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**THE LEGISLATIVE ASSEMBLY FOR THE
AUSTRALIAN CAPITAL TERRITORY**

ELEVENTH ASSEMBLY

**Standing Committee on Transport and City Services Report No 1 of 2026 –
Can We Fix It? Report of the Inquiry into the Effectiveness of Fix My Street**

Government Response

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Introduction

The ACT Government welcomes the Report on the Inquiry into the effectiveness of Fix My Street (the Inquiry) and thanks the Standing Committee on Transport and City Services (the Committee) for its comprehensive consideration of the effectiveness of Fix My Street.

The ACT Government acknowledges the contributions of Fix My Street users, community groups and other stakeholders who made submissions and attended Inquiry hearings to provide evidence.

The Fix My Street (FMS) business application is a complex ecosystem of components that deliver an overall citizen and staff experience. FMS manages approximately 50,000 jobs annually, handling the allocation, tracking, resolution and reporting of more than 100 municipal job categories for citizens. The technology delivering FMS has changed over time; however, the core function and goals of the system have not changed.

From its inception in 2010 through to major interface redesign in 2019 and significant improvements in communications over recent years, the ACT Government remains confident that FMS application remains fit for purpose, easy to use and functional for both citizens and directorate staff.

Standing Committee finding

The Committee received 59 submissions, which were published on the inquiry website and are included in the report. Public hearings were held on 14–15 October 2025 and a private briefing with City and Environment Directorate officials was held on 6 November 2025. Taking all information into account, the Standing Committee for Transport and City Services found that, since the Fix My Street remediation commenced, the system has undergone considerable improvements in effectiveness.

Responses to recommendations

Recommendation 1

The Committee recommends that the ACT Government conduct an audit of all public facing Fix My Street pages annually to ensure it is compliant with Web Content Accessibility Guidelines 2.1.

Government response:

Agreed.

The ACT Government aims to meet the requirements of the Australian Government Digital Service Standard across its websites. This includes complying with the standards and obligations of international requirements and legislative obligations, including WCAG 2.2, AA Level. The ACT Government has a framework for auditing its most visited pages annually to ensure it meets accessibility guidelines. This includes Fix My Street.

Recommendation 2

The Committee recommends that the ACT Government give consideration to translating the Fix My Street website into languages other than English.

Government response:

Not agreed.

While the ACT Government recognises the positive intent of this recommendation, modern web browsers already provide built-in page translation capabilities across multiple languages, removing the need to implement and maintain this functionality on a site-by-site basis. The Access Canberra website currently includes a shortcut button that surfaces this browser feature for citizens; however, the ACT Government is considering removing this shortcut, as it can be less accurate than native browser translation and the vendor is progressively phasing out support. Relying on modern browsers to deliver translation is the lowest-cost, most effective and most future-proof approach.

Recommendation 3

The Committee recommends that the ACT Government add options to Fix My Street that allow users to report issues that are the responsibility of Evoenergy and Icon Water, and that a back-end function be established to accord priority to such requests and task them accordingly.

Government response:

Not agreed.

The Fix My Street (FMS) form is deliberately designed to ensure requests are directed to the most effective and timely resolution pathway, particularly for urgent safety matters such as electrical faults and flooding. For issues involving external asset owners, the fastest and safest approach is for citizens to raise matters directly through the relevant external providers' established channels and emergency hotlines.

Allowing urgent external asset issues to be lodged through FMS would introduce unavoidable delays, increasing the risk of adverse safety outcomes. Expanding the scope of FMS to include external providers' requests would result in an up to tenfold workload increase, which is not sustainable. By comparison, Icon Water alone reported more than 70,000 customer contacts in its [2024–25 Annual Report](#) spanning faults, emergencies, accounts and general enquiries – demonstrating the scale of demand managed through its dedicated channels.

Significant enhancements have already been made to the FMS form to guide users to the correct reporting pathway. This includes clear, illustrated prompts that help users identify whether an issue relates to an external provider such as Icon Water. While users are still able to proceed with a FMS submission if required, approximately 650 requests were submitted via FMS in 2025 and subsequently forwarded to external providers despite these safeguards.

Where requests are redirected in this way, citizens are then required to contact the external provider separately to restate the issue and complete identity verification in order to receive updates, as the request was not lodged directly with the responsible organisation. This duplication creates unnecessary delays and can result in customer frustration, as well as duplication in sharing of personal information.

Expanding FMS to formally accept external providers' requests would also create confusion and significantly broaden the scope of issues submitted, including complaints, billing and account enquiries, which FMS is not designed to manage and is not an ACT Government responsibility.

For these reasons, including external providers' requests within the Fix My Street portal is not recommended. Doing so would reduce service effectiveness, increase operational and public safety risk and likely negatively impact overall customer experience.

Recommendation 4

The Committee recommends that the ACT Government add functionality to Fix My Street to allow for closed requests to be reopened through the website.

Government response:

Partially agreed.

The current solution already provides appropriate and controlled mechanisms for reviewing and reopening cases. Citizens may reply directly to the case closure email notification, which is monitored by staff, or contact Access Canberra to request a review. Where valid reasons are identified, the request can be reopened following assessment by the responsible business area.

Direct citizen-initiated reopening of requests has previously been considered by City and Environment Directorate (CED) and not implemented for the following reasons:

- A rigorous and well-governed process underpins decisions to close requests. Closures are informed by triage, on-site investigations, completion of works or formal assessments, direct engagement with citizens, and multiple levels of review and audit.
- Some requests fall outside the scope of FMS or cannot be actioned without additional funding or policy decisions – for example, requests for new infrastructure or neighbourhood disputes. In such cases, allowing unrestricted reopening would lead to repeated opening of resolved matters, significantly increasing the volume of open cases, diverting staff capacity away from safety-critical work and distorting operational performance reporting.
- There are material operational and system impacts, including the reopening of work orders within Assetic (the Territory asset management system), which can require integration changes and, in some cases, renegotiation with contractors after work has been completed.

CED is, however, considering a targeted improvement to the current process to enhance customer experience without compromising governance. This would involve revising the automated response sent when citizens reply to closure notifications, to clearly acknowledge receipt, explain that the matter will be reviewed and outline how reopened decisions are assessed. Where a request has been closed in error, this can already be identified and corrected through existing controls.

Recommendation 5

The Committee recommends that the ACT Government continue to invest in improving the effectiveness of Fix My Street.

Government response:

Agreed.

The ACT Government will continue to consider investments in enhancing the effectiveness of the Fix My Street service, including identifying opportunities for ongoing improvement and optimisation. Any future enhancements will be considered in the context of broader government priorities and subject to funding decisions.

Responsibility for the Fix My Street technology solution will transition to Digital Canberra later in 2026 in line with the Machinery of Government changes currently underway. This transition is expected to support greater integration, consistency and long-term sustainability of the platform.