



Inquiry into the effectiveness of Fix My Street

Answer to question on notice

Asked by: Mr Andrew Braddock MLA

Addressed to: Minister for City and Government Services

Reference: [Pedal power supplementary submission 44.1](https://www.parliament.act.gov.au/_data/assets/pdf_file/0006/296635/2/Submission-044.1-Supplementary-Pedal-Power.pdf)
https://www.parliament.act.gov.au/_data/assets/pdf_file/0006/296635/2/Submission-044.1-Supplementary-Pedal-Power.pdf

Hearing: 15 October 2025

In relation to: FMS Citizen Communication Case Study

Question received: 22 October 2025

Answer Due: 30 October 2025

[Pedal power's supplementary submission](#) provides a case study that appears to contradict the claims made in figure 2 (page 12) of the ACT Government's submission to the Fix My Street inquiry as to the Citizen communication achieved following implementation of the FMS Remediation Project. Can you please:

- 1) Confirm that the citizen communication improvements through the FMS Remediation Project as articulated in Figure 2 are currently in place for Fix my street system users?
- 2) Clarify why Pedal Power evidence appears to contradict this?

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

- 1) I can confirm that the citizen communication improvements through the FMS Remediation Project as articulated in Figure 2 of the ACT Government's submission are currently in place for Fix My Street system users. These improvements were implemented progressively between March 2024 and April 2025.

There were no known issues impacting the function of the ACT Digital Account during the period noted. However, work has not yet been completed to allow citizens to access their Fix My Street correspondence history directly in their ACT Digital Account. Instead, customers are required to login to their ACT Digital Account and access the linked Access Canberra service to access their Fix My Street case history.

2) In response to the specific aspects referred to by Pedal Power in its supplementary submission:

- ***I can communicate directly with my case in-charge officer without having to call a contact centre:*** A case might be handled by multiple staff rather than an individual staff member. When a citizen responds to the email that they receive that contains their case details, this response automatically goes directly to the relevant team – including any additional information that the citizen might provide.

Where a citizen chooses to update their case through the online portal, via the Digital Account, this information will also go directly to the relevant team. The citizen will be able to see the Correspondence History for the case within the Access Canberra portal when logged in via the Digital Account, and on their Digital Account.

- ***Additional information or enquiry that I added is updated immediately to my request to accelerate the progress:*** As noted above any updated information provided by the citizen through return email or by updating their case via the Access Canberra portal automatically goes directly to the relevant team without requiring any manual processing. This will then immediately show in the Correspondence History for the relevant case, when viewed via the Access Canberra portal or in the citizen's Digital Account.
- ***I can check my request's real-time status and communication records in one place:*** Cases lodged an individual citizen has logged are visible to them on the Access Canberra portal and their Digital Account, which can be accessed through the Fix My Street website or the Digital Account app. City and Environment Directorate has checked for any outages or other issues that might be affecting this feature for Mr Watson, however the reason or circumstances for Mr Watson's history not showing is unclear. If the issue is continuing for Mr Watson, he could contact Access Canberra on 13 22 81 who will connect him with support for the Digital Account.
- ***If my request is a duplicate of another request, it will not be lost in the back of the queue:*** Duplicate requests are actioned, and following the system improvements, now receive updates in parallel, including closure advice. This ensures large numbers of duplicate requests do not cause re-work, complexity for staff, or delays in resolution of the case.
- ***I can opt-in or opt-out of receiving communications on specific requests:*** On the online form, on the final page there is an option to 'Select this box to opt out of receiving any updates on this request', with following explanatory text: 'After submitting your request, you will receive an email with the case number. If you select this box, you agree that:
 - You will not receive any other updates about the request;
 - You do not want to be contacted to provide more information on the request;
 - The request will be closed and no action will be taken if there is not enough information or incorrect information provided; and

This option and explanatory text appear above the 'Submit' button.

- ***I will be notified of my request's outcome and how it was resolved:*** Citizens now receive a case resolution email that includes details of their request and explanation of action taken and why the case has been resolved. Examples are included in Pedal Power's Supplementary Submission, such as on pages 8, 18, 20 and 28.
- ***I can check all my requests on the digital account portal with full historical records for transparency and accountability:*** Past and present cases lodged should be visible to individual citizens on the Access Canberra portal and their Digital Account which can be accessed through the Fix My Street website or the Digital Account app. As noted above, City and Environment Directorate has checked for any outages or other issues that might be affecting this feature for Mr Watson, however the reason or circumstances for Mr Watson's history not showing is unclear. If the issue is continuing for Mr Watson, he could contact Access Canberra on 13 22 81 who will connect him with support for the Digital Account.
- ***I can provide my satisfaction rating to help improve my future experience:*** When an email is sent to the citizen to let them know that their case has been resolved, the citizen is also invited to rate the outcome of their request by clicking one of five 'smiley face' options. An example is on page 7 of the Pedal Power Supplementary Submission:

Your feedback helps improve our service quality.

You can rate the request outcome by clicking on the icons below. This link will expire after 30 calendar days.



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

Signature:

Date:

30/10/25

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