LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON PLANNING, TRANSPORT, AND CITY SERVICES
JO CLAY MLA (CHAIR), SUZANNE ORR MLA (DEPUTY CHAIR), MARK PARTON MLA

Inquiry into referred 2019–20 Annual and Financial Reports and Budget Estimates 2020-21
ANSWER TO QUESTION ON NOTICE

Asked by Nicole Lawder:

In relation to: Urban Management – Complaints

1) I refer to the 6585 complaints responded to by the directorate. How many of these complaints lead to action occurring?
2) Are all complaints lodged responded to?
3) Are you able to provide a breakdown of the complaints? I.e. how many were illegal dumping, dead trees, potholes so forth.

Chris Steel MLA: The answer to the Member's question is as follows:–

The 6585 complaints are the complaints received by Transport Canberra and City Services, Licensing and Compliance (L&C) through Fix My Street or via the Access Canberra call centre. L&C adopts a 'risk-of-harm' regulatory approach, targeting resources to where the risks of harm, unsafe practices or misconduct are the greatest, thereby strengthening its capacity to take action where the community and/or the environment are most at risk. In line with the 'Licensing and Compliance Accountability Statement', L&C prioritises its actions and decisions based on a range of considerations, including:

- conduct that causes or may cause harm or risk to people, public land, territory assets, or the environment;
- conduct that is systemic and is likely to have a detrimental effect on the community and/or the environment; and
- conduct that demonstrates a blatant disregard for the law.

At this point in time, providing data to address the three questions would require a manual assessment. Due to the size and nature of the request, the diversion of resources to undertake this work is not feasible.

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

Signature: Date: 12/3/21

By the Minister for Transport and City Services, Chris Steel MLA

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