



Legislative Assembly for the
Australian Capital Territory

Standing Committee on Transport
and City Services

Submission Cover Sheet

Inquiry into the effectiveness of Fix My Street

Submission number: 038

Submitter: Name withheld

Date authorised for publication: 28 August 2025

From: [REDACTED]

Sent: Wednesday, 6 August 2025 2:15 PM

To: LA Committee - Transport

Subject: Submission to inquiry into effectiveness of Fix My Street

Dear Committee

Thank you for the opportunity to make a submission into the inquiry into the effectiveness of Fix My Street. I am happy for my submission to be published but I do want my name or personal details published.

As far as I can tell, Fix My Street has become an exercise in gaslighting the citizenry.

By way of example, I submitted a Fix My Street inquiry earlier this year concerning some road markings that had recently been re-done and that were now incorrect, and were a safety issue. A few days later I received a response saying that that my request “had been resolved”. The email states that the resolution applied was “all linemarking has been installed”. This is simply untrue. Nothing was done to address the issue I had raised since I had raised it (and nothing has been done to this date).

The email also informed me that my Fix My Street inquiry was closed.

My partner has had a similar experience: lodging a report with Fix My Street, and receiving an email only a few days later saying the issue was ‘resolved’ and the inquiry ‘closed’ when nothing had been done to address the issue that the report concerned.

In my case, I called Access Canberra to have the matter re-opened, since nothing had been done. What I was told was that when a request has been assigned to the relevant line area in the ACT Government, it is marked as ‘resolved’ – i.e. in advance of anything actually being done to address the issue. That obviously is problematic. If a matter has simply been ‘assigned’ then that should be its status, not ‘resolved’. And the matter should not be ‘closed’ until such time as there is a response from that line area to the following questions:

- is something going to be done?
- if yes, has that thing been done?

It’s only if the answer to the first question is ‘no’ or the answer to both questions is ‘yes’ that the matter should be given the status of ‘resolved’ and the inquiry ‘closed’. And then the explanation of what (if anything) has happened should be provided to the person who made the inquiry. That is: the person who made the inquiry should be told in clear terms if nothing is going to be done, or when something has been done, to address the report they made. (This is pretty basic stuff.)

When I called, I was told my matter would be re-opened. I have just checked its status. It is closed again, despite the fact nothing further has been done (and I was provided with no further information about it).

Telling citizens that issues they have reported have been ‘resolved’ when they have not is a fundamental problem with the way Fix My Street inquiries are currently being handled. With reference to the Committee’s terms of reference, the above comments (which go to ‘any other related matters’ concerning the effectiveness of Fix My Street, if not to any of the other specific matters listed in the terms of reference) suggest that current problems with Fix My Street (and

how inquiries submitted through it are treated) should be addressed before any thought is given to moving it to an app.

Kind regards,

A solid black rectangular redaction box covering the signature area.