005	Mrs Mary Porter, AM	Details of volunteer groups and hours contributed to re-greening program	Mr John Hargreaves	6 April 2005
31 March 2005	Mr Zed Seselja	Data on increased usage and success of road cycle lanes	Mr John Hargreaves	6 April 2005
31 March 2005	Mr Steve Pratt	Confirmation of plan to build cycle lane on Hindmarsh Drive up Mugga Hill	Mr John Hargreaves	6 April 2005

* In addition, the Urban Services Chief Executive, Mr Mike Sizzler, in a letter dated 1 April 2005, wrote to the Committee clarifying information provided during the public hearing relating to solar heating at Macarthur House.