

APPROPRIATION BILL 2019-2020 AND APPROPRIATION
(OFFICE OF THE LEGISLATIVE ASSEMBLY) BILL 2019-2020

SELECT COMMITTEE ON ESTIMATES 2019-2020

JULY 2019

REPORT

THE COMMITTEE

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Ms Bec Cody MLA	Deputy Chair
Ms Caroline Le Couteur MLA	Member
Mrs Giulia Jones MLA	Member
Mr Michael Pettersson MLA	Member

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RESOLUTION OF APPOINTMENT

At its meeting on Thursday, 21 February 2019, the Assembly passed the following resolution:

That:

- (1) a Select Committee on Estimates 2019-2020 be appointed to examine the expenditure proposals contained in the Appropriation Bill 2019-2020, the Appropriation (Office of the Legislative Assembly) Bill 2019-2020 and any revenue estimates proposed by the Government in the 2019-2020 Budget and prepare a report to the Assembly;
- (2) the Committee be composed of:
 - (a) two Members to be nominated by the Government;
 - (b) two Members to be nominated by the Opposition; and
 - (c) one Member to be nominated by the Greens; andto be notified in writing to the Speaker within two hours of this motion passing;
- (3) an Opposition Member shall be elected chair of the Committee by the Committee;
- (4) funds be provided by the Assembly to permit the engagement of external expertise to work with the Committee to facilitate the analysis of the Budget and the preparation of the report of the Committee;
- (5) the Committee is to report by Tuesday, 30 July 2019;
- (6) if the Assembly is not sitting when the Committee has completed its inquiry, the Committee may send its report to the Speaker or, in the absence of the Speaker, to the Deputy Speaker, who is authorised to give directions for its printing, publishing and circulation; and
- (7) the foregoing provisions of this resolution, so far as they are inconsistent with the standing orders, have effect notwithstanding anything contained in the standing orders.

ACRONYMS

AASB	Australian Accounting Standards Board
ABF	Activity Based Funding
ABS	Australian Bureau of Statistics
ACARA	Australian Curriculum, Assessment and Reporting Authority
ABW	Activity Based Work
ACAT	ACT Civil and Administrative Tribunal
ACT	Australian Capital Territory
ACTCOSS	ACT Council of Social Services
ACTIA	ACT Insurance Authority
AEC	Australian Electoral Commission
AMC	Alexander Maconochie Centre
ANU	Australian National University
ASPG	Australian Studies of Parliament Group
BCC	Belconnen Community Council
BSSS	Board of Senior Secondary Studies
CAYPELS	Children and Young People's Equipment Loan Scheme
CCS	Community Contributions Scheme

CHARM	Canberra Health Annual Research Meeting
CHS	Canberra Health Services
CIT	Canberra Institute of Technology
CFC	Cultural Facilities Corporation
CMAG	Canberra Museum and Gallery
CMTEDD	Chief Minister, Treasury and Economic Development Directorate
CPH	Calvary Public Hospital
CRA	City Renewal Authority
CSD	Community Services Directorate
CSS	Commonwealth Superannuation Scheme
CTP	Compulsory Third Party
DA	Development Application
DPP	Director of Public Prosecutions
EGM	Electronic Gaming Machine
EPIC	Exhibition Park In Canberra
EPSDD	Environment, Planning and Sustainable Development Directorate
ERO	Equal Remuneration Order
ESA	Emergency Services Agency

FMA	Financial Management Act
FOI	Freedom of Information
FTE	Full-time Equivalent
GAAP	Generally Accepted Accounting Principles
GGs	General Government Sector
GRACE	Geriatric Rapid Acute Care Evaluation
GFS	Government Finance Statistics
GSO	Government Solicitors Office
GSP	Gross State Product
HR	Human Resources
HRC	Human Rights Commission
ICRC	Independent Competition and Regulatory Commission
ICT	Information and Communications Technology
ILRP	Indicative Land Release Program
IT	Information Technology
KBRG	Kingston Barton Residents Group
LGBTIQ	Lesbian, Gay, Bisexual, Transgender/Transsexual, Intersex and Queer/Questioning
LTCS	Lifetime Care and Support

LVC	Leave Variation Charge
MAI	Motor Accident Injuries
MBA	Master Builders Association
MoST	Molecular Screening and Therapeutics
NAPLAN	National Assessment Program – Literacy and Numeracy
NCA	National Capital Authority
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NGMR	Net Gaming Machine Revenue
NSW	New South Wales
OLA	Office of the Legislative Assembly
OPALS	Older Person ACT Legal Service
PID	Public Interest Disclosure
PPP	public-private partnership
PSS	Public Sector Superannuation
PWDACT	People with a Disability ACT
QEII	Queen Elizabeth II
QON	Question on Notice

QTON	Question Taken on Notice
RAO	Representative Aboriginal Organisations
RC	Reintegration Centre
SES	Socio-Economic Status
SLA	Suburban Land Agency
SOHO	Statutory Office Holder
SPA	Superannuation Provision Account
SPIRE	Surgical Procedures, Interventional Radiology and Emergency
TBA	Territory Banking Account
TCCS	Transport Canberra and City Services
UCH	University of Canberra Hospital
UMAHA	Upgrading and Maintaining ACT Health Assets
UNSW	University of New South Wales
VOCC	Victims of Crime Commission
WAC	Water Abstraction Charge
YWCA	Young Women's Christian Association

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RECOMMENDATIONS

RECOMMENDATION 1

- 2.10 The Committee recommends that the ACT Government learn from the experiences of other entities, in particular Yarra Valley Water, to expand our concession scheme to low income households who are not currently eligible.

RECOMMENDATION 2

- 2.27 The Committee recommends that the ACT Government invites the Australian Breastfeeding Association to have a greater role in ACT hospitals, including peer to peer mentoring, to increase the success of breastfeeding.

RECOMMENDATION 3

- 2.28 The Committee recommends that the ACT Government seek to advance the completion of the update to the expired National Breastfeeding Strategy.

RECOMMENDATION 4

- 2.49 The Committee recommends that the ACT Government work with traders at the Kingston shops to improve overall lighting and facilitate the installation of feature lighting in appropriate areas, including trees.

RECOMMENDATION 5

- 2.57 The Committee recommends that the ACT Government provide core funding to Landcare ACT with a five-year commitment.

RECOMMENDATION 6

- 2.58 The Committee recommends that the ACT Government ensures financial certainty for community organisations, such as Landcare ACT, by offering grant funding for periods greater than one year.

RECOMMENDATION 7

- 2.79 The Committee recommends that the ACT Government ensures, to the greatest extent possible, that the Territory's footpath network is accessible.

RECOMMENDATION 8

- 2.80 The Committee recommends that the ACT Government installs suitable ramps and edge markings (raised dots) on ACT footpaths in new and existing town and group centres.

RECOMMENDATION 9

- 2.83 The Committee recommends that the ACT Government re-establish an Access Advisory Council under the auspices of the Chief Minister, Treasury and Economic Development Directorate.

RECOMMENDATION 10

- 2.84 The Committee recommends that the ACT Government publicise the recommendations of the ACT Disability Reference Group and encourage discussion on to promote awareness and support for them.

RECOMMENDATION 11

- 2.99 The Committee recommends that the ACT Government create a steering committee or ministerial council to guide the implementation of the housing strategy.

RECOMMENDATION 12

- 2.100 The Committee recommends that the ACT Government review affordable housing on-sale arrangements to prevent roting.

RECOMMENDATION 13

- 2.112 The Committee recommends that the ACT Government provide additional Park and Ride facilities in locations away from town centres.

RECOMMENDATION 14

- 2.126 The Committee recommends that the ACT Government extend the trial period and remove the cap on the number of dwellings under the land tax exemption.

RECOMMENDATION 15

- 2.134 The Committee recommends that the ACT Government move the Office for Women into the Chief Minister, Treasury and Economic Development Directorate.

RECOMMENDATION 16

- 4.7 The Committee recommends that the Office of the Legislative Assembly increase staffing for the committee secretariat within the Committee Support Office.

RECOMMENDATION 17

- 4.8 The Committee recommends that the Office of the Legislative Assembly increase the level of administrative support provided to Committee Secretaries.

RECOMMENDATION 18

- 4.16 The Committee recommends that the Office of the Legislative Assembly implement the Legislative Assembly searchable Questions on Notice database.

RECOMMENDATION 19

- 5.9 The Committee recommends that the ACT Government include historical series of accountability indicators to demonstrate performance measures over time.

RECOMMENDATION 20

- 5.14 The Committee recommends that the ACT Government, recognising the climate emergency declared by the Legislative Assembly, communicate this status to all Government agencies, and

require that all agencies orient their decision-making around climate change and ensure that they are compatible with the ACT's climate change goals.

RECOMMENDATION 21

5.19 The Committee recommends that, by the last sitting day of 2019, the ACT Government, through the Chief Minister, report to the Legislative Assembly on the methodology being used to develop the Wellbeing Index, progress on applying the methodology to determine a Wellbeing Index for the 2020-21 ACT budget, and the cost to ACT taxpayers to develop the methodology and determine the Index.

RECOMMENDATION 22

5.20 The Committee recommends that the ACT Government include all Members of the Legislative Assembly in the development of the wellbeing indicators.

RECOMMENDATION 23

5.21 The Committee recommends that the ACT Government advise the Legislative Assembly of how the wellbeing indicators will interact with the current accountability indicators.

RECOMMENDATION 24

5.24 The Committee recommends that the ACT Government expand the age-friendly suburbs program to cover a greater number of suburbs each year.

RECOMMENDATION 25

5.31 The Committee recommends that the ACT Government continue to create permanent positions where possible, focusing on what works best for both employer and employee.

RECOMMENDATION 26

5.32 The Committee recommends that ACT Government preference secure work where possible, with other arrangements to be maintained when appropriate and in the best interests of both employer and employees.

RECOMMENDATION 27

5.33 The Committee recommends that the ACT Government ensure financial certainty for community organisations by offering grant funding for periods greater than one year, simplify the grant application process for community groups and streamline the process and paperwork for community grants of up to \$5000.

RECOMMENDATION 28

5.34 The Committee recommends that the ACT Government publish specific information about contractor and consultant numbers as well as spending on consultants and contractors for each directorate.

RECOMMENDATION 29

- 5.35 The Committee recommends that the ACT Government include organisation charts showing full time equivalent and classification by area in Budget Papers.

RECOMMENDATION 30

- 5.47 The Committee recommends that the ACT Government expand the Register of Disciplinary Actions or establish a separate register, to genuinely reflect the compliance and rectification work being done on building sites around Canberra and give clarity to consumers as they go through the process of choosing a builder.

RECOMMENDATION 31

- 5.50 The Committee recommends that that the ACT Government raise the accountability indicator of businesses satisfaction rate with engaging with Access Canberra, given the increased funding of over \$6 million to controlled recurrent payments of Access Canberra.

RECOMMENDATION 32

- 5.53 The Committee recommends that the ACT Government ensures Access Canberra take steps to 'close the loop' on Fix My Street service requests, so that customers are advised whether action will be taken to rectify their complaint.

RECOMMENDATION 33

- 5.56 The Committee recommends that the ACT Government ensure Access Canberra undertake a breakdown of its digital services satisfaction survey so that the more regularly used services are measured independently to better identify their level of customer satisfaction.

RECOMMENDATION 34

- 5.57 The Committee recommends that the ACT Government ensure Access Canberra introduces a new accountability indicator to measure the call dropout rate in order to identify and reduce the number of abandoned calls.

RECOMMENDATION 35

- 5.58 The Committee recommends that the ACT Government ensure Access Canberra introduces a separate measure for services only 'partially completed' online so as to not conflate the number of services fully completed online.

RECOMMENDATION 36

- 5.59 The Committee recommends that ACT Government ensure Access Canberra introduces an accountability indicator to reduce the waiting times for applications for a Working with Vulnerable People Card.

RECOMMENDATION 37

- 5.60 The Committee recommends that the ACT Government include applications for Seniors Cards in the new online services package.

RECOMMENDATION 38

- 5.65 The Committee recommends that the ACT Government improve accountability indicators to track meaningful results for innovation initiatives, for example actual outcomes for businesses involved.

RECOMMENDATION 39

- 5.71 The Committee recommends that the ACT Government invest in recreational road biking amenity and opportunities, as well consider expanding Stromlo Forest Park and other recreational mountain biking locations, to encourage participation and community health, and to take advantage of growing tourism opportunities.

RECOMMENDATION 40

- 5.82 The Committee recommends that the ACT Government collate a list of all sports facilities in ACT Government schools which are available for out-of-hours use by the community for organised sport and recreation activities, and that this list is made publicly available.

RECOMMENDATION 41

- 5.87 The Committee recommends that the ACT Government engage with local accommodation providers to measure occupancy rates during events such as Floriade and Enlighten.

RECOMMENDATION 42

- 5.104 The Committee recommends that the ACT Government release in full to the community, any research commissioned by, and findings of the tax reform advisory committee, as soon as they have been seen by Cabinet and prior to 2020-21 budget papers, where possible.

RECOMMENDATION 43

- 5.112 The Committee recommends that the ACT Government publicly release a summary of the analysis undertaken by, and findings of, the Lease Variation Charge review as soon as possible.

RECOMMENDATION 44

- 5.113 The Committee recommends that the ACT Government ensure that further reforms made to the Lease Variation Charge, as listed on page 172 of *Budget Paper 3*, be completed and in place for the 2020-21 Budget.

RECOMMENDATION 45

- 5.130 The Committee recommends that the ACT Government provide clearer disclosure of key accounting principles in its budgets.

RECOMMENDATION 46

- 5.141 The Committee recommends that the ACT Government undertake a review in consultation with local business, industry groups and unions on the impact of workplace health and safety laws, enacted in 2019, on local businesses.

RECOMMENDATION 47

5.146 The Committee recommends that the ACT Government require that WorkSafe and Environment Protection Authority inspect all backyard operators and residentially based mechanic workshops which are registered without a qualified mechanic for both environmental and safe work practices.

RECOMMENDATION 48

5.152 The Committee recommends that the two year pilot of a land tax exemption scheme for affordable housing purposes be assessed after 12 months, so that decisions on any continuation of the scheme can be announced in time for participants to make appropriate plans.

RECOMMENDATION 49

5.153 The Committee recommends that the ACT Revenue Office develop a process to manage the land tax exemption scheme that minimises work for eligible landlords and community housing providers while maintaining appropriate scrutiny. In particular, the Committee recommends requiring only annual reporting by the community housing provider as to tenant eligibility, not quarterly reporting by the landlord.

RECOMMENDATION 50

5.154 The Committee recommends that the ACT Government closely monitor the land tax exemption scheme for landlords who provide affordable housing through registered housing providers with a view to assessing:

- the number of affordable housing properties that have become available through this scheme;
- the cost to government for providing access to this scheme; and
- the level of take-up with a view to increasing the time limit and cap if it is well subscribed.

RECOMMENDATION 51

5.157 The Committee recommends that the ACT Government require the ACT Revenue Office develop internal processes and guidelines for compassionately dealing with people who have financial difficulties in paying rates and land tax so that these issues do not lead to greater financial hardship.

RECOMMENDATION 52

5.171 The Committee recommends that, in order to meet the Government's 'zero emissions by 2045' target, the ACT Government ensure that all its major projects are explicitly considered from a climate change perspective, are compatible with the trajectory to zero emissions, and if they are not compatible or cannot be made compatible, that they only proceed under special consideration.

RECOMMENDATION 53

5.172 The Committee recommends the ACT Government task a specific area of the ACT Government to engage closely with developers of large precincts, such as the University of Canberra, to ensure

that they design and build their infrastructure, waste and energy systems in a way that best helps the ACT to become sustainable and a zero emissions jurisdiction.

RECOMMENDATION 54

5.173 The Committee recommends that the ACT Government ensure ACT infrastructure be planned and built to be resilient to the changing climate.

RECOMMENDATION 55

5.174 The Committee recommends that the ACT Government ensure that Budget funding decisions are explicitly considered in the context of the zero emissions by 2045 target and associated interim targets, and the cost of carbon emissions (or 'the social cost of carbon') are factored into Treasury and directorate cost benefit analyses.

RECOMMENDATION 56

5.179 The Committee recommends that the ACT Government undertake a review, within two years, into the impact of the Secure Local Jobs Code on Territory infrastructure projects.

RECOMMENDATION 57

5.192 The Committee recommends that the ACT Government report to the Legislative Assembly on the impact of the Dickson Office relocation on workplace practices, improvements in efficiencies and cultural changes.

RECOMMENDATION 58

5.195 The Committee recommends that the ACT Government undertake a review of the Smart Modern Procurement savings policy to assess its impact regarding property services management and savings achieved.

RECOMMENDATION 59

5.198 The Committee recommends that the ACT Government establish a set of accountability and completion indicators against year-by-year funding allocated under ACT Property upgrades and clarify the maintenance works completed to ACT Government Properties using this funding.

RECOMMENDATION 60

5.226 The Committee recommends that the ACT Government continue consulting with the club sector to determine a definition of 'professional sport' as it pertains to community contributions from clubs.

RECOMMENDATION 61

5.250 The Committee recommends that the ACT Government direct Icon Water to provide the Legislative Assembly with detail of the expenditure on the shared services agreement between Icon Water and ActewAGL for the last seven years, since the reintegration of the ActewAGL Water Division.

RECOMMENDATION 62

5.251 The Committee recommends that the ACT Government direct Icon Water to provide information to the Legislative Assembly on how gifted assets are recorded and treated.

RECOMMENDATION 63

5.252 The Committee recommends that the ACT Government direct Icon Water to provide information to the Legislative Assembly on shareholders requirement for a 100 per cent dividend payment from Icon Water or associated entities.

RECOMMENDATION 64

5.253 The Committee recommends that the ACT Government direct Icon Water to provide information to the Legislative Assembly on the impact of the payment of the 100 per cent dividend on borrowings, and interest payments.

RECOMMENDATION 65

5.266 The Committee recommends that the ACT Government direct Icon Water to provide the Legislative Assembly with information about the details of the independent auditing undertaken in the last year, including the auditor's summary of results, as well as the ongoing audit program.

RECOMMENDATION 66

5.267 The Committee recommends that the ACT Government direct Icon Water to provide the Legislative Assembly with information about how often it has undertaken exercises to test its risk/crisis management plan.

RECOMMENDATION 67

5.274 The Committee recommends that the ACT Government direct Icon Water to provide the Legislative Assembly with information on its 2019-20 projects under its Capital Works program.

RECOMMENDATION 68

5.276 The Committee recommends that the ACT Government direct Icon Water to provide the Legislative Assembly with details of the terminated Tantangara water transfer agreement with Snowy Hydro Ltd and a copy of the advice presented to the shareholders, justifying the decision to terminate what was described in the extensive community consultation process for the recommended water security measures during the Millennium Drought, as an 'insurance policy'.

RECOMMENDATION 69

5.279 The Committee recommends that the ACT Government direct Icon Water to provide the Legislative Assembly with information on the industry benchmark used to determine the Board, Managing Director, Executives, Senior Managers and staff levels salaries, including bonuses.

RECOMMENDATION 70

5.280 The Committee recommends that the ACT Government direct Icon Water to provide the Legislative Assembly with information on the remuneration of the Board, managing Director, Executives, Senior Managers of Sydney Water and other comparatively sized water utility such as Hunter Water.

RECOMMENDATION 71

- 6.11 The Committee Recommends the ACT Government require ACT Health and Canberra Health Services join the Global Green and Healthy Hospitals Alliance.

RECOMMENDATION 72

- 6.15 The Committee recommends that the ACT Government commission a detailed independent study of all assets in ACT Health and Canberra Health Services, including an assessment of their values and remaining useful life, and, before the 2020-21 ACT Budget is delivered, table the report, including recommendations and the ACT Government's response.

RECOMMENDATION 73

- 6.26 The Committee recommends the ACT Government ensure that, by the end of each quarter, the Minister for Health reports to the Legislative Assembly on the progress made in implementing the *Independent Review of Workplace Culture in the ACT Health System*.

RECOMMENDATION 74

- 6.27 The Committee recommends the ACT Government ensure that, within one month of receiving the yearly report of the independent and external review of the extent of implementation of the recommendations of the *Independent Review of Workplace Culture in the ACT Health System* and the consequent impact on cultural changes within the ACT Public Health System, the Minister for Health table in the Legislative Assembly the report and the Government's response.

RECOMMENDATION 75

- 6.28 The Committee recommends the ACT Government ensure that, within one month after receiving the results of the 2019 health culture survey, and within one month after receiving the 2019 Calvary Public Hospital staff survey, the Minister for Health table in the Legislative Assembly the results of each survey and the ACT Government's response.

RECOMMENDATION 76

- 6.42 The Committee recommends that the ACT Government, by the end of 2019, require Canberra Health Services and ACT Health give a confidential briefing to Members of the Legislative Assembly on preparedness for disasters in the ACT.

RECOMMENDATION 77

- 6.48 The Committee recommends that the ACT Government require ACT Health to use strategic indicators in the Budget Papers, based on both subjective and objective measures and that these indicators are reported against in quarterly performance reports.

RECOMMENDATION 78

- 6.53 The Committee recommends that the ACT Government clarify who, ACT Health or Canberra Health Services, is responsible for achieving each performance measure and that reporting against indicators is consistent.

RECOMMENDATION 79

- 6.61 The Committee recommends that the ACT Government ensure, by the last day of the September 2019 sitting period, the Minister for Health report to the Legislative Assembly on the status of the ACT Government's 2016 election commitment to introduce a program of Meningococcal B vaccinations for babies.

RECOMMENDATION 80

- 6.66 The Committee recommends that the ACT Government ensure the Minister for Health report back to the Legislative Assembly after the 2019 flu season has ended on the effectiveness of preparations for the 2019 flu season, both in terms of public health and the impact on hospital and health services.

RECOMMENDATION 81

- 6.78 The Committee recommends that the ACT Government ensure Canberra Health Services and ACT Health develop a plan to transition away from the use of outmoded technology such as fax machines and that, by the last sitting day in 2019, the Minister for Health report to the Legislative Assembly on the progress of the transition. In undertaking this transition Canberra Health Services and ACT Health should consult with other medical professionals and address any privacy implications.

RECOMMENDATION 82

- 6.93 The Committee recommends that the ACT Government, by the last sitting day of 2019, ensures the Minister for Health reports to the Legislative Assembly on plans to upgrade the Intensive Care Unit at the Canberra Hospital prior to the development of the Surgical Procedures, Interventional Radiology and Emergency Centre.

RECOMMENDATION 83

- 6.102 The Committee recommends that the ACT Government ensure that there is enough capacity in the public health system to treat patients within clinically appropriate guidelines.

RECOMMENDATION 84

- 6.118 The Committee recommends that the ACT Government resolve the legal issues associated with building defects in the Centenary Hospital for Women and Children and have the Minister for Health report to the Legislative Assembly on the status of the building defects and any associated warranty matters.

RECOMMENDATION 85

- 6.129 The Committee recommends that the ACT Government ensures Canberra Health Services works towards utilising all the beds at the University of Canberra Public Hospital to allow more beds to be available at the Canberra Hospital.

RECOMMENDATION 86

- 7.17 The Committee recommends that the ACT Government require the ACT Health Directorate and Canberra Health Services work with the Transport Canberra and City Services Directorate and other relevant Directorates to develop a hospital to Woden public transport and pedestrian plan.

RECOMMENDATION 87

7.18 The Committee recommends that the ACT Government, by the last sitting day of 2019, ensures the Minister for Health, table in the Legislative Assembly a detailed list of historical and projected milestones and their status for the Surgical Procedures, Interventional Radiology and Emergency project.

RECOMMENDATION 88

7.24 The Committee recommends that the ACT Government continue with the homebirth trial while the external evaluation is taking place.

RECOMMENDATION 89

7.25 The Committee recommends that the ACT Government, subject to the external evaluation of the homebirth trial, increase availability of home birthing options for local women.

RECOMMENDATION 90

7.30 The Committee recommends that the ACT Government publish data on wait times for appointments with specialist outpatient clinics in the ACT.

RECOMMENDATION 91

7.37 The Committee recommends that the ACT Government, following a report from the Health Care Consumers Association, prioritise work on developing a patient navigation service.

RECOMMENDATION 92

7.38 The Committee recommends that the ACT Government, by the end of the last sitting day in October 2019, ensures that the Minister for Health report to the Legislative Assembly on the progress of the work towards developing a patient navigation service.

RECOMMENDATION 93

7.53 The Committee recommends that the ACT Government, by the last sitting day in 2019, ensure the Minister for Corrections and Justice Health report to the Legislative Assembly on the progress to establish Winnunga Nimmityjah Aboriginal Health and Community Services at the Alexander Maconochie Centre.

RECOMMENDATION 94

7.54 The Committee recommends that the ACT Government, by the last sitting day in 2019, ensures the Minister for Corrections and Justice Health report to the Legislative Assembly on the progress to improve health facilities in the Alexander Maconochie Centre.

RECOMMENDATION 95

7.55 The Committee recommends that the ACT Government and Justice Health better engage with Winnunga Nimmityjah Aboriginal Health and Community Services in transitioning clients from Justice Health to Winnunga Nimmityjah Aboriginal Health and Community Services.

RECOMMENDATION 96

- 7.56** The Committee recommends that the ACT Government improve the process for handing detainees over to Winnunga Nimmityjah Aboriginal Health and Community Services so that by the end of 2019 all detainees who have a preference for using that health service be cared for by that service.

RECOMMENDATION 97

- 7.57** The Committee recommends that the ACT Government ensure that relevant paper based records be wholly handed over to Winnunga Nimmityjah Aboriginal Health and Community Services so that they have access to 100 per cent of a detainees health record, so that no information can be missing from or missed by them.

RECOMMENDATION 98

- 7.65** The Committee recommends that, the ACT Government work with the Commonwealth Government on establishing a centre for eating disorders.

RECOMMENDATION 99

- 7.66** The Committee recommends that, the ACT Government, by the last sitting day of 2019, ensure the Minister for Mental Health report to the Legislative Assembly on the progress to establish a centre for eating disorders.

RECOMMENDATION 100

- 7.70** The Committee recommends that, the ACT Government, by the last sitting day of 2019, ensure the Minister for Health report to the Legislative Assembly about strategies for tackling occupational violence in ACT public health facilities and the progress, in measurable terms, against those strategies.

RECOMMENDATION 101

- 8.44** The Committee recommends that the ACT Government ensure that, with the Human Rights Commission, a program for public consultation and input to the Victims of Crime Charter of Rights be fully developed and publicly promoted to ensure that the community (especially victims and those affected by crime) are given the best opportunity to make an input into the drafting of the final version of the Victims of Crime Charter of Rights.

RECOMMENDATION 102

- 8.52** The Committee recommends that the ACT Government ensure a review is conducted by ACT Corrective Services of fencing and barriers at the Alexander Maconochie Centre to ensure compounds are safe and secure.

RECOMMENDATION 103

- 8.53** The Committee recommends that the ACT Government ensure that provision of Closed Circuit Television cameras inside the Alexander Maconochie Centre is reviewed to identify how to ensure reduction of the current number of blind spots in the Alexander Maconochie Centre.

RECOMMENDATION 104

- 8.60 The Committee recommends that the ACT Government, through the Minister, provide an update to the Legislative Assembly by the final sitting of 2019, on when and how the new Reintegration Centre is to operate in a location outside the perimeter of the Alexander Maconochie Centre.

RECOMMENDATION 105

- 8.71 The Committee recommends that the ACT Government review the resourcing needs of ACT Civil and Administrative Appeals Tribunal in 2020, in light of Compulsory Third Party insurance changes and the increased demand on ACT Civil and Administrative Appeals Tribunal resources.

RECOMMENDATION 106

- 8.78 The Committee recommends that the ACT Government continue to work to reduce the delays in determining ACT court proceedings.

RECOMMENDATION 107

- 8.83 The Committee recommends that the ACT Government, bearing in mind the ongoing delay in completing the new courts building, prepare a revised and updated timeline on the project, to be provided to the Legislative Assembly at least once each quarter until the project is completed.

RECOMMENDATION 108

- 8.90 The Committee recommends that the ACT Government ensure there is an ongoing program of recruiting additional firefighters in the ACT to ensure the funded establishment of personnel is met.

RECOMMENDATION 109

- 8.96 The Committee recommends that the ACT Government ensure the Emergency Services Agency collect data on when emergency incident priority classifications are upgraded or downgraded and that the officers making decisions to upgrade or downgrade priority classifications are recorded.

RECOMMENDATION 110

- 8.106 The Committee recommends that the ACT Government undertake an analysis of the socioeconomic status of people who are required pay the current ambulance fee.

RECOMMENDATION 111

- 8.107 The Committee recommends that the ACT Government consider discontinuing charging an ambulance fee to ambulance users who do not have private insurance.

RECOMMENDATION 112

- 8.108 The Committee recommends that the ACT Government ensure the ACT Ambulance Service review its current public information regarding financial exemption applications from payment of ambulance services to ensure that public information is accurate.

RECOMMENDATION 113

8.112 The Committee recommends that the ACT Government ensure the Emergency Services Agency review the effectiveness of the ambulance minimum crewing levels 12 months after any changes are made.

RECOMMENDATION 114

8.120 The Committee recommends that the ACT Government provides clarity on the breakdown of the number of additional sworn, operational and professional ACT Policing personnel that will be employed under the initiatives contained in the 2019-20 ACT Budget.

RECOMMENDATION 115

8.124 The Committee recommends that the ACT Government provide the Legislative Assembly with an update on the progress, findings and recommendations of the ACT Policing Futures Program by the final sitting period of 2019.

RECOMMENDATION 116

8.128 The Committee recommends that the ACT Government provide greater resources to ACT Policing to review and improve roadside drug testing capabilities.

RECOMMENDATION 117

8.143 The Committee recommends that the ACT Government urgently work with Legal Aid ACT and its Board of Commissioners to ensure its cash reserves and operating deficits are sustainable.

RECOMMENDATION 118

8.148 The Committee recommends that the ACT Government conduct an urgent review of the effect of reducing funding to the Legal Aid Commission so as to at least maintain current funding in support of staff dealing with domestic violence matters.

RECOMMENDATION 119

8.153 The Committee recommends that the ACT Government ensure the Older Persons ACT Legal Service be reviewed in 2020 to ensure it is adequately resourced with the increasing demand for its services.

RECOMMENDATION 120

8.163 The Committee recommends that the ACT Government make it the clear responsibility of the Public Trustee and Guardian to administer the affairs if someone dies intestate with no obvious relatives and fund the Public Trustee and Guardian to do this as a community service obligation.

RECOMMENDATION 121

9.14 The Committee recommends that the ACT Government change relevant planning and leasing legislation to ensure that off-the-plan apartment buyers are notified of any proposed changes to the Development Application for their building and be given the option of cancelling their contract without penalty if substantial changes are approved to their unit or the overall development.

RECOMMENDATION 122

9.15 The Committee recommends that the ACT Government renotify all amendments to Development Applications.

RECOMMENDATION 123

9.32 The Committee recommends that the ACT Government release within three months an update for the community on work following the 'Urban Sounds Discussion' paper.

RECOMMENDATION 124

9.33 The Committee recommends that the ACT Government finalise work to protect live music and activity within Canberra promptly, with the first stages to be completed during 2019.

RECOMMENDATION 125

9.48 The Committee recommends that the ACT Government continue to deliver community education programs on the importance of keeping leaves out of storm water drains and plastic out of waste water streams and other catchment clean-up messages.

RECOMMENDATION 126

9.53 The Committee recommends that the ACT Government continue to research algal bloom spread in our lakes and to trial and monitor new products as they become available so that the number of days lakes are closed to recreational use is reduced and ultimately eliminated.

RECOMMENDATION 127

9.59 The Committee recommends that the ACT Government publish details about the ACT's contribution to feral horse counts across the Australian Alps region.

RECOMMENDATION 128

9.66 The Committee recommends that the ACT Government work closely with the recreational mountain bike, mountain trail walking and horse riding communities when replanting and redeveloping Ingledene and other forest areas so that such areas can be used to the maximum benefit of ACT residents.

RECOMMENDATION 129

9.67 The Committee recommends that the ACT Government work toward a rotation programme, to ensure that bike trails in both Ingledene and Kowen Forest are maintained and usable even during periods of timber harvesting.

RECOMMENDATION 130

9.72 The Committee recommends that as new forests are replanted, the ACT Government updates bushfire operational plans to ensure best practice and close management of new areas to reduce their fire risk to safe levels.

RECOMMENDATION 131

9.79 The Committee recommends that the ACT Government make publicly available, a database or a heatmap of collisions between kangaroo and vehicles.

RECOMMENDATION 132

9.102 The Committee recommends that the ACT Government expedite efforts to remove any judicial, legislative, or other loopholes to the enforcement of offenses arising from damage caused to heritage protected places, items, or objects.

RECOMMENDATION 133

9.103 The Committee recommends that the ACT Government expedite the investigation into the two felled scarred trees from 2017, and report back to the Legislative Assembly on the outcome of that investigation.

RECOMMENDATION 134

9.104 The Committee recommends that the ACT Government consult with local Aboriginal groups about the appropriate way to rectify the loss of the two scarred trees illegally felled in Wanniasa, including the appropriate handling of the salvaged tree trunk, and report any actions to the Legislative Assembly within six months.

RECOMMENDATION 135

9.111 The Committee recommends that the ACT Government action the Heritage recommendations outlined in the report of the Select Committee on Budget Estimates 2017-18, or at a minimum develop a reporting mechanism or accountability indicator for the annual number of Heritage Application nominations processed.

RECOMMENDATION 136

9.120 The Committee recommends that the ACT Government extend the energy efficient improvement scheme to include replacing electric resistance heaters with split system reverse cycle systems.

RECOMMENDATION 137

9.127 The Committee recommends that the ACT Government engage in an extensive education campaign to ensure pedestrian, riders and driver safety around electric bikes and scooters.

RECOMMENDATION 138

9.130 The Committee recommends that the ACT Government explore further the economic benefits and options for job creation stemming from the transition to zero emissions and the embrace of new technologies – such as the training of people in zero emission vehicle maintenance.

RECOMMENDATION 139

9.158 The Committee recommends that the ACT Government increase funding for the low-income energy efficiency program, which is over-subscribed.

RECOMMENDATION 140

9.174 The Committee recommends that the ACT Government ensure that public transport is provided to all new estates and significant recreational facilities, such as Stromlo Park.

RECOMMENDATION 141

9.175 The Committee recommends that the ACT Government ensure that community, commercial and educational facilities are provided to align with demand in new suburbs.

RECOMMENDATION 142

9.179 The Committee recommends that the ACT Government provide a timeline for the construction of the bridge along John Gorton Drive, crossing the Molonglo River, and ensure it is built before there is significantly more population growth in Molonglo.

RECOMMENDATION 143

9.189 The Committee recommends that the ACT Government publish a consolidated list of urban renewal projects that are currently underway, or have been committed to by the ACT Government, including detailed capital and expenditure, by agency.

RECOMMENDATION 144

9.190 The Committee recommends that the ACT Government provide a definition of urban renewal in *Budget Paper 3*, explaining its difference to other development and infrastructure upgrade programs.

RECOMMENDATION 145

9.203 The Committee recommends that the ACT Government ensure that the Jerrabomberra Wetlands are protected as part of the future development of Eastlake.

RECOMMENDATION 146

9.224 The Committee recommends that the ACT Government provide improved window treatments, split systems or other equipment so that public housing dwellings are habitable within temperature ranges experienced in Canberra.

RECOMMENDATION 147

9.231 The Committee recommends that the ACT Government provide funding for the State of the Environment Report in a single grant on a four-year basis, rather than varying the core funding of the Office of the Commissioner for Sustainability and the Environment.

RECOMMENDATION 148

9.232 The Committee recommends that the ACT Government provide additional information in the budget papers detailing the funding allocated to the Office of the Commissioner for Sustainability and the Environment.

RECOMMENDATION 149

9.240 The Committee recommends that the ACT Government ensure that the amount of money spent on improving waterways and preserving our drinking water is roughly equivalent to the amount of money raised by the Water Abstraction Charge.

RECOMMENDATION 150

9.246 The Committee recommends that the ACT Government ensure that roads and fire trails, including disused or restricted access trails, are maintained and accessible for emergency vehicles.

RECOMMENDATION 151

9.250 The Committee recommends that the ACT Government notes that pigs, feral horses and deer can have significant impacts upon the natural environment, and continue to monitor the presence of all these species in the ACT catchment area.

RECOMMENDATION 152

9.255 The Committee recommends that the Commissioner for Sustainability and the Environment does not report that 100 per cent of complaints investigations are completed in years where investigations have not taken place.

RECOMMENDATION 153

9.259 The Committee recommends that the ACT Government develop a climate change and sport and recreation strategy to ensure continued sport and recreation opportunities for ACT residents in a changing climate.

RECOMMENDATION 154

9.279 The Committee recommends that the ACT Government ensure that the Minister for Urban Renewal, by the last sitting day of 2019, update the Legislative Assembly on the status of the Kingston Foreshore Arts Precinct, including, but not limited to, how the precinct design will respond to the needs of the arts organisations that will be located there.

RECOMMENDATION 155

9.287 The Committee recommends that the ACT Government restart the 'Party at the Shops' program.

RECOMMENDATION 156

9.290 The Committee recommends that the ACT Government implement a pilot program of tenders where the reserve is set and the competition is on a design basis, as outlined by the Chief Executive Officer of the Suburban Land Agency in evidence given at Budget Estimates hearings on 27 June 2019.

RECOMMENDATION 157

9.293 The Committee recommends that the ACT Government advise the community of the changed Section 72 Dickson process by updating the YourSay website and emailing all previous submitters and workshop attendees.

RECOMMENDATION 18

10.12 The Committee recommends that the ACT Government provide more detail on delivery and timing of the introduction of preschool education to three year old's, including the proposed year of introduction for the total cohort, the number of available spaces for the total cohort, the location of such classes, staffing and hours of operation.

RECOMMENDATION 159

10.13 The Committee recommends that the ACT Government provide details of how disadvantaged students will be identified for eligibility for three year old preschool education; how such students will be funded and at what schools or other centres such education will be delivered.

RECOMMENDATION 160

10.14 The Committee recommends that the ACT Government ensure that the Education Directorate works more closely with other relevant Directorates such as ACT Health and the Community Services Directorate in the identification and roll out of preschool education to disadvantaged three year old's.

RECOMMENDATION 161

10.29 The Committee recommends that the ACT Government investigate provision of appropriate training for all ACT teachers to assist in identifying gifted and talented students in their classes.

RECOMMENDATION 162

10.30 The Committee recommends that the ACT Government investigate surveys used in NSW schools to assist in early identification of children showing gifted and talented abilities.

RECOMMENDATION 163

10.31 The Committee recommends that the ACT Government improve monitoring and evaluation of all gifted and talented students in ACT schools.

RECOMMENDATION 164

10.32 The Committee recommends that the ACT Government increase its outreach and communication with representatives of gifted and talented students and parents.

RECOMMENDATION 165

10.38 The Committee recommends that the ACT Government investigate implementing the Victorian Model of Respectful Relationships in all ACT Government schools.

RECOMMENDATION 166

10.39 The Committee recommends that the ACT Government provide funding to train teachers to deliver respectful relationships training in schools.

RECOMMENDATION 167

10.45 The Committee recommends that the ACT Government examine what opportunities might be available to schools to lease out their facilities out of school hours and during school holidays

with a view to generating additional income for the school and to reduce the risk of vandalism and to enable better community use of facilities.

RECOMMENDATION 168

10.50 The Committee recommends that ACT Government ensure that all teachers and support staff in Learning Support Autism Units be required to have accredited training in autism awareness and delivery of learning to students with an autism diagnosis.

RECOMMENDATION 169

10.63 The Committee recommends that the ACT Government ensure that the Education Directorate and the Environment, Planning and Sustainable Development Directorate work more closely in identifying government and non-government school sites in new and developing areas.

RECOMMENDATION 170

10.64 The Committee recommends that the ACT Government clarify the use of transportable buildings in addressing over capacity issues in schools and their use as an alternative to permanent classrooms.

RECOMMENDATION 171

10.65 The Committee recommends that the ACT Government investigate as a priority looming capacity issues at a number of existing schools.

RECOMMENDATION 172

11.9 The Committee recommends that the ACT Government continue to work closely with the National Disability Insurance Agency to ensure favourable outcomes for ACT participants in the National Disability Insurance Scheme.

RECOMMENDATION 173

11.14 The Committee recommends that the ACT Government guarantee adequate funding to the Children and Young People's Equipment Loan Services Scheme for the purchase of new mobility aids and equipment as needed.

RECOMMENDATION 24

11.24 The Committee recommends that the ACT Government adopt a definition of 'elder abuse' and investigate ways to record instances of 'elder abuse'.

RECOMMENDATION 175

11.27 The Committee recommends that the ACT Government expand the roll-out of age-friendly suburbs under the Age Friendly Cities program.

RECOMMENDATION 176

11.30 The Committee recommends that the ACT Government ensure that the Minister for Women work with her opposition counterpart to engage with the Commonwealth Government to ensure

that breastfeeding and pumping facilities inside Commonwealth department and agency buildings located in the ACT are suitable for breastfeeding working mothers.

RECOMMENDATION 177

11.36 The Committee recommends the ACT Government reintroduce a Women's Budget Statement to provide a detailed analysis of how the budget measures represent improved outcomes for women, and how these measures align to the ACT Women's Plan and reflect the whole impact of the budget on women, not just list those initiatives that may impact women.

RECOMMENDATION 178

11.37 The Committee recommends that the ACT Government ensures that the Women's Budget Statement and the wellbeing indicators are complimentary measures and do not just duplicate the same work.

RECOMMENDATION 179

11.41 The Committee recommends that the ACT Government release the Disability Justice Strategy and the action plan for the Disability Justice Strategy.

RECOMMENDATION 180

11.42 The Committee recommends that the ACT Government fund the action plan for the Disability Justice Strategy without diverting funding from other programs.

RECOMMENDATION 181

11.58 The Committee recommends that the ACT Government provide an update to the Legislative Assembly, by the last sitting of 2019, about how funding is being sourced for the continuation of frontline and support positions that were formerly funded by the Safer Families Levy.

RECOMMENDATION 182

11.59 The Committee recommends that the ACT Government assess programs and initiatives that are scheduled to cease being funded by the Safer Families Levy against future needs and identify what appropriate levels of and funding sources will be required for these initiatives to continue to exist into the future if they will not be funded by the Levy.

RECOMMENDATION 183

11.60 The Committee recommends that the ACT Government ensure the Office of the Coordinator General for Family Safety identify with relevant Directorates which initiatives will cease to be funded by the Safer Families Levy in the next two years and assist those Directorates to lodge business cases early in the budget cycle to ensure continued funding.

RECOMMENDATION 184

11.61 The Committee recommends that the ACT Government, noting that the redirection of the Safer Families Levy will result in the loss of funding for several frontline legal services, including court positions, restore funding for these vital services.

RECOMMENDATION 185

11.62 The Committee recommends the ACT Government provide to the Legislative Assembly, by July 2019, in a single, itemised document, an acquittal of all services or roles currently funded through the Safer Families Levy, including 'innovative services'.

RECOMMENDATION 186

11.67 The Committee recommends that the ACT Government ensure there is sufficient ongoing funding to ensure that all recommendations from the reports "We Do Not Shoot Our Wounded" and "Change our future- Share what you know" are addressed and that ongoing support is provided to Aboriginal and Torres Strait Islander community members who are affected by family violence.

RECOMMENDATION 187

11.100 The Committee recommends that the ACT Government, as a matter of urgency, increase and improve the options for short term and emergency accommodation for those who are sleeping rough in the ACT.

RECOMMENDATION 188

11.107 The Committee recommends that the ACT Government expand Common Ground Gungahlin to the maximum capacity that can be accommodated on the site.

RECOMMENDATION 189

12.21 The Committee recommends that the ACT Government within 12 months, undertake a review of the new bus network with the specific intention of improving journey times.

RECOMMENDATION 190

12.22 The Committee recommends that the ACT Government trial other on-demand services that can assist people with mobility issues.

RECOMMENDATION 191

12.32 The Committee recommends that the ACT Government develop a new web form for customers to lodge complaints to Transport Canberra relating to network services.

RECOMMENDATION 192

12.40 The Committee recommends that the ACT Government investigate the feasibility to introducing a reporting mechanism to capture the feedback received through the everyday interactions between public transport system users and Transport Officers and Customer Service Agents.

RECOMMENDATION 194

12.46 The Committee recommends that the ACT Government when undertaking a review consider reducing the number of changeovers for young school children.

RECOMMENDATION 194

12.60 The Committee recommends that the ACT Government provide ongoing funding to the Flexible Bus Service and expand it to allow for same-day service requests that can be made online or over the phone.

RECOMMENDATION 195

12.74 The Committee recommends that the ACT Government acts immediately to address failures in weekend services due to driver shortage.

RECOMMENDATION 196

12.75 The Committee recommends that the ACT Government acts immediately to improve the real-time reporting system for commuters.

RECOMMENDATION 197

12.76 The Committee recommends that the ACT Government introduce a separate benchmark for weekend service reliability as a strategic objective in the Transport Canberra and City Services Directorate Annual Report.

RECOMMENDATION 198

12.85 The Committee recommends that the ACT Government make easily-accessible light rail timetables available for commuters.

RECOMMENDATION 199

12.100The Committee recommends that the ACT Government develop initiatives to better enforce the proper use of Park and Ride permits so that the lowering of travel credits does not result in an increase of permit misuse.

RECOMMENDATION 200

12.111The Committee recommends that the ACT Government consider making alterations to bus destination text so that commuters can better identify route numbers.

RECOMMENDATION 201

12.116The Committee recommends that the ACT Government investigate the feasibility of expanding the number of bikes able to be racked on new buses, and at bus stops, so as to increase the accessibility of public transport for active commuters.

RECOMMENDATION 202

12.143The Committee recommends that the ACT Government invest more resources into footpath and shared path repair and maintenance.

RECOMMENDATION 203

12.155The Committee recommends that the ACT Government remove the number of ACT publications or collections added to the Heritage Library as an accountability indicator for Library Services and replaces this with a more appropriate indicator.

RECOMMENDATION 204

12.168The Committee recommends that the ACT Government change the information displayed on the green bins part of the Transport Canberra and City Services website so that it is no longer possible to identify ACT Housing properties.

RECOMMENDATION 205

12.169The Committee recommends that the ACT Government improve the application process to allow ACT Housing tenants to easily request green waste bins for the address at which they reside.

RECOMMENDATION 206

12.184The Committee recommends that the ACT Government increase its investment in tree planting across the forward estimates and provide adequate resources for ongoing tree maintenance.

RECOMMENDATION 207

12.203The Committee recommends that the ACT Government ensure that all broken or ageing park facilities across the city are replaced in a timely manner.

1 INTRODUCTION

ESTABLISHMENT

- 1.1 On Thursday 21 February 2019, the Assembly agreed to establish a Select Committee on Estimates 2019-2020.¹

CONDUCT OF THE INQUIRY

- 1.2 The Committee first met on 26 February 2019. Miss Candice Burch MLA was elected Chair of the Committee and Ms Bec Cody MLA was elected as Deputy Chair.
- 1.3 At successive private meetings the Committee considered and accepted proposals for: community and industry groups to be asked to comment on the 2019-20 Australian Capital Territory (ACT) Budget and to appear before the Committee during hearings; and a schedule of public hearings during which community groups, government agencies and statutory office-holders would appear before the Committee as part of its inquiry.
- 1.4 The Committee agreed to engage a specialist adviser to provide an independent economic and financial analysis of the ACT Budget 2019-20, in accordance with Standing Order 238 of the Legislative Assembly and as provided for in the Committee's Resolution of Appointment. Pegasus Economics was selected via a competitive tender process to provide the specialist budget adviser services to the Committee. Pegasus provided the Committee with a report on the Budget entitled *Review of the ACT Budget 2019-20*.² This report and supplementary documents are available on the Committee website: https://www.parliament.act.gov.au/in-committees/select_committees/estimates-2019-2020
- 1.5 The Committee held public hearings over 11 days from 14 to 28 June 2019 inclusive. It heard evidence across all ministerial portfolios; the officers of Territory owned corporations, ACT statutory office-holders and Officers of the Legislative Assembly. The list of witnesses who attended can be found in Appendix A.

¹ Legislative Assembly for the Australian Capital Territory (ACT), Minutes of Proceedings No. 88, 21 February 2019, p. 1272-1273.

² *Review of the ACT Budget 2019-2020*, Pegasus Economics, June 2019, available at https://www.parliament.act.gov.au/in-committees/select_committees/estimates-2019-2020

- 1.6 The Committee deliberated on its report over 5 days of private meetings. In total the Committee met 26 times during the course of the inquiry, including private meetings and public hearings.
- 1.7 Hansard transcripts of the evidence provided at the hearings are available on the inquiry webpage: https://www.parliament.act.gov.au/in-committees/select_committees/estimates-2019-2020
- 1.8 The Committee notes that following the hearings, compatibility issues, due to the various versions of Windows used within and external to the Office of the Legislative Assembly, were identified. This particularly affected the readability and page numbering of the Proof transcript and had flow on effects for page referencing in QONs, QTONs and in answers to QONs and QTONs. Consequently many of these documents that are published on the web may contain erroneous page references that are unable to be rectified.
- 1.9 Public hearings can be viewed via the Committee on Demand section of the ACT Legislative Assembly website, a portal of audio-visual recordings of committee hearings: <http://aod.parliament.act.gov.au/>
- 1.10 A total of 205 questions were taken on notice by Ministers and officials during the hearings. An additional 343 questions on notice were submitted subsequent to the hearings, taking the total number of questions to 548.
- 1.11 A list of questions, by number, including question subjects, the Minister to whom the question was addressed, and the date the answers for each question were due and received is available on the Inquiry website. The answers to all questions are also available on the website: https://www.parliament.act.gov.au/in-committees/select_committees/estimates-2019-2020. A summary of this information can be found in Appendix D. At the time this report was finalised, the answers to 12 were outstanding.
- 1.12 The Committee notes that a large number of Questions on Notice were submitted following the hearings. The Committee recognises this has resulted in a high workload for the relevant directorates. However, the Committee would like to note that many responses to Questions on Notice and some Questions Taken on Notice were late and some have not been provided prior to the publication of the report. The Committee would like to see that timelines for the submission of responses to Questions on Notice and Questions Taken on Notice are adhered to in the future.
- 1.13 With regard to outstanding Questions on Notice, the Committee notes that Standing Order 253A of the ACT Legislative Assembly states:

When presenting its report, the Chair of the Select Committee on Estimates will present to the Assembly a schedule listing questions on notice for which answers were not provided during the annual estimates inquiry. Outstanding questions on notice will be provided to the Clerk within 30 days from the tabling of the estimates report. The

Speaker will present to the Assembly the answers received after the report has been tabled and a schedule of questions on notice outstanding after the 30-day period.³

MINISTERIAL RESIGNATION

1.14 On 26 June 2019 Ms Meegan Fitzharris MLA announced her resignation from her position as Minister for the following portfolios, effective 1 July 2019:

- Minister for Health and Wellbeing
- Minister for Higher Education
- Minister for Medical and Health Research
- Minister for Transport
- Minister for Vocational Education and Skills

1.15 Ms Fitzharris had taken Questions on Notice during her appearance before the Committee on the following dates:

- Wednesday 19 June 2019
- Thursday 20 June 2019
- Friday 21 June 2019

1.16 Answers to these Questions Taken on Notice and subsequent Questions on Notice not signed by Ms Fitzharris in her ministerial capacity by midnight 30 June 2019 were thereafter signed by the responsible Minister assigned to the relevant portfolio, as dictated in the *Administrative Arrangements 2019 (No 1)*.⁴ These arrangements, effective 1 July 2019, are as follows:

- Mr Andrew Barr MLA - Minister for Tertiary Education (formerly Vocational Education and Skills and Higher Education)
- Ms Stephen-Smith MLA - Minister for Health (formerly Health and Wellbeing and Medical and Health Research)
- Mr Chris Steel, MLA – Minister for Transport and City Services (formerly Transport)

STRUCTURE OF THE REPORT

1.17 The structure of this report by the Select Committee on Estimates 2019-20 is as follows:

- This introduction, Chapter One, provides an overview of the conduct of the inquiry as well as an outline of the structure of the report.

³ Legislative Assembly for the Australian Capital Territory (ACT), Standing Orders and continuing resolutions of the Assembly, available at https://www.parliament.act.gov.au/data/assets/pdf_file/0010/1351468/Standing-Orders-as-at-1-January-2019_V2.pdf

⁴ Administrative Arrangements 2019 (No1), Notifiable Instrument NI2019-424, 26 June 2019

- Substantive report chapters commence with community groups and Officers of the Legislative Assembly and the Office of the Legislative Assembly. The balance of the chapters follows the sequence of the 2019-20 Budget Statement starting with Treasury and Chief Minister's portfolio areas.
- Each chapter reflects the issues discussed at the Committee's public hearings in relation to individual directorates and agencies.
- Within chapters, for each agency, sub-agency, or statutory office-holder considered, information is presented in the following manner where possible:
 - Introduction — providing a brief description of the entity/business unit; and
 - Matters Considered — providing a summary dot point of substantive issues discussed in hearings, with citations to the relevant sections of hearing transcripts; and
 - Key Issues — providing an expanded coverage of selected issues from 'Matters Considered' as well as the views of the Select Committee on the matters they have considered during the inquiry, and recommendations the Committee has made in relation to those matters.
- Appendices to the report. These provide:
 - a list of hearings and witnesses appearing before the Committee;
 - a list of the community groups that provided written feedback to the Committee;
 - a table indicating the number and dates of submission of all question taken on notice and questions asked on notice; and
 - a list of exhibits and other documents tabled during hearings.

1.18 The following documents are published on the Committee's website:

- Hansard transcripts;
- exhibits and tabled documents;
- submissions from community groups;
- answers to Questions Taken on Notice during the hearings and Questions on Notice, along with a table indicating question numbers and subjects; and
- the report and supplementary documents authored by the specialist budget adviser.

REFERENCES TO HANSARD TRANSCRIPTS

1.19 Footnotes in the report generally reference the proof transcripts of evidence. Page numbers may vary between the proof and the final Hansard transcript.

1.20 The Committee notes that following the hearings, compatibility issues, due to the various versions of Windows used within and external to the Office of the Legislative Assembly, were identified. This particularly affected the readability and page numbering of the Proof transcript and had flow on effects for page referencing in QONS, QTONS and in answers to QONS and

QTON. Consequently many of these documents that are published on the web may contain erroneous page references that are unable to be rectified.

ACKNOWLEDGEMENTS

- 1.21 The Committee thanks everyone who participated in, or otherwise assisted, this Inquiry. These include, among others, representatives of ACT community and industry groups, ACT Government Ministers, Members of the Legislative Assembly, Members' staff, Statutory Office-Holders, Officers of the Legislative Assembly, ACT Government officials, and staff of the Office of the Legislative Assembly.

2 COMMUNITY AND INDUSTRY GROUPS

- 2.1 The Committee sought the views of over 200 community and industry representative groups on the 2019-20 ACT Budget by inviting them to complete an online survey. The link to the survey was also circulated by press release, on the Legislative Assembly website, and through the Legislative Assembly's social media presences. The Committee received 12 survey responses, and four detailed submissions, from a range of organisations.
- 2.2 On Friday, 14 June 2019, the Committee heard from 12 community and industry representative groups regarding their views on the 2019-20 ACT Budget during a public hearing.

ACT COUNCIL OF SOCIAL SERVICE

- 2.3 The ACT Council of Social Service Inc. (ACTCOSS) is the peak organisation representing not-for-profit groups and social justice advocates operating within the Territory. ACTCOSS indicate that they actively work towards positive social change, to fulfil its vision of Canberra as a just, safe, and sustainable community.⁵

MATTERS CONSIDERED

- 2.4 At the hearing, the following matters were discussed:
- investment in prevention and early intervention;⁶
 - community and affordable housing construction;⁷
 - whole-of-Territory investment in community development;⁸
 - impacts of current community sector funding;⁹
 - utilities concession eligibility;¹⁰
 - implementing the recommendations of the Moss Review;¹¹ and
 - free public transport access.¹²

⁵ACT Council of Social Service, *About ACTCOSS*, website, <https://www.actcoss.org.au/about/about-actcoss>, accessed 14 June 2019.

⁶ *Proof Transcript of Evidence*, 14 June 2019, p. 59.

⁷ *Proof Transcript of Evidence*, 14 June 2019, pp. 59-60.

⁸ *Proof Transcript of Evidence*, 14 June 2019, pp. 60-61.

⁹ *Proof Transcript of Evidence*, 14 June 2019, pp. 62-63.

¹⁰ *Proof Transcript of Evidence*, 14 June 2019, p. 63.

¹¹ *Proof Transcript of Evidence*, 14 June 2019, pp. 63-64.

¹² *Proof Transcript of Evidence*, 14 June 2019, pp. 64-66.

KEY ISSUES

WHOLE-OF-TERRITORY INVESTMENT IN COMMUNITY DEVELOPMENT

- 2.5 ACTCOSS expressed a desire to see greater investment in place-making across the whole Territory, including local commerce and community facilities available to community groups in new residential development areas. They highlighted that place-making investment has particularly neglected the new communities, with the suburbs of Coombs and Wright highlighted as examples.¹³
- 2.6 The Committee were informed that there was a need for more community development officers to help identify needs, facilitate meeting those needs, and build communities' social capital across the Territory. ACTCOSS recommended the inclusion of needs-based precinct-level planning in the Territory Plan to help facilitate the realisation of these communities' needs.¹⁴

UTILITIES CONCESSION ELIGIBILITY

- 2.7 ACTCOSS made reference to extending utilities concessions, particularly to those who may not be on low enough incomes to qualify under current schemes but have insecure work or insufficient hours of work that puts them in financial hardship.¹⁵
- 2.8 ACTCOSS acknowledged that introducing concession mechanisms for such a cohort was 'tricky', stating:
- I guess it is about having a mechanism for assessing hardship. There is some quite good practice in the utilities sectors, in the telecommunications sector and in the financial sector around assessing hardship and then providing different arrangements for people in those circumstances.¹⁶
- 2.9 ACTCOSS then suggested:
- Yarra Valley Water is an organisation that has been seen to have some of the best hardship recognition and response practices. They have been working for 20 years with a financial counselling service to continually evolve their program and they have been seen as an industry leader.¹⁷

¹³ *Proof Transcript of Evidence*, 14 June 2019, pp. 60-61.

¹⁴ *Proof Transcript of Evidence*, 14 June 2019, p. 61.

¹⁵ *Proof Transcript of Evidence*, 14 June 2019, p. 63.

¹⁶ Ms Helyar, *Proof Transcript of Evidence*, 14 June 2019, pp. 63.

¹⁷ Ms Helyar, *Proof Transcript of Evidence*, 14 June 2019, p. 63.

Recommendation 1

2.10 The Committee recommends that the ACT Government learn from the experiences of other entities, in particular Yarra Valley Water, to expand our concession scheme to low income households who are not currently eligible.

IMPACTS OF CURRENT COMMUNITY SECTOR FUNDING

2.11 The Committee heard from ACTCOSS that the current funding for the community sector is inadequate, based off the 2012 Federal Equal Remuneration Order (ERO) supplementation, as it neither reflects the growth and diversification of programs run within the sector nor the considerable upskilling of the sector's workforce since then. They claimed that increases under the ERO have created a funding gap in the sector country-wide.¹⁸

2.12 ACTCOSS explained that about the trade-offs the community sector is having to face in light of the continued funding gaps:

Frankly, services do not want to cut service delivery, so what has been cut is access to workforce development; what has been cut is improvement in ICT infrastructure; and people have often tried to cut back on the other major expense, which is their facilities, so they have squished more people into smaller spaces or given people not as much shared space in the office.¹⁹

2.13 ACTCOSS also highlighted that the impacts of this funding gap are further amplified by the continued rise of base expenses, particularly utilities such as electricity, gas, and water, which can often match if not outstrip funding increases.²⁰

FREE PUBLIC TRANSPORT ACCESS

2.14 ACTCOSS encouraged the ACT Government to investigate the business case for making public transport free. They noted the benefits of such a system could include an uptick in economic and social participation.²¹

2.15 ACTCOSS added that:

The business case around free access to public transport needs to think about public transport beyond the mass transit bus and light rail networks. Public transport,

¹⁸ *Proof Transcript of Evidence*, 14 June 2019, p. 62-63.

¹⁹ Ms Helyar, *Proof Transcript of Evidence*, 14 June 2019, p. 62.

²⁰ *Proof Transcript of Evidence*, 14 June 2019, p. 63.

²¹ *Proof Transcript of Evidence*, 14 June 2019, p. 65.

community transport, needs to include the flexi-bus service and on-demand services so you can genuinely think about what is a modern mobility-as-a-service concept for the public transport system.²²

- 2.16 The suggestion of a free public transport system was also raised but rejected, by the Public Transport Association, Canberra.²³

ACT GIFTED FAMILIES SUPPORT GROUP

- 2.17 ACT Gifted Families Support Group Inc. (Gifted Families) provides support for gifted children, their families, teachers, and professionals working with gifted children and their families to ensure gifted and talented children's needs are met and they are developed to their fullest potential. Gifted Families also acts as a conduit between the gifted and talented community and research professionals in the field.²⁴

MATTERS CONSIDERED

- 2.18 At the hearing, the following matters were discussed:

- gifted and talented development and training opportunities for education professionals;²⁵
- schools' gifted and talented children policies;²⁶
- opportunities and support for gifted and talented children;²⁷
- communication lines with the Education Directorate;²⁸
- identification of gifted and talented children;²⁹ and
- make-up, accessibility, and appropriateness of H courses.³⁰

KEY ISSUES

IDENTIFICATION OF GIFTED AND TALENTED CHILDREN

- 2.19 The Committee heard about the importance of pre-service training for teachers in identifying and supporting gifted and talented children. They were informed that research has shown that

²² Mr Wallace, *Proof Transcript of Evidence*, 14 June 2019, p. 65.

²³ *Proof Transcript of Evidence*, 14 June 2019, p. 86.

²⁴ ACT Gifted Families Support Group, *About us*, website, http://actgifted.com.au/?page_id=2, accessed 14 June 2019.

²⁵ *Proof Transcript of Evidence*, 14 June 2019, p. 17.

²⁶ *Proof Transcript of Evidence*, 14 June 2019, p. 18.

²⁷ *Proof Transcript of Evidence*, 14 June 2019, pp. 16; 18.

²⁸ *Proof Transcript of Evidence*, 14 June 2019, pp. 20-21.

²⁹ *Proof Transcript of Evidence*, 14 June 2019, pp. 16; 18-19.

³⁰ *Proof Transcript of Evidence*, 14 June 2019, p. 18.

teachers who have been through this training can correctly identify 9 out of every 10 gifted children and those teachers who have no training correctly identify only 3 out of 10, with those children missing often being from lower socio-economic or non-English speaking households.³¹

2.20 Gifted Families noted that such training is not currently available at any university or higher education institution in the ACT.³²

2.21 Gifted Families also brought to the Committee's attention the use of graded parental survey used in several states, which has proven an affordable, highly effective method for helping identify gifted and talented children.³³

AUSTRALIAN BREASTFEEDING ASSOCIATION

2.22 The Australian Breastfeeding Association (ABA) is the national authority on breastfeeding, providing support to breastfeeding mothers, offering training and resources to the community, and advocating the importance of breastfeeding as a cultural norm.³⁴

MATTERS CONSIDERED

2.23 At the hearing, the following matters were discussed:

- implementation of the National Breastfeeding Strategy;³⁵
- maternity health referrals to ABA services;³⁶
- progress on establishing a human milk bank;³⁷
- availability of professional lactation advice;³⁸ and
- current funding.³⁹

³¹ *Proof Transcript of Evidence*, 14 June 2019, p. 17.

³² *Proof Transcript of Evidence*, 14 June 2019, p. 17.

³³ *Proof Transcript of Evidence*, 14 June 2019, p. 19.

³⁴ Australian Breastfeeding Association, *Vision & Mission*, website, <https://www.breastfeeding.asn.au/aboutaba/purpose>, accessed 14 June 2019.

³⁵ *Proof Transcript of Evidence*, 14 June 2019, p. 9, 14.

³⁶ *Proof Transcript of Evidence*, 14 June 2019, p. 9-11.

³⁷ *Proof Transcript of Evidence*, 14 June 2019, p. 9.

³⁸ *Proof Transcript of Evidence*, 14 June 2019, p. 12.

³⁹ *Proof Transcript of Evidence*, 14 June 2019, p. 10.

KEY ISSUES

MATERNITY HEALTH REFERRALS TO ABA SERVICES

2.24 The Committee heard that the referral of women to ABA services was occurring inconsistently:

Within the breastfeeding-friendly hospitals initiative, which some of our hospitals in Canberra belong to, step 10 is linking women with the community supports to breastfeeding. That is inconsistently done. It often depends on who is actually providing you with your maternity services. Often their personal experience will dictate whether they refer or not.⁴⁰

2.25 ABA acknowledged that they have experienced some success in improving the referral process during the past 12 months, with their written material being included in all first home visit packages for new mothers. However, they noted these visits occur seven to ten days after birth, and that antenatal referrals would be better.⁴¹

2.26 The Committee was informed that there was no evidence of funding in the Budget for the National Breastfeeding Strategy and asked what the involvement of the ABA was in the development of the Strategy. The ABA indicated that:

... the national breastfeeding strategy is from the federal Department of Health. My understanding is that it has been through COAG health and there is in principle support from all states to implement that. There was a previous strategy that was from 2010 to 2015, which expired. The intent with this one is that it will be an enduring breastfeeding strategy.

The Australian Breastfeeding Association sat on the stakeholder engagement component of that and the expert advice committee to the national breastfeeding strategy. We understand that it is imminent to be released. It is going through final approvals.⁴²

Recommendation 2

2.27 The Committee recommends that the ACT Government invites the Australian Breastfeeding Association to have a greater role in ACT hospitals, including peer to peer mentoring, to increase the success of breastfeeding.

⁴⁰ Ms Fox, *Proof Transcript of Evidence*, 14 June 2019, p. 10.

⁴¹ *Proof Transcript of Evidence*, 14 June 2019, p. 10.

⁴² Ms Fox, *Proof Transcript of Evidence*, 14 June 2019, p. 14.

Recommendation 3

2.28 The Committee recommends that the ACT Government seek to advance the completion of the update to the expired National Breastfeeding Strategy.

AVAILABILITY OF PROFESSIONAL LACTATION ADVICE

2.29 The Committee heard that due to waiting times to see the limited number of professional lactation experts in the Territory's hospitals, some women are having to turn to an even more limited number of privately paid lactation consultants to be seen in a timely manner. The Committee also heard this was creating an inequity in access to services.⁴³

2.30 ABA advised that one such solution to this is to:

...have more of the maternal health nurses trained as internationally board-certified lactation consultants and have them available; ideally having every midwife in the hospitals actually trained to that level...⁴⁴

2.31 ABA then explained that its process for training volunteer breastfeeding consultants requires a person to:

... have breastfed a child for six months. It is then about a 12 month process to complete the Certificate IV. Then we have a commitment on the end of that certificate, because we operate it as a traineeship so it is at no cost to the counsellors to actually participate.⁴⁵

BELCONNEN COMMUNITY COUNCIL

2.32 The Belconnen Community Council (BCC) is a volunteer-led community organisation focussed on fostering Belconnen's community identity and providing a representative voice for the area's residential and business communities.⁴⁶ As part of providing this voice, BCC act as advocates for the Belconnen community to government.⁴⁷

⁴³ *Proof Transcript of Evidence*, 14 June 2019, p. 12.

⁴⁴ Ms Fox, *Proof Transcript of Evidence*, 14 June 2019, p. 12.

⁴⁵ Ms Fox, *Proof Transcript of Evidence*, 14 June 2019, p. 13.

⁴⁶ Belconnen Community Council, *About Us*, website, <http://www.belcouncil.org.au/about-us/>, accessed 14 June 2019.

⁴⁷ Belconnen Community Council, *Survey 1*, p. 1.

MATTERS CONSIDERED

2.33 At the hearing, the following matters were discussed:

- transport connections to Belconnen;⁴⁸
- impact of Federal decentralisation;⁴⁹
- community facility creation in areas of property development;⁵⁰
- road infrastructure funding;⁵¹ and
- proposed name change of William Slim Drive.⁵²

KEY ISSUES

TRANSPORT CONNECTIONS TO BELCONNEN

- 2.34 The Committee heard about the importance of the proposed light rail extension into Belconnen, and BCC's encouragement that the extension be brought forward to best service the area.⁵³
- 2.35 BCC also shared its concerns about the current bus network's capacity to service the rapidly growing West Belconnen suburbs effectively enough to reduce the reliance on private motor vehicles and emphasised the necessity to better develop the east-west corridor between Belconnen (out to Holt) and Canberra Airport's surrounding business parks.⁵⁴

IMPACT OF FEDERAL DECENTRALISATION

- 2.36 The Committee heard of the impact that Australian Public Service pay and employment uncertainty has had on businesses in Belconnen, and the BCC's concerns about what may happen as the Federal decentralisation process progresses.⁵⁵

⁴⁸ *Proof Transcript of Evidence*, 14 June 2019, p. 35.

⁴⁹ *Proof Transcript of Evidence*, 14 June 2019, p. 33.

⁵⁰ *Proof Transcript of Evidence*, 14 June 2019, pp. 33-34.

⁵¹ *Proof Transcript of Evidence*, 14 June 2019, pp. 36-37.

⁵² *Proof Transcript of Evidence*, 14 June 2019, pp. 37-38.

⁵³ *Proof Transcript of Evidence*, 14 June 2019, pp. 31-32.

⁵⁴ *Proof Transcript of Evidence*, 14 June 2019, p. 32, 34-35.

⁵⁵ *Proof Transcript of Evidence*, 14 June 2019, p. 33.

PROPOSED NAME CHANGE OF WILLIAM SLIM DRIVE

- 2.37 During discussion of the budgeted duplications of arterial roads in the Belconnen area, focus turned to William Slim Drive and proposals to rename it following allegations of historical child sexual abuse committed by the road's namesake during the 1950s.⁵⁶
- 2.38 Regarding community sentiment on the proposed change, BCC explained:
- People are generally respectful of ensuring that people with questionable pasts are held to account for it whilst they are still alive. Once they have passed it makes it a little more difficult and it then becomes a process beyond people's control. I think the message that has come from people that I have spoken to directly is that they are watching what government does on this one. If there is an opportunity for people to comment and to be involved, they want to know about it, and they want to hear about it.⁵⁷
- 2.39 When asked about alternate names for William Slim Drive, BCC voice their preference for the Names and Places Committee to be the arbiter over the renaming process.⁵⁸

KINGSTON AND BARTON RESIDENTS' GROUP

- 2.40 The Kingston and Barton Residents' Group (KBRG) is a community representative organisation providing residents a forum to raise concerns and acting as an advocate for these views to government and industry. The group's primary focus is planning and heritage, particularly the preservation and enhancement of the Kingston-Barton area's unique historical qualities and amenities.⁵⁹

MATTERS CONSIDERED

- 2.41 At the hearing, the following matters were considered:
- rates increases in the Kingston and Barton areas;⁶⁰
 - investment in infrastructure and community facilities in the Kingston and Barton areas (also discussed under Urban Renewal and SLA);⁶¹

⁵⁶ See: *Proof Transcript of Evidence*, 14 June 2019, p. 36; Legislative Assembly for the Australian Capital Territory (ACT), Minutes of Proceedings No. 81, 28 November 2018, pp. 1161-1162.

⁵⁷ Mr Hyde, *Proof Transcript of Evidence*, 14 June 2019, p. 38.

⁵⁸ *Proof Transcript of Evidence*, 14 June 2019, p. 37-38.

⁵⁹ Kingston Barton Residents Group, *What is the Kingston and Barton Residents' Association*, website, <http://www.kingstonandbarton.net/about-the-kbra/>, accessed 14 June 2019.

⁶⁰ *Proof Transcript of Evidence*, 14 June 2019, p. 39-40.

⁶¹ *Proof Transcript of Evidence*, 14 June 2019, p. 39.

- delineation of community and government responsibilities for shared spaces;⁶²
- heritage and character preservation in the Kingston and Barton area;⁶³
- ACT Government grants process (also discussed under CMTEDD, Landcare ACT, PWDACT and Environment);⁶⁴ and
- Kingston shopping area.⁶⁵

KEY ISSUES

RATES INCREASES IN THE KINGSTON AND BARTON AREAS

- 2.42 The Committee heard KBRG's concern at the increase in residential rates in the Kingston and Barton areas:

The rate increases announced in the budget of 18.1% and 14.8% for unit owners in Barton and Kingston will impact over 5,200 local residents, either directly or via rent increases. These are two of the top four increases in Canberra. It is particularly concerning for our downsizers, those new to the housing market and our renters. The 10 per cent increase in housing [rates] also has an impact.⁶⁶

- 2.43 KBRG added that they are not aware about what impact the rates increase will have on commercial tenants operating within the area, however noted that local businesses were "struggling a bit" before the increase.⁶⁷

ACT GOVERNMENT GRANTS PROCESS

- 2.44 KBRG expressed its concerns with the current administration-heavy application process required when applying for ACT Government grants, noting:

What we were thinking is that it would be great if there was one that had less red tape all around. So working in the grant space you have to be accountable for taxpayers' money but when you are looking at people asking for grants of say \$5,000 you are still looking at 20 to 30 hours to prepare that grant and you are looking at the ACT government officials' time to acquit and double check that grant... If you had a process that was still accountable that could work that all groups ... could apply for all year round that would be great.⁶⁸

⁶² *Proof Transcript of Evidence*, 14 June 2019, p. 40-41.

⁶³ *Proof Transcript of Evidence*, 14 June 2019, p. 39-40, 42-43.

⁶⁴ *Proof Transcript of Evidence*, 14 June 2019, p. 42-44.

⁶⁵ *Proof Transcript of Evidence*, 14 June 2019, p. 42-44.

⁶⁶ *Proof Transcript of Evidence*, 14 June 2019, p. 39.

⁶⁷ *Proof Transcript of Evidence*, 14 June 2019, p. 40.

⁶⁸ Ms Scouller, *Proof Transcript of Evidence*, 14 June 2019, pp. 42-43.

2.45 Specifically in relation to heritage grants, KBRG added that:

We are competing against institutions like the ANU. So you are competing against a billion-dollar industry that has dedicated staff where we have volunteer hours going into it.⁶⁹

2.46 KBRG also spoke about its two pending grant applications, one requesting \$60,000 to support a street art project to activate Highgate Lane at the Kingston shops, the other requesting support to celebrate the 80th anniversary of the Forrest Fire Station.⁷⁰ Speaking specifically of the Highgate Lane application, KBRG noted:

One of our frustrations is that there is a lot of activation money going to other suburbs and we have been asking for years to be able to activate Highgate Lane.⁷¹

2.47 The Committee also heard from Landcare ACT and People with Disability ACT about their concerns at the current state of ACT Government grant applicants and the impacts they are having on their and other community organisations.⁷²

KINGSTON SHOPPING AREA

2.48 KBRG also made reference to the difficulty with issues such as lighting and parking at the Kingston shops but they also spoke of the way they have been able to speak with the traders and communicate as a collective with the government:

We had a meeting earlier in the year with Kingston traders and KBRG, just to talk about this very issue. We have sent some of our ideas to Minister Stephen-Smith as our local Labor MLA.

The issues are universal. The main concerns include parking. I know that that is not uncommon across Canberra, but the Kingston shops have been quite impacted, because for a long time people were waiting for the supermarket to come online, waiting to see what was going to happen with the master plan. A lot of parking is impacted at the moment by the building and construction work that is going on. We have worked very closely with that development and that owner to try to address those issues. He has listened and has tried to help where he can, which has been good. Parking is an issue.

There are a lot of empty buildings, which does not make it attractive to come into. There are even simple things. We have those garden beds out the front in Kingston. We said, "Can we go and plant some herbs?" It is not clear who is responsible for

⁶⁹ Ms Scouller, *Proof Transcript of Evidence*, 14 June 2019, p. 43.

⁷⁰ *Proof Transcript of Evidence*, 14 June 2019, pp. 42-44.

⁷¹ Ms Scouller, *Proof Transcript of Evidence*, 14 June 2019, p. 43.

⁷² *Proof Transcript of Evidence*, 14 June 2019, pp. 5-6, 75-76.

maintaining some of those things. We requested the ACT government to have lights in the trees on Kennedy Street, because it is quite dark. That was rejected. We were told we would have to fund that ourselves, that we would have to be careful of tree health because that was really important, and that we would have to pay the ongoing power bills. That would have to be between the traders and ourselves. That is frustrating. When you walk around other suburbs and you see lots of tree lighting, I do not necessarily know how they all fund it, but it was a simple request to try to bring some night-time activity in: to make people feel safer walking down that street at night, make it a bit prettier. We cannot get that. I do not even know if there would be a grant we could apply for to do that. Businesses just are struggling. They do not have the money to put aside for that either.

We are trying to work really closely with the traders. There was Green Square with the re-grassing. There was the parking. We talk regularly. We have a really strong relationship. We probably will not always agree on the same things, but we are pretty sure we are on the same page for what we want.⁷³

Recommendation 4

2.49 The Committee recommends that the ACT Government work with traders at the Kingston shops to improve overall lighting and facilitate the installation of feature lighting in appropriate areas, including trees.

LANDCARE ACT

2.50 Landcare ACT is the peak body for land care in the ACT which helps support and promote the over 60 organisations who care for the Territory's urban parklands, countryside, reserves, and waterways. Its primary members are the three catchment groups – Molonglo, Ginninderra, and Southern ACT – along with the Rural Landholders Association and Buru Ngunnawal Aboriginal Corporation.⁷⁴

2.51 Landcare ACT was joined by the Convenor of the Ginninderra Catchment Group and Executive Officer of the Southern ACT Catchment Group, as members of and lead bodies within Landcare ACT.

MATTERS CONSIDERED

2.52 At the hearing, the following matters were considered:

⁷³ Ms Scouller, *Proof Transcript of Evidence*, 14 June 2019, p. 46.

⁷⁴ Landcare ACT, *Who we are*, website, <https://landcareact.org.au/who-we-are/>, accessed 14 June 2019.

- structure and makeup of Landcare ACT (also discussed under Environment);⁷⁵ and
- current (including core and project) funding.

KEY ISSUES

CURRENT FUNDING

2.53 The Committee heard that funding from the ACT Government for Landcare ACT's projects and core operating costs are allocated for the financial year only, with no longer-term commitments.⁷⁶

2.54 Landcare ACT expressed its concern that the cessation of Commonwealth funding and inconsistent and short-term commitments from ACT Government entities are eroding its funding base. One such example included:

... Icon Water, who have paid for us to do water education. That has now been lost. Water education was also being provided by the ACT government in the past, and we understand that there is no foreseeable future for water education activities in our organisations.⁷⁷

It is concerned that further erosion will threaten the continuation of community investment in its projects.⁷⁸

2.55 Landcare ACT acknowledged that most of their administrative time is spent applying for individual grants, and although they often enjoy success in these applications, grants and Government funding are increasingly not funding for this core administrative work.⁷⁹

2.56 Landcare ACT acknowledged that though the practice of funding land care groups varies across states, some states have begun to provide consistent funding in recognition of land care as a local as opposed to a Commonwealth priority. These states include Victoria and New South Wales.⁸⁰

Recommendation 5

2.57 The Committee recommends that the ACT Government provide core funding to Landcare ACT with a five-year commitment.

⁷⁵ *Proof Transcript of Evidence*, 14 June 2019, p. 5.

⁷⁶ *Proof Transcript of Evidence*, 14 June 2019, p. 2.

⁷⁷ Ms Franco, *Proof Transcript of Evidence*, 14 June 2019, p. 3.

⁷⁸ *Proof Transcript of Evidence*, 14 June 2019, pp. 2-4.

⁷⁹ *Proof Transcript of Evidence*, 14 June 2019, pp. 5-7.

⁸⁰ *Proof Transcript of Evidence*, 14 June 2019, p. 7.

Recommendation 6

2.58 The Committee recommends that the ACT Government ensures financial certainty for community organisations, such as Landcare ACT, by offering grant funding for periods greater than one year.

MASTER BUILDERS ASSOCIATION OF THE ACT

2.59 The Master Builders Association of the ACT (MBA) is the Territory branch of the national peak building and construction industry representative group.⁸¹ Its members are predominantly small businesses and are collectively responsible for a significant portion of ACT Government and private construction work in the Territory.⁸²

MATTERS CONSIDERED

2.60 At the hearing, the following matters were discussed:

- development application processing;⁸³
- lease variation charges (LVC) (also discussed under Property Council Of Australia and Economic Management);⁸⁴
- stamp duty reform;⁸⁵
- Capital Works Programme and long-term infrastructure planning;⁸⁶
- land release program;⁸⁷ and
- demand for skilled tradespeople in the building and construction industry.⁸⁸

⁸¹ Master Builders Association of the ACT, *About MBA*, website, <https://www.mba.org.au/about-mba/>, accessed 14 June 2019.

⁸² Master Builders Association of the ACT, *Survey 3*, p. 5.

⁸³ *Proof Transcript of Evidence*, 14 June 2019, pp. 48-50.

⁸⁴ *Proof Transcript of Evidence*, 14 June 2019, pp. 51-52.

⁸⁵ *Proof Transcript of Evidence*, 14 June 2019, pp. 50, 55.

⁸⁶ *Proof Transcript of Evidence*, 14 June 2019, pp. 52-55.

⁸⁷ *Proof Transcript of Evidence*, 14 June 2019, p. 56.

⁸⁸ *Proof Transcript of Evidence*, 14 June 2019, pp. 50-51.

KEY ISSUES

DEVELOPMENT APPLICATION PROCESSING

- 2.61 The Committee heard that there have been significant delays in the processing of development applications, with only 39 per cent of applications being processed and responded to within the statutorily-defined 30 or 45 days, with an estimated processing time of 72 working days. MBA highlighted this year's budget includes a target of 75 per cent of development applications processed within their statutorily defined periods, however the estimated median processing time is 60 days.⁸⁹
- 2.62 The MBA expressed their support for the budgeting of six new development assessment staff in the 2019-20 Budget and encouraged the continued growth of development assessment staffing numbers to match the growth rate of the city.
- 2.63 The MBA went on to add that:

We note that [the new assessment officers are] being funded through an increase in development assessment fees. For applications that are over \$1 million in value, there is a 20 per cent increase in fees, which is quite substantial. But the feedback we have from our members is that they would be prepared to pay that increase if it means faster assessment times.⁹⁰

LEASE VARIATION CHARGES (LVC)

- 2.64 The MBA explained to the Committee that the current complexities and lack of transparency in the LVC system, which cause significant uncertainty in the industry, could be rectified by shifting towards greater codification, including the introduction of a regulated schedule of charges.⁹¹
- 2.65 In response to a question from the Committee, the MBA reaffirmed its support for continued LVC concessions supporting specific government policy outcomes, such as affordable housing development.⁹²
- 2.66 In this context the Committee also heard from the Property Council – ACT about their support for greater codification of LVCs, including concerns over the unpredictability and lack of transparency of the current charge scheme.⁹³

⁸⁹ *Proof Transcript of Evidence*, 14 June 2019, p. 48-49.

⁹⁰ Mr Hopkins, *Proof Transcript of Evidence*, 14 June 2019, pp. 49-50.

⁹¹ *Proof Transcript of Evidence*, 14 June 2019, pp. 51-52.

⁹² *Proof Transcript of Evidence*, 14 June 2019, pp. 51-52.

⁹³ *Proof Transcript of Evidence*, 14 June 2019, pp 93-94; 96-97.

STAMP DUTY REFORM

2.67 The MBA shared its support for the first homebuyers stamp duty rebate, which brings the Territory into line with a number of other states and territories' practices and indicated that they are hopeful it will reinvigorate the first homebuyer segment of the ACT property market.⁹⁴

2.68 The MBA went on to add:

In some cases we are seeing some of the benefits of some of the stamp duty reductions being offset by other charges or other issues in the budget. The increase in development assessment costs and the extra holding costs will offset some of that benefit of the stamp duty relief.⁹⁵

2.69 Speaking broadly about what they referred to as wider residential real estate tax reform, the MBA observed that currently such tax as a percentage of total tax revenue (49.5 per cent) is higher than other states and territories, which has had impacts on businesses and has seen residential development increase across the border.⁹⁶

CAPITAL WORKS AND LONG-TERM INFRASTRUCTURE PLANNING

2.70 The MBA expressed their concern at the projected decline in capital works infrastructure investment in what is still a fast-growing Territory, noting that it had dropped from almost \$1 billion in 2016-17 to \$581 million by 2022-23.⁹⁷

2.71 The MBA reiterated their call for a long-term investment plan for the ACT, one which they began calling for in 2013. They articulated their preference for a broad 30-year plan, which would allow the building and construction industries to train qualified professionals in anticipation of planned projects. They also indicated that such an approach would hold greater weight when seeking federal support for major projects, drawing a comparison with long-term plans for Southeast Queensland and the Sydney and Melbourne metropolitan areas.⁹⁸

COMMITTEE COMMENT

2.72 The Committee notes that it has been reported that the ACT Government intends on releasing a 10-year infrastructure program in September this year.⁹⁹

⁹⁴ *Proof Transcript of Evidence*, 14 June 2019, p. 50.

⁹⁵ Mr Hopkins, *Proof Transcript of Evidence*, 14 June 2019, p. 55.

⁹⁶ *Proof Transcript of Evidence*, 14 June 2019, p. 55.

⁹⁷ *Proof Transcript of Evidence*, 14 June 2019, p. 52.

⁹⁸ *Proof Transcript of Evidence*, 14 June 2019, p. 52-54.

⁹⁹ Jervis-Bardy, Daniel. "Major Projects Canberra Aims to Deliver ACT Government's Infrastructure Wish List." *Canberra Times*, June 17, 2019.

LAND RELEASE PROGRAM

- 2.73 The Committee heard that, despite struggling to meet the demand for build-ready land, the Territory now has a healthy stock of build-ready land available (400 blocks) which is welcomed by the building and construction industries. The MBA expressed its surprise at plans to decrease land release from 17,000 to 15,600 blocks over the following four years and suggested that current stock could be increased to facilitate an anticipated upswing in the development market.¹⁰⁰

PEOPLE WITH DISABILITY ACT

- 2.74 People with Disability ACT Inc. (PWDACT) is the peak advocacy organisation for people with disabilities in the ACT, representing, promoting, and supporting the collective interests of the Territory's 65,000 people with disabilities in order to bring about an inclusive society.¹⁰¹

MATTERS CONSIDERED

- 2.75 At the hearing, the following matters were considered:
- public housing accessibility;¹⁰²
 - public transport and physical infrastructure accessibility;¹⁰³
 - ACT Government grants process (also discussed under Landcare ACT, KBRG and CMTEDD and Environment);¹⁰⁴
 - access reference group;¹⁰⁵
 - employment of people with disabilities in the ACT Public Service;¹⁰⁶ and
 - support for young people with disabilities at risk of entering the justice and corrective systems.¹⁰⁷

¹⁰⁰ *Proof Transcript of Evidence*, 14 June 2019, p. 56.

¹⁰¹ See: *Proof Transcript of Evidence*, 14 June 2019, p. 77; People with Disability ACT, <https://pwdact.org.au/about/>, accessed 14 June 2019.

¹⁰² *Proof Transcript of Evidence*, 14 June 2019, pp. 79-80.

¹⁰³ *Proof Transcript of Evidence*, 14 June 2019, pp. 75-78.

¹⁰⁴ *Proof Transcript of Evidence*, 14 June 2019, pp. 75-76.

¹⁰⁵ *Proof Transcript of Evidence*, 14 June 2019, p. 77.

¹⁰⁶ See: *Proof Transcript of Evidence*, 14 June 2019, pp. 79-80; *Answer to Question Taken on Notice E19-5*, answered 25 June 2019.

¹⁰⁷ *Proof Transcript of Evidence*, 14 June 2019, p. 76.

KEY ISSUES

PUBLIC TRANSPORT AND PHYSICAL INFRASTRUCTURE ACCESSIBILITY

- 2.76 The Committee heard about common issues experienced by people with disabilities navigating the Territory's physical infrastructure. Of particular note was the cracked, poorly designed, or non-existent footpaths and kerbs lips which are too high or steep.¹⁰⁸ PWDACT stated:

We note that the physical environment will be addressed as part of this budget but we think that more attention needs to be paid to accessible and safe footpaths, for example. We know that there is a report-your-street mechanism. We would like a report-your-footpath mechanism. It is just impossible if a) there is no footpath or b) it is awful. How can people possibly use it? That is why we believe that taxes are paid.¹⁰⁹

- 2.77 PWDACT also spoke of the importance of accessibility dots at crossings and kerbsides for the visually-impaired community and highlighted Gungahlin as a prime example of the accessible public infrastructure:¹¹⁰

I recently had to lead two blind people to and from an event in Gungahlin, while pushing a pram. I must say that I appreciated the roads, I appreciated the footpaths there and my two blind colleagues appreciated those accessibility dots. That was a good case study. If all of Canberra were like that, it would be nice. I am not saying that was an easy thing but the infrastructure made it easier.¹¹¹

- 2.78 PWDACT supported suggestions that Transport Canberra ensure its entire bus fleet is fully wheelchair accessible, observing that having government infrastructure accessible to all "should be a no-brainer."¹¹²

Recommendation 7

- 2.79 The Committee recommends that the ACT Government ensures, to the greatest extent possible, that the Territory's footpath network is accessible.**

Recommendation 8

¹⁰⁸ *Proof Transcript of Evidence*, 14 June 2019, p. 76.

¹⁰⁹ Ms Sirr, *Proof Transcript of Evidence*, 14 June 2019, p. 76.

¹¹⁰ *Proof Transcript of Evidence*, 14 June 2019, p. 76.

¹¹¹ Ms Sirr, *Proof Transcript of Evidence*, 14 June 2019, p. 76.

¹¹² *Proof Transcript of Evidence*, 14 June 2019, p. 79.

2.80 The Committee recommends that the ACT Government installs suitable ramps and edge markings (raised dots) on ACT footpaths in new and existing town and group centres.

ACCESS REFERENCE GROUP

2.81 PWDACT spoke of an access reference group but expressed concerns at where it actually was situated:

We are pleased about that. This means that people with disabilities are able to be consulted properly by government. But at the moment—this is also mentioned in the parliamentary agreement—this access reference group does not belong anywhere; nobody owns it. What we would like to see is that it sits in, perhaps, the Chief Minister’s directorate, and that it has appropriate funding for people in this group to spend time consulting. We do a lot of consulting to government at the moment and a lot of it we do not get funding for.¹¹³

COMMITTEE COMMENT

2.82 The Committee notes that there is an ACT Disability Reference Group¹¹⁴ but there is no record of an ACT Access Advisory Council/Disability Advisory Council in existence post 2013. The two bodies appear to have provided or currently provide advice to the ACT Government on issues affecting people with disabilities in the ACT, including inclusive and accessible communities.

Recommendation 9

2.83 The Committee recommends that the ACT Government re-establish an Access Advisory Council under the auspices of the Chief Minister, Treasury and Economic Development Directorate.

Recommendation 10

2.84 The Committee recommends that the ACT Government publicise the recommendations of the ACT Disability Reference Group and encourage discussion on to promote awareness and support for them.

¹¹³ Ms Surr, *Proof Transcript of Evidence*, 14 June 2019, pp. 74-76.

¹¹⁴ ACT Disability Reference Group, https://www.communityservices.act.gov.au/disability_act/disability-reference-group/terms-of-reference, accessed 7 July 2019.

SUPPORT FOR YOUNG PEOPLE WITH DISABILITIES AT RISK OF ENTERING THE JUSTICE AND CORRECTIVE SYSTEMS

2.85 PWDACT told the Committee that greater support for disability justice services is needed, particularly for young people with disabilities aged between 11 and 14, many of whom have specific needs for which the justice system is currently unequipped to deal with despite their high risk of entering the justice and corrective systems at this age.¹¹⁵

2.86 PWDACT continued, adding:

There was a report of a girl in the *Canberra Times*. She was 11. She had been put in Quamby [Youth Detention Centre] three times. She was 11. She is just one small case study of what is happening in wider Canberra. These kids often do have disabilities. They might have cognitive impairments; they might have autism.¹¹⁶

ACT GOVERNMENT GRANTS PROCESS

2.87 In a similar way to KBRG the PWDACT also referred to the difficulties and time consuming nature of grants:

We do appreciate the ACT government's active support in terms of giving out grants to community organisations to include more people to close the gap, but what we would like to see is that process made easier. To apply for a grant is not an easy, quick process. Often it is almost not even worth applying because you spend so much time on the administration of it that you have only got so much time to do it. I have been told by ministers in the ACT that you should just apply, that it is quick and easy. Well, it is not.

What I would like to see is that they streamline that process for all community organisations. It will be worthwhile. You can trust those organisations to make that dollar go really far, put their hearts on the line and work really hard to include people to close those gaps, to care for those people in the community that most need it.¹¹⁷

PROPERTY COUNCIL OF AUSTRALIA – ACT

2.88 The Property Council of Australia is the leading advocacy group for the Australian property industry, represented in the Territory by its ACT Office. The Council's national membership

¹¹⁵ *Proof Transcript of Evidence*, 14 June 2019, p. 76.

¹¹⁶ Ms Sirr, *Proof Transcript of Evidence*, 14 June 2019, p. 76.

¹¹⁷ Ms Sirr, *Proof Transcript of Evidence*, 14 June 2019, pp. 75-76.

comprises of more than 2,000 companies, representing those across the industry spectrum including investors, owners, managers, and developers.¹¹⁸

MATTERS CONSIDERED

2.89 At the hearing, the following matters were discussed:

- land release program;¹¹⁹
- encouraging affordable housing;¹²⁰
- encouraging age-friendly property development;¹²¹
- impacts of tax reform on businesses;¹²²
- cross-border tax leakage;¹²³ and
- lease variation charges (LVC) (also discussed under MBA and Economic Management).¹²⁴

KEY ISSUES

IMPACTS OF TAX REFORM ON BUSINESSES

2.90 The Committee heard about the impact that the first 4-year stage of the ACT Government's 20-year tax reform program is having on ACT businesses and commercial members of the Property Council, with the impacts of commercial rates and stamp duty of significant note.

2.91 The Council expressed its members' concerns that the Territory's rates system - including proposed increases - lacks transparency and spoke of the unexpectedness of the 6 per cent increase in commercial rates for the 2019-20 financial year.¹²⁵

2.92 Speaking of the impact these commercial rates increases were having on property owners, the Council explained that property owners are trying to distribute the increases across tenants who can afford the increase out of fear that their smaller business tenants will be unable to absorb them.¹²⁶

¹¹⁸ Property Council of Australia, *Our Story*, website, https://www.propertycouncil.com.au/Web/About_Us/Our_Story/Web/About_us/Key_info/Key_information_Overview.aspx, accessed 14 June 2019.

¹¹⁹ *Proof Transcript of Evidence*, 14 June 2019, pp. 94; 97-98.

¹²⁰ *Proof Transcript of Evidence*, 14 June 2019, pp. 94, 97-101

¹²¹ *Proof Transcript of Evidence*, 14 June 2019, pp. 94, 97-101.

¹²² *Proof Transcript of Evidence*, 14 June 2019, pp. 93-97.

¹²³ *Proof Transcript of Evidence*, 14 June 2019, pp. 97-99.

¹²⁴ *Proof Transcript of Evidence*, 14 June 2019, pp. 93; 96-97.

¹²⁵ *Proof Transcript of Evidence*, 14 June 2019, pp. 93-94.

¹²⁶ *Proof Transcript of Evidence*, 14 June 2019, pp. 94-96.

- 2.93 Although they reaffirmed their support of tax reform in the Territory, the Council advised that their members feel reform has happened too quickly, leading to bill shock and a feeling that further commercial rates increases will become crippling.¹²⁷

ENCOURAGING AFFORDABLE HOUSING

- 2.94 The Council told the Committee that they had been talking to government about delivering affordable housing:

The Property Council made it very clear to government 18 months ago that we were aware that, with affordable housing, the policy settings needed to be changed, that affordable dwellings were not getting to the people who needed it. In fact we reported directly to government a couple of concerning stories that we had heard so that they could be addressed and picked up. We certainly are very supportive of change, which is why we engaged in the consultative forum.

The bones are in the housing strategy. It is about how we now roll that out, and we acknowledge that we have to make sure that the dwellings are getting to the people who need them. The Suburban Land Agency is currently talking to us about an expression of interest around seeking people who can deliver affordable housing against those greenfield areas. We want to actually see more of that done in the urban infill space which is actually where those key workers, the most vulnerable in our community, actually need to be located: close to transport and health facilities and work.¹²⁸

- 2.95 The Council emphasised that they were ‘very keen to continue to have a conversation with the Suburban Land Agency about how our members can deliver more affordable housing, in partnership with government and the community sector’¹²⁹ and that they are ‘looking at opportunities for expressions of interest for affordable housing providers but unless we have their willingness and the desire to be able to use the land price as a lever we will be spinning our wheels.’¹³⁰

- 2.96 Noting land price and planning constraints were the biggest obstacles to for their members to develop more affordable housing, the Council reiterated that there needs to be a willingness of the ACT Government to partner with industry and to avoid instances of roting – where the land purchased at lower cost for affordable housing is on-sold, with or without housing on it, several years later at considerable gain to the developer.¹³¹

¹²⁷ *Proof Transcript of Evidence*, 14 June 2019, p. 95.

¹²⁸ Ms Cirson, *Proof Transcript of Evidence*, 14 June 2019, pp. 99-100.

¹²⁹ Ms Cirson, *Proof Transcript of Evidence*, 14 June 2019, p. 94.

¹³⁰ Mr Doherty, *Proof Transcript of Evidence*, 14 June 2019, p. 100.

¹³¹ *Proof Transcript of Evidence*, 14 June 2019, p. 99-101.

2.97 In this context the Council explained their perspective on the housing strategy and affordable housing targets:

I sat on the consultative group, the housing affordability consultative group that Minister Berry convened. We sit on that with community housing providers. We had some input into the development of the housing strategy which was released last year. I will say that we have been long calling for a formal ministerial council to be established to oversee the implementation of that housing strategy.

We believe the bones are there but how you then implement that and what recommendations come from that group to government when they are determining their budget year on year on how to get that affordability mix right is something that we are very keen to see.¹³²

2.98 The Council further stated that:

There needs to be some greater skin in the game by the government in terms of what price it is prepared to take for its land. It arguably has the greatest ability of any jurisdiction to make some difference on housing affordability because of the way our leasehold system is structured.

There is a statutory requirement on the SLA to sell land at market rate, and forever that will stay true until the government decides to amend that act. We are certainly saying let us do it together. The government could take a lower price and developers will deliver the product. In fact, we spend a lot of time at the Property Council through our committees discussing housing affordability.¹³³

Recommendation 11

2.99 The Committee recommends that the ACT Government create a steering committee or ministerial council to guide the implementation of the housing strategy.

Recommendation 12

2.100 The Committee recommends that the ACT Government review affordable housing on-sale arrangements to prevent rorting.

¹³² Ms Cirson, *Proof Transcript of Evidence*, 14 June 2019, pp. 97-98.

¹³³ Ms Cirson, *Proof Transcript of Evidence*, 14 June 2019, p. 98.

CROSS-BORDER TAX LEAKAGE

2.101 The Council told the Committee that commercial members in Fyshwick have begun to deliberately relocate across the border into New South Wales to seek more favourable tax conditions.¹³⁴

PUBLIC TRANSPORT ASSOCIATION OF CANBERRA

2.102 The Public Transport Association of Canberra Inc. (PTCBR) is a public transit advocacy group which promotes improved access to public transport and better passenger experiences within the Territory. PTCBR is the successor of the ACT Light Rail lobby group, now focussing on the expansion and continued integration of non-private motor vehicle transportation.¹³⁵

MATTERS CONSIDERED

2.103 At the hearing, the following matters were discussed:

- expansion of the ACT public transport system;¹³⁶
- ticketing system innovations;¹³⁷
- techniques to encourage public transport use;¹³⁸
- free public transport and transport poverty;¹³⁹
- park and ride facilities;¹⁴⁰ and
- signage and interchange design.¹⁴¹

¹³⁴ *Proof Transcript of Evidence*, 14 June 2019, p. 95.

¹³⁵ Public Transport Association of Canberra, *About*, website, <https://ptcbr.org/about/>, accessed 14 June 2019.

¹³⁶ *Proof Transcript of Evidence*, 14 June 2019, pp. 82, 86-89.

¹³⁷ *Proof Transcript of Evidence*, 14 June 2019, pp. 82-93.

¹³⁸ *Proof Transcript of Evidence*, 14 June 2019, pp. 83-85.

¹³⁹ *Proof Transcript of Evidence*, 14 June 2019, pp. 86.

¹⁴⁰ *Proof Transcript of Evidence*, 14 June 2019, pp. 84-85.

¹⁴¹ *Proof Transcript of Evidence*, 14 June 2019, pp. 90-92.

KEY ISSUES

EXPANSION OF THE ACT PUBLIC TRANSPORT SYSTEM

- 2.104 The PTCBR encouraged further expansion of the ACT public transport network, underpinned by greater cooperation between the ACT, New South Wales, and local cross-border councils. They emphasised the potential to create a trans-border rapid bus between Queanbeyan and Civic, a cross-border integrated ticketing system for the ACT and surrounding region and extending light rail to include Queanbeyan.¹⁴²
- 2.105 The PTCBR also reaffirmed its support for the development of light rail stages two and three, encouraging them to be bought forward where possible.¹⁴³

TICKETING SYSTEM INNOVATIONS

- 2.106 The Committee heard from the PTCBR about new innovations in ticketing systems and the capacity it has to remove barriers to using public transport. The PTCBR specifically highlighted a system which allows users to charge their fare using the pay-wave feature of their bank or credit cards being trialled in New South Wales, and its potential to encourage infrequent users and overseas visitors to use the Territory's public transport system.¹⁴⁴
- 2.107 However, the PTCBR warned against any shifts to the Victorian ticketing model, which abandoned single tickets in favour of a pre-paid transit card system, which made infrequent or tourist use of the public transport network difficult.¹⁴⁵

SIGNAGE AND INTERCHANGE DESIGN

- 2.108 The PTCBR recommended the roll-out of clearer, more prominent signage across the whole public transport network, to allow people to best take advantage of the redesigned transit network.¹⁴⁶
- 2.109 In discussion about the design of public transport interchanges, the PTCBR added that:

I like to look at Dickson interchange as a good example of a well-designed bus interchange. The Westfield Belconnen, the way it works, not necessarily the cover that is there but the way that it operates services, is good. I think that when you look at an upgrade to Woden you have got to remember that it is going to be an

¹⁴² *Proof Transcript of Evidence*, 14 June 2019, p. 82.

¹⁴³ *Proof Transcript of Evidence*, 14 June 2019, pp. 86-89.

¹⁴⁴ *Proof Transcript of Evidence*, 14 June 2019, pp. 82-83.

¹⁴⁵ *Proof Transcript of Evidence*, 14 June 2019, p. 83.

¹⁴⁶ *Proof Transcript of Evidence*, 14 June 2019, p. 91.

integrated light rail and bus interchange. I guess there will be a combination of the way Dickson works and Gungahlin works.¹⁴⁷

PARK AND RIDE FACILITIES

2.110 When asked as to their views on Park and Ride the PTCBR noted that Park and Ride is 'quite interesting' and noted that its effectiveness was very dependent on where it was located:

When it comes to providing park-and-ride facilities, there is also the added cost of the land that they are used on. So we would not necessarily encourage the construction of park and rides at the town centres, for instance. That land is very valuable. That land could be used for a much higher purpose. It could be used for office, retail or residential accommodation. But there are instances of park and rides that you could put along your transport corridors. The Wanniassa park and ride is very popular, and that land is also a very good place to do it, because it is not likely to be utilised for a higher purpose any time soon. Likewise the park and ride at the top of the hill on Cotter Road is a very good example of where you can place a park and ride where you are essentially saying we are not going to use this land for anything else and it has not, at the moment at least, reached its capacity.

So park and rides are, I think, appropriate but it depends where you put them. Do not sterilise large sections of your town centres by putting in surface car parks. Canberra has had enough of that. It is time for that to end. If you must, make sure that you put them underground when you put a new development on there, but we should not be encouraging further park and rides in our town or group centres.¹⁴⁸

2.111 Further to this, the PTCBR also noted in relation to Park and Ride that:

Every tool has its purpose. Park and Ride is a tool that can be used well and that it does not work as people imagine it does in some instances. As I think we mentioned earlier, you could put a park and ride out near Harman and Queanbeyan people, New South Wales people, could take advantage of that. They could then free themselves from having to pay \$10 to \$14 a day parking in the ACT. So I think there are instances where park and ride can work and also instances where it is probably not the best use of that space.¹⁴⁹

Recommendation 13

2.112 The Committee recommends that the ACT Government provide additional Park and Ride facilities in locations away from town centres.

¹⁴⁷ Mr Haas, *Proof Transcript of Evidence*, 14 June 2019, pp. 91-92.

¹⁴⁸ Mr Hemsley, *Proof Transcript of Evidence*, 14 June 2019, pp. 84-85.

¹⁴⁹ Mr Haas, *Proof Transcript of Evidence*, 14 June 2019, p. 85.

YOUTH COALITION OF THE ACT

2.113 The Youth Coalition of the ACT is the Territory's peak youth affairs body, responsible for representing the interests, rights, and wellbeing of the estimated 78,000 Canberrans aged between 12 and 15 and those who work with them. The Coalition's primary function is to develop and analyse Territory policy and program decisions which affect young people and facilitate collaboration between its community and government to ensure better outcomes for young Canberrans.¹⁵⁰

MATTERS CONSIDERED

2.114 At the hearing, the following matters were discussed:

- Budget 2019-20 funding for youth initiatives;¹⁵¹
- homelessness among children and young people;¹⁵²
- investment in child protection and out-of-home care, including the Therapeutic Care Court;¹⁵³
- domestic violence response, including rehousing and parent-child separation;¹⁵⁴
- eating disorders treatment (also discussed under Mental Health, Justice Health and Alcohol and Drug Disorders);¹⁵⁵ and
- early intervention in education.¹⁵⁶

KEY ISSUES

HOMELESSNESS AMONG CHILDREN AND YOUNG PEOPLE

2.115 The Committee heard about the Youth Coalition's action plan for addressing homelessness among children and young people, which it indicated was focussed around practice-based collaborative delivery of services and underpinned by empirical scoping of services available and needed in the Territory.¹⁵⁷

¹⁵⁰ Youth Coalition of the ACT, *About*, website, <https://youthcoalition.net/about/>, accessed 15 June 2019.

¹⁵¹ *Proof Transcript of Evidence*, 14 June 2019, pp. 67-69.

¹⁵² *Proof Transcript of Evidence*, 14 June 2019, pp. 69, 72.

¹⁵³ *Proof Transcript of Evidence*, 14 June 2019, pp. 67-68, 71-72.

¹⁵⁴ *Proof Transcript of Evidence*, 14 June 2019, p. 72.

¹⁵⁵ *Proof Transcript of Evidence*, 14 June 2019, pp. 72-73.

¹⁵⁶ *Proof Transcript of Evidence*, 14 June 2019, pp. 68, 70.

¹⁵⁷ *Proof Transcript of Evidence*, 14 June 2019, p. 69.

2.116 The Youth Coalition identified two pre-existing children and young people homelessness services – one in South Australia and another in New South Wales – worth replicating in the ACT, emphasising those services are:

...what is needed to keep young people in families where safe and appropriate, provide respite when they need that, instead of having them sleep on the street or couch surf or do something else unsafe that helps them trickle into long-term adverse outcomes and, for that limited few for whom it is unsafe, to think about what the other alternatives are long term.¹⁵⁸

COMMITTEE COMMENT

2.117 The Committee notes that since the hearing on the Friday 14 June 2019, it has been reported that the ACT Government has allocated \$480,000 to partner with the Youth Coalition and other community service providers in scoping what is required to introduce a dedicated child and young person homelessness service in the Territory.¹⁵⁹

EATING DISORDERS TREATMENT

2.118 The Youth Coalition explained to the Committee that certain types of therapeutic support for eating disorders require travelling interstate to Sydney, and that access to private psychiatric and psychological support in Canberra continues to experience long wait times. It was also highlighted that psychiatric units in the Territory's health system currently do not understand how to treat people with eating disorders.¹⁶⁰

2.119 The Youth Coalition suggested that the above issues could be significantly improved by upskilling psychiatric/psychology and nursing staff to deal appropriately with eating disorders and through coordinating a specialised response to eating disorders in the community in conjunction with parents and families members.

YOUNG WOMEN'S CHRISTIAN ASSOCIATION (YWCA)

2.120 The Young Women's Christian Association (YWCA) Canberra is a feminist, secular, non-profit organisation which provides community services and represents women's issues in the Territory. It provides essential quality services for women, girls, and families in the Territory

¹⁵⁸ Dr Barker, *Proof Transcript of Evidence*, 14 June 2019, pp. 69-70.

¹⁵⁹ Grouch, Sherryn. "Homeless Kids in Canberra to Get \$480k Funding Boost This Year." *Canberra Times*, 25 June 2019.

¹⁶⁰ *Proof Transcript of Evidence*, 14 June 2019, p. 73.

and surrounding regions, including: children and youth services, community development, housing, women's leadership training, and advocacy.¹⁶¹

MATTERS CONSIDERED

2.121 At the hearing, the following matters were discussed:

- affordable housing and homelessness among women (also discussed under Revenue Management);¹⁶²
- justice housing and post-release support;¹⁶³
- the ACT Government Family Safety Hub;¹⁶⁴
- respectful relationships programs in schools (also discussed under Education);¹⁶⁵ and
- gender-responsive budgeting (also discussed under Inclusion and Participation).¹⁶⁶

KEY ISSUES

AFFORDABLE HOUSING AND HOMELESSNESS AMONG WOMEN

2.122 The Committee heard from YWCA that older women systematically experiencing housing-stress and homelessness:

We have seen firsthand how older women structurally disadvantaged due to decades of time spent out of work raising families and without a job to return to have become the fastest growing cohort of those experiencing housing stress and homelessness in Canberra.¹⁶⁷

2.123 The YWCA welcomed the steps taken to support community housing suppliers in providing their highly-demanded services. They noted the passage of the *Revenue Amendment Act (ACT) 2019* by the Legislative Assembly in May and the prioritisation of investigating land tax concessions to encourage property owners to provide more affordable rents.¹⁶⁸

¹⁶¹ YWCA Canberra, *About Us*, website, <https://ywca-canberra.org.au/about-us/>, accessed 15 June 2019.

¹⁶² *Proof Transcript of Evidence*, 14 June 2019, pp. 22-23.

¹⁶³ *Proof Transcript of Evidence*, 14 June 2019, pp.23-24.

¹⁶⁴ *Proof Transcript of Evidence*, 14 June 2019, pp. 24-25, 29.

¹⁶⁵ *Proof Transcript of Evidence*, 14 June 2019, pp. 24-25, 27-28.

¹⁶⁶ *Proof Transcript of Evidence*, 14 June 2019, pp. 25-26.

¹⁶⁷ Ms Crimmins, *Proof Transcript of Evidence*, 14 June 2019, p. 23.

¹⁶⁸ *Proof Transcript of Evidence*, 14 June 2019, p. 23.

2.124 The YWCA noted, however, that interest in affordable housing schemes— such as the YWCA’s RentWell program – is indicative of an urgent need to increase the stock of affordable properties in the Territory.¹⁶⁹

2.125 Speaking of their RentWell program, YWCA also informed the Committee that:

... this measure has significant capacity to contribute to the ACT housing strategy objective of lifting the supply of affordable rental properties and building capacity in the community housing sector. We therefore urge the government to expand or continue the two-year trial period for this initiative and remove the arbitrary cap of 100 places, which is limiting the success of the measure and the number of potential tenants who could potentially benefit.¹⁷⁰

Recommendation 14

2.126 The Committee recommends that the ACT Government extend the trial period and remove the cap on the number of dwellings under the land tax exemption.

RESPECTFUL RELATIONSHIPS PROGRAMS IN SCHOOLS

2.127 The YWCA repeated its calls for the ACT to introduce a respectful relationships programme in schools across the Territory, echoing their submission to the Select Committee on Estimates 2018-19 the previous year.¹⁷¹

COMMITTEE COMMENT

2.128 The Committee notes that during a hearing on 24 June 2019 the Minister for Education and Early Childhood Development, explained that respectful relationships is being taught in schools as required, with each school tailoring delivery to reflect students’ ages and development levels.¹⁷²

GENDER-RESPONSIVE BUDGETING

2.129 In its discussion on gender-responsive budgeting the YWCA indicated that:

... we do not consider that what was released on Friday, 8 June constitutes a women’s budget statement. Rather, this document repackages initiatives announced as part of a broader budget, some of which appear to be otherwise mainstream measures. For

¹⁶⁹ *Proof Transcript of Evidence*, 14 June 2019, p. 23.

¹⁷⁰ Ms Crimmins, *Proof Transcript of Evidence*, 14 June 2019, p. 23.

¹⁷¹ Report of the Select Committee on Estimates 2018-19 on the *Appropriation Bill 2018-19* and *Appropriation (Office of the Legislative Assembly) Bill 2018-19*, 2018, p. 39.

¹⁷² *Proof Transcript of Evidence*, 24 June 2019, pp. 672-673.

example, initiatives such as the bail support program and the justice health service have been included, and while efforts to reduce recidivism are supported, there are no gender analyses of this package. As women represent roughly 7.5 per cent of the population at the Alexander Maconochie Centre, it is difficult to understand the extent to which this measure will be applied to women who come into contact with the justice system and its impact on their future wellbeing.¹⁷³

YWCA Canberra stresses that there is real opportunity for the ACT to become a national and international leader in achieving gender equality for women. The launch of the ACT women's plan for 2016-26, the valuable work of the family safety hub, the great representation of women among members of the Legislative Assembly and a move toward a wellbeing budget: these steps are meaningful steps that can deliver real outcomes for women and girls in the community. In a similar vein, a robust and genuine women's budget statement would provide the ACT government with a strong policy instrument to measure progress against the priorities of the women's plan: health and wellbeing; housing and homelessness; safety; economic security; and leadership.¹⁷⁴

2.130 When asked by the Committee what they would like to see in a Women's budget statement the YWCA replied:

Previous women's budget statements released by the ACT government, noting that there has not been one for about a decade, outlined the measures which the then-government believed were delivering progress against key themes of the ACT women's plan. So this is not aligned to that. Those key themes, which are not dissimilar to the themes today, formed the framework of how policies and budget measures were developed and coordinated.

The budget statement outlined initiatives, governance-based decisions relating to advisory councils, statutory officers and directorates, and the narrative provided policy justifications and some data on the predicted impact of the noteworthy measurements.¹⁷⁵

2.131 In this context the YWCA also acknowledged it still wanted to see the Office for Women in the Chief Minister's Directorate:

I think that if the Office for Women were relocated there, at the time of the budget being prepared it probably would have enabled, and had more resources for, a proper gender analysis of the budget in the first place. I think it does need a holistic response. It has been described to me as a niche group, but it is not: 52 per cent of the population is not niche. We need the strategies to do that. We have to make sure that

¹⁷³ Ms Crimmins, *Proof Transcript of Evidence*, 14 June 2019, p. 25.

¹⁷⁴ Ms Crimmins, *Proof Transcript of Evidence*, 14 June 2019, p. 25.

¹⁷⁵ Ms Crimmins, *Proof Transcript of Evidence*, 14 June 2019, p. 26.

we do not fall into the trap, when doing a gendered analysis policy, of saying that it is everybody's business but it becomes nobody's. We would then also recommend that there is a gender policy analysis to support each of the directorates that is fed back into the Chief Minister's office.¹⁷⁶

At the federal level, the Office for Women is in Prime Minister and Cabinet. We now have a woman, who is not the Prime Minister—it is the foreign affairs minister—who is the Minister for Women; so it is possible. I think the main thing is having it in the central agency because it is across the whole of government. We need oversight across the whole of government and for this to be resourced. I think that there is perhaps a good opportunity to look at a whole gender equality team—maybe the LGBTIQ could also be placed there—and have a whole gender equality strategy for the ACT that picks up the diversity of genders across the spectrum as we are seeing them emerge in our community.¹⁷⁷

COMMITTEE COMMENT

2.132 The Committee notes that during a hearing on 24 June 2019 the Minister for Women spoke in relation to the women's budget statement and addressed some of the of the YWCA's concerns as well as speaking about the ACT Women's Action Plan.

2.133 The Committee also wishes to note that in the Community Services Directorate chapter the responsibilities under the Minister for Women are discussed in more detail and the majority of the Committee's recommendations in relation to gender-responsive budgeting have been made in that chapter.

Recommendation 15

2.134 The Committee recommends that the ACT Government move the Office for Women into the Chief Minister, Treasury and Economic Development Directorate.

¹⁷⁶ Ms Crimmins, *Proof Transcript of Evidence*, 14 June 2019, pp. 29-30.

¹⁷⁷ Ms Crimmins, *Proof Transcript of Evidence*, 14 June 2019, p. 30.

3 OFFICERS OF THE LEGISLATIVE ASSEMBLY

ACT INTEGRITY COMMISSION

3.1 The ACT Budget 2019-20, Budget Statements A, states that

The ACT Integrity Commission (the Commission) is established by the Integrity Commission Act 2018 and provides a statutory basis for its independence.

Under Section 23 of the Act, the Commission's functions primarily are to:

- investigate conduct that is alleged to be corrupt conduct;
- refer suspected instances of criminality or wrongdoing to the appropriate authority for further investigation and action;
- prevent corruption, including by:
 - researching corrupt practices; and
 - mitigating the risks of corruption.
- publish information about investigations conducted by the commission, including lessons learned;
- provide education programs about the operation of this Act and the commission, including providing advice, training and education services to:
 - the Legislative Assembly and the public sector to increase capacity to prevent corrupt conduct;
 - people who are required to report corrupt conduct under this Act; and
 - the community about the detrimental effects of corruption on public administration and ways in which to assist in preventing corrupt conduct.
- foster public confidence in the Legislative Assembly and public sector.¹⁷⁸

MATTERS CONSIDERED

3.2 Matters considered by the Committee in relation to the Integrity Commissioner included:

- commencement date of Commissioner;¹⁷⁹
- difference between ACT Integrity Commission and the Commonwealth proposal;¹⁸⁰
- inclusion of ACT Policing in Integrity Commission ambit;¹⁸¹

¹⁷⁸ ACT Budget 2019-20, Budget Statements A, ACT Executive, ACT Integrity Commission, Auditor-General, Office of the Legislative Assembly, p. 9.

¹⁷⁹ Proof of Transcript of Evidence, 18 June 2019, pp. 236-237.

¹⁸⁰ Proof of Transcript of Evidence, 18 June 2019, pp. 238-240.

¹⁸¹ Proof of Transcript of Evidence, 18 June 2019, pp. 238-239.

- staffing – model for Integrity Commission;¹⁸²
- staffing – resourcing;¹⁸³
- role of the Office of the Legislative Assembly – before 1 July 2019;¹⁸⁴
- role of the Office of the Legislative Assembly – after 1 July 2019;¹⁸⁵ and
- expenditure by the Office of Legislative Assembly.¹⁸⁶

KEY ISSUES

COMMENCEMENT DATE OF COMMISSIONER

3.3 The Committee made queries as to the actual start date of the Integrity Commissioner and were informed by the Directorate that the instrument made by the Speaker indicates that the Commission will start from 1 July 2019 but that his actual start date would be 1 August 2019 before deferring to the Speaker for confirmation.¹⁸⁷

3.4 The Committee was then informed by the Office of the Legislative Assembly (OLA) that:

Just to be clear, it is from 1 July that Mr Cowdroy commences in the position. That is what the instrument does. I believe that he has written to the Speaker, the Chief Minister, the Leader of the Opposition, Minister Rattenbury and the Standing Committee on the Integrity Commission about how he then will go about lifting up the commission, appointing a CEO and so on.¹⁸⁸

ROLE OF THE OFFICE OF THE LEGISLATIVE ASSEMBLY BEFORE 1 JULY 2019

3.5 The Committee made queries as to the work that was being undertaken by the OLA prior to the commencement date of 1 July 2019. The Committee were informed that:

The role of the Assembly was effectively to be a fund-holder until the establishment of the commission, and to oversee the recruitment process. That is as for other officer positions, the ACT Electoral Commissioner and the Auditor-General. Similarly the OLA and the Speaker are responsible for that recruitment.¹⁸⁹

3.6 The Committee was further informed that:

¹⁸² *Proof of Transcript of Evidence*, 18 June 2019, p. 240.

¹⁸³ *Proof of Transcript of Evidence*, 18 June 2019, p. 240.

¹⁸⁴ *Proof Transcript of Evidence*, 27 June 2019, pp. 1072-1073.

¹⁸⁵ *Proof Transcript of Evidence*, 27 June 2019, p. 1073.

¹⁸⁶ *Proof Transcript of Evidence*, 27 June 2019, p. 1074-1076.

¹⁸⁷ Ms Whitten, *Proof Transcript of Evidence*, 18 June 2019, p. 237.

¹⁸⁸ Mr Skinner, *Proof Transcript of Evidence*, 27 June 2019, p. 1073.

¹⁸⁹ Ms J Burch, Speaker, *Proof Transcript of Evidence*, 27 June 2019, p. 1072.

The role that the office has played has been an unusual role to say the least, given that there was an appropriation made to the office to assist the Speaker in the appointment of a commissioner and there is no statutory function that the office has in respect of the commission's functions. But there was a recognition that that funding needed to end up in somebody's budget and, rather than its ending up in an executive directorate's budget, there was a feeling that the office would be a more appropriate place for that to go. The office does have a statutory function to provide advice and support to the Speaker in acquitting the Speaker's functions under the Integrity Commission Act, as we do in relation to the Auditor-General Act and the Electoral Commission Act, which is the basis of our advice and support.

A number of the things that the office has undertaken are to appoint what was called a transition support manager to assist in managing the sorts of correspondence and administrative tasks that would arise in terms of the appointment. There is also the engagement of a recruitment consultant to undertake executive search and to assist what was called an appointment advisory panel to provide advice to the Speaker about who might be appointed. That process was commenced and concluded. As you would be aware, there is now a disallowable instrument that Dennis Cowdroy will be appointed. I understand that there was some questioning last week around this.¹⁹⁰

ROLE OF THE OFFICE OF THE LEGISLATIVE ASSEMBLY AFTER 1 JULY 2019

- 3.7 Following the confirmation of the Commissioner's start date the Committee asked what role the OLA would have after 1 July 2019 and were informed that:

We regard, I think, from 1 July our role as stepping back quite considerably from that assistance, although there will be a memorandum of understanding between the office and the incoming commissioner to provide some basic-level support services around payroll, accounting and certain other matters until they have a CEO. We are quite conscious that until they actually have a CEO they are not going to have the sort of administrative capacity that you would hope they would have.¹⁹¹

- 3.8 The Committee were further advised that:

The commissioner will start and he is very much aware, and I think it is articulated in the letter Mr Skinner referred to which I tabled in the Assembly, that his primary first task is really to get a CEO on board. Then between the CEO and the commissioner they will determine what the commission looks like, whether it uses Shared Services and where its accommodation would be. In the immediate short term there will be room made available for the commissioner when he is in Canberra, but the decisions for their

¹⁹⁰ Mr Skinner, *Proof Transcript of Evidence*, 27 July 2019, pp. 1072-1073.

¹⁹¹ Mr Skinner, *Proof Transcript of Evidence*, 27 July 2019, p. 1073.

short, medium or longer term accommodation we absolutely see as for the commissioner and the CEO.¹⁹²

... we have been very cautious and careful in making sure that decisions that are for the commissioner will be left to the commissioner and we have restricted our advice to what options might be available and not prompting or pushing him in any particular direction. We think it is very important, given his statutory independence, that these are matters he will consider and reflect on.¹⁹³

INCLUSION OF ACT POLICING IN INTEGRITY COMMISSION AMBIT

3.9 The Committee was informed that the Commonwealth had refused to allow for ACT Policing to be covered by the ACT Integrity Commission, despite the Legislative Assembly's wishes, and the Chief Minister stated that they would 'continue to advocate on that question.'¹⁹⁴

3.10 When asked by the Committee if bringing ACT Policing under the ACT Government would be possible and if it had been considered as an option, the Chief Minister stated:

No. I do not think it would work in practice to have the Australian Federal Police policing national areas of the territory and a different police force also operating within the territory. The only practical way I believe to undertake policing is through the arrangements that are in the self-government act. But the question of oversight through an integrity commission, I think, is an appropriate mechanism.¹⁹⁵

3.11 In further discussion on why ACT Policing should be covered by the ACT Integrity Commission, the Chief Minister stated:

I think the Assembly has reached that conclusion through multiple committee inquiries and I believe it to be the unanimous view of all Assembly members that obviously police perform a very important role within our community and our society. The intent of our integrity commission is to have appropriate oversight of public officials performing their duties. In every other state or territory where an integrity commission is in operation, in whatever form, it would appear to have coverage of their police force.¹⁹⁶

AUDITOR-GENERAL

3.12 The *ACT Budget 2019-20, Budget Statements A*, states that

¹⁹² Ms J Burch, Speaker, *Proof Transcript of Evidence*, 27 July 2019, p. 1073.

¹⁹³ Mr Skinner, *Proof Transcript of Evidence*, 27 July 2019, pp. 1073-1074.

¹⁹⁴ Chief Minister Andrew Barr MLA, *Proof Transcript of Evidence*, 18 June 2019, p. 238.

¹⁹⁵ Chief Minister Andrew Barr MLA, *Proof Transcript of Evidence*, 18 June 2019, p. 239.

¹⁹⁶ Chief Minister Andrew Barr MLA, *Proof Transcript of Evidence*, 18 June 2019, p. 239.

The ACT Auditor-General (Auditor-General) is an Independent Officer of the Legislative Assembly. The ACT Audit Office (Audit Office) supports the Auditor-General in carrying out its activities.

The Audit Office aims to promote public accountability for the effective and efficient provision of ACT public services by providing independent, evidence-based audit reports to the ACT Legislative Assembly and ACT community.

The Auditor-General Act 1996 provides the Auditor-General with complete discretion in selecting audit topics and performing audits. The Auditor-General makes recommendations to ACT-Government agencies and ACT Legislative Assembly committees on how improvements could be made to services and programs provided by the ACT public sector.

The Auditor-General Also responds to representations and public interest disclosures made by members of the ACT Legislative Assembly and ACT community.¹⁹⁷

MATTERS CONSIDERED

3.13 Matters considered by the Committee in relation to the Auditory General included:

- superannuation return adjustment;¹⁹⁸
- coordination with other oversight bodies - Integrity Commissioner and Ombudsman;¹⁹⁹
- Public Interest Disclosures (PIDs);²⁰⁰
- performance audit topics;²⁰¹
- reasons for increased staffing;²⁰²
- feedback, evaluation and performance;²⁰³ and
- new role.²⁰⁴

KEY ISSUES

COORDINATION WITH OTHER OVERSIGHT BODIES – INTEGRITY COMMISSIONER

¹⁹⁷ ACT Budget 2019-20, *Budget Statements A, ACT Executive, ACT Integrity Commission, Auditor-General, Office of the Legislative Assembly*, p. 17.

¹⁹⁸ *Proof Transcript of Evidence*, 21 June 2019, p. 654.

¹⁹⁹ *Proof Transcript of Evidence*, 21 June 2019, pp. 654-655.

²⁰⁰ *Proof Transcript of Evidence*, 21 June 2019, p. 655; *Answer to Question Taken on Notice E19-101*, answered 28 June 2019.

²⁰¹ *Proof Transcript of Evidence*, 21 June 2019, pp. 655-656.

²⁰² *Proof Transcript of Evidence*, 21 June 2019, p. 656.

²⁰³ *Proof Transcript of Evidence*, 21 June 2019, p. 656.

²⁰⁴ *Proof Transcript of Evidence*, 21 June 2019, pp. 656-657.

AND OMBUDSMAN

- 3.14 The Committee asked the Auditor-General whether they had started discussion with other Officers of the Legislative Assembly about how the relationship between them and the Integrity Commission would work. In response the Auditor-General stated that they had started discussions with the Ombudsman and that:

We will engage with the Integrity Commissioner as soon as we get the opportunity to do so. The review of the PID legislation which is just commencing is the first step in that process. That will form part of the way in which we talk to each other about how we deal with public interest disclosures and other representations that are made to us, and how we allocate them between us.²⁰⁵

PUBLIC INTEREST DISCLOSURES

- 3.15 The Committee made a number of queries in relation to Public Interest Disclosures (PIDs), firstly querying the number of PIDs that had been received by the Auditor-General that they would contemplate referring to the Integrity Commission:

I do not have any at the moment; we do not have any outstanding PIDs at the moment. We have a couple of representations that we are dealing with, but I would not classify them as public interest disclosures under the act at the present time.²⁰⁶

- 3.16 The Auditor-General also stated that none had been referred to the Public Sector Standards Commission²⁰⁷

- 3.17 In further questioning the Committee asked the Auditor-General to supply the number of PIDs received in the last two years and how many had been referred to another body and were informed that for the current financial year there had not been any received by the Auditor-General²⁰⁸ and in an Answer to a Question Taken on Notice also indicated that 'in 2017-18 and 2018-19 no public interest disclosures were received by the ACT Audit Office.'²⁰⁹

PERFORMANCE AUDIT PROCESS

- 3.18 The Committee asked about how the Audit Office decides to pursue performance audits of ACT directorates and agencies and were informed that:

Every year we go through a planning process. We more or less commence that process towards the end of a calendar year or early in the new calendar year. Visibly, for

²⁰⁵ Mr Harris, *Proof Transcript of Evidence*, 21 June 2019, p. 655.

²⁰⁶ Mr Harris, *Proof Transcript of Evidence*, 21 June 2019, p. 655.

²⁰⁷ Mr Harris, *Proof Transcript of Evidence*, 21 June 2019, p. 655.

²⁰⁸ Mr Stanton, *Proof Transcript of Evidence*, 21 June 2019, p. 655.

²⁰⁹ *Answer to Question Taken on Notice E19-101*, answered 28 June 2019.

external stakeholders and agencies, we commence that with an initial letter seeking calls or comments on the current performance audit program, which is a three-year program. With any ideas that any of the stakeholders might have, through other performance audits that might be considered by the Audit Office, we consult with members of the Assembly, directors-general, chief executives and other agencies and stakeholders. We do that early in the calendar year.

We take that information on board, and we add that to what is already going on in the Audit Office in terms of our own processes for identifying potential performance audit topics. We put those together and we apply some criteria to that list. It can be quite a lengthy list of potential performance audit topics. We apply the criteria to that list, and then we develop a draft performance audit program which we issue for comment.²¹⁰

ACT ELECTORAL COMMISSIONER

3.19 The *ACT Budget 2019-20, Budget Statements A*, states that:

The Electoral Commissioner is an independent statutory office holder under the Electoral Act 1992. The Electoral Commissioner is a member of the ACT Electoral Commission, which consists of three statutory office holders – The Chairperson, the Electoral Commissioner and one other Member. The Electoral Commissioner is assisted by officers employed under the Public Sector Management Act 1994 and the Electoral Act. The Electoral Commissioner is the chief executive officer off the Commission.

The ACT Electoral Commission is responsible for:

- The conduct of elections and referendums for the ACT Legislative Assembly
- The determination of electoral boundaries for the ACT; and
- The provision of electoral information, education, advice and services to a wide range of clients.²¹¹

MATTERS CONSIDERED

3.20 Matters considered by the Committee in relation to the ACT Electoral Commissioner included:

- electoral redistribution;²¹²
- polling booths;²¹³ and

²¹⁰ Mr Stanton, *Proof Transcript of Evidence*, 21 June 2019, p. 655-656.

²¹¹ *ACT Budget 2019-20, Budget Statements A, ACT Executive, ACT Integrity Commission, Auditor-General, Office of the Legislative Assembly*, p. 27.

²¹² *Proof Transcript of Evidence*, 28 June 2019, p. 1146.

²¹³ *Proof Transcript of Evidence*, 28 June 2019, pp. 1146-1147.

- count-back process – when a sitting member resigns.²¹⁴

KEY ISSUES

COUNT-BACK PROCESS – WHEN A SITTING MEMBER RESIGNS

- 3.21 The Committee queried with the ACT Electoral Commission as to how long it takes from when a sitting member resigns to the new successful candidate being announced. The Committee were informed that:

The formal process is initiated by the Speaker writing to me, as the commissioner. Having seen that requirement coming along in the next few days, we will do our best to forewarn the Canberra Times and secure an opportunity to put the official public notification in the Canberra Times, as well as publishing online and on our website that the casual vacancy has arisen and the countback process is required to be put in place. Ten days after that public notification, the nominations for that countback process close.

As soon as the public notification is made, I also endeavour by every means practicable to contact those candidates who contested for the seat, in this case of Yerrabi, at that time, in the 2016 elections, and invite them to recontest. At the 10-day juncture, midday on that day, the opportunity to nominate closes. I shortly thereafter announce those candidates.

The process of the electronic countback is very quick, given its electronic nature, and we will know the outcome of that very quickly thereafter. But I officially notify that normally 24 to 48 hours after it is known to us in an official capacity. The intent of that is to give the successful candidate, before he or she becomes an MLA, the opportunity to resign from any public position or other position which would compromise his or her capacity to be an MLA.

So, in answer to your question, I think you could allow two weeks from start to finish, including the time that might be taken for the Speaker to put together a formal notification to me. That is a comfortable time line.²¹⁵

ACT OMBUDSMAN

- 3.22 The ACT Ombudsman's role is to resolve complaints and monitor the actions of government agencies and the police under the *Ombudsman Act 1989* and other legislation. In addition to

²¹⁴ *Proof Transcript of Evidence*, 28 June 2019, pp. 1147-1148.

²¹⁵ Mr Cantwell AM, *Proof Transcript of Evidence*, 28 June 2019, pp. 1147-1148.

complaint handling, the Ombudsman performs other specialist functions for the ACT in relation to freedom of information (FOI), reportable conduct and monitoring of police use of covert powers.²¹⁶

MATTERS CONSIDERED

3.23 Matters considered by the Committee in relation to the Ombudsman included:

- new FOI Act – implementation and understanding of the Act;²¹⁷
- resourcing,²¹⁸
- coordination with Integrity Commissioner;²¹⁹
- Reportable Conduct Scheme – resourcing,²²⁰ and
- Reportable Conduct Scheme - reporting, entities.²²¹

KEY ISSUES

NEW FOI ACT – IMPLEMENTATION AND UNDERSTANDING OF THE ACT

3.24 The Committee noted the implementation of the new FOI ACT and asked the ACT Ombudsman about the progress of the implementation and any unforeseen issues that had become apparent. The ACT Ombudsman indicated that:

The new act is now well and truly up and running. I am aware that there has been some consideration in the Assembly around amendments to the act, but it has been up and running since January 2018. We are seeing, I think, a growing understanding of how the act is intended to work amongst ACT directorates and members of the public—and, indeed, in some cases, members of the Assembly who have availed themselves of their right to seek reviews and things of that ilk through the act.²²²

3.25 In addition, the ACT Ombudsman also stated that his office undertook a ‘series of statutory activities’ in relation to the FOI Act which included:

... review applications; that is, review applications for reviews of decisions that agencies take. An agency says to a person, “We do not want you to have document X.” People come to us to seek review of that. We had 37 of those in 2018-19, up to 31

²¹⁶ ACT Ombudsman, <http://www.ombudsman.act.gov.au/about-us/what-we-do/ombudsmans-role>, accessed 10 June 2019.

²¹⁷ *Proof Transcript of Evidence*, 21 June 2019, pp. 658-659.

²¹⁸ *Proof Transcript of Evidence*, 21 June 2019, pp. 659-660.

²¹⁹ *Proof Transcript of Evidence*, 21 June 2019, p. 659.

²²⁰ *Proof Transcript of Evidence*, 21 June 2019, p. 660.

²²¹ *Proof Transcript of Evidence*, 21 June 2019, pp. 660-661.

²²² Mr Manthorpe, *Proof Transcript of Evidence*, 21 June 2019, p. 658.

May. We have had a couple of complaints—only two. We have had 12 deemed decision notices. That is where an agency cannot or does not meet the prescribed time frames for dealing with an FOI request; they are required to notify us, and indeed the Assembly, of that, for extension of time requests. We currently have 11 review applications on hold, and we are churning through those as quickly as we can.²²³

- 3.26 When speaking about increasing the understanding of the Act the Committee asked the ACT Ombudsman about the training provided to staff. The ACT Ombudsman indicated that:

It is not so much a training program. What we have done is stand up a community of practice forum with all the FOI practitioners across the directorates. They have all been invited. We have had one of those already, and we have another one coming up in the second half of this year. We are continuing at an individual level with directorates and with the practitioners to engage with them. They can call my team at any time and speak about issues that they are grappling with. The intent is that they can learn from one another, identifying areas of best practice.

And there is our work around developing guidelines. The two guidelines that we have currently got out for consultation, on open access and how to deal with informal requests, are borne out of the practitioners themselves saying, “We would like more information and guidance on this from the Ombudsman.” So that is what we have done.²²⁴

COORDINATION WITH INTEGRITY COMMISSIONER

- 3.27 The Committee asked about matters before the ACT Ombudsman that could be referred to the Integrity Commission and were informed that:

At this moment in time, I do not think I would have any matter in front of me—certainly nothing that is top of mind—that we would have in mind to refer to the integrity commission because it raised matters of serious corruption, criminality, fraud and the like. It is probably important to note that we will have a role with respect to the integrity commission.²²⁵

- 3.28 The Committee then acknowledged that the ACT Ombudsman would be fulfilling the role of inspector under the Act and asked how they had been preparing resources to make the role effective and were informed that:

To start the work in the financial year we are in now, 2018-19, we have got \$41,000 from the ACT government. For 2019-20, we have been allocated \$96,000... It is

²²³ Mr Manthorpe, *Proof Transcript of Evidence*, 21 June 2019, p. 658.

²²⁴ Ms MacLeod, *Proof Transcript of Evidence*, 21 June 2019, p. 659.

²²⁵ Mr Manthorpe, *Proof Transcript of Evidence*, 21 June 2019, p. 659.

probably about one person with on-costs and all the various overheads that come with the person, and some other kinds of activity.²²⁶

REPORTABLE CONDUCT SCHEME- REPORTING AND ENTITIES

3.29 The Committee asked a number of questions in relation to the Reportable Conduct Scheme, noting that it had been expanded over the last year. During a discussion on entities covered by the scheme the ACT Ombudsman indicated that although there is no definitive list there:

are in the order of 800 entities that we know of that are covered by the scheme. That includes a single school as a single entity, even though that might be part of a system, if you get the idea. Anyhow, there are 800 entities. With that many, we have sought to reach out to them all. We have sought to engage them all. Many have engaged. More and more are engaging, but—²²⁷

3.30 The Committee went on to ask how many reports had been received by the ACT Ombudsman under the scheme and were advised that:

Comparing apples and apples: 121 in 2017 18 and 159 in 2018-19. But by the time we got to the end of financial year 2017 18 it was about 140. It is in our annual report. It has gone up a bit in the second financial year, which reflects the fact that the religious organisations are now covered by the scheme. We have had a relatively small number of reports there. I suppose it reflects the fact that there is, again, growing awareness, growing engagement with the scheme.²²⁸

²²⁶ Mr Manthorpe, *Proof Transcript of Evidence*, 21 June 2019, p. 660.

²²⁷ Mr Manthorpe, *Proof Transcript of Evidence*, 21 June 2019, p. 661.

²²⁸ Mr Manthorpe, *Proof Transcript of Evidence*, 21 June 2019, p. 661.

4 OFFICE OF THE LEGISLATIVE ASSEMBLY

4.1 The Office of the Legislative Assembly (OLA) is established by the *Legislative Assembly (Office of the Legislative Assembly) Act 2012* and provides a statutory basis for its independence from the Executive.

Under Section 6 of the Act, the Office's function is to provide impartial advice and support to the Legislative Assembly and committees and members of the Assembly, including:

- providing advice on parliamentary practice and procedure, and the functions of the Assembly and committees;
- reporting proceedings of the Assembly and meetings of committees;
- maintaining an official record of proceedings of the Assembly;
- providing library and information facilities and services for members;
- providing staff to enable the Assembly and committee to operate efficiently;
- providing business support functions, including administering the entitlements of members who are not part of the Executive; and
- maintaining the Assembly precincts; and providing public education about the function of the Assembly and committees.²²⁹

MATTERS CONSIDERED

4.2 Matters considered by the Committee in relation to the Office of the Legislative Assembly included:

- redesign of entrances to Legislative Assembly;²³⁰
- double-glazing project;²³¹
- searchable Questions on Notice;²³²
- collation of Hansard;²³³
- Committee Support Office;²³⁴
- committee structure benchmarking report;²³⁵

²²⁹ ACT Budget 2019-20, *Budget Statements A, ACT Executive, ACT Integrity Commission, Auditor-General, Office of the Legislative Assembly*, p. 37.

²³⁰ *Proof Transcript of Evidence*, 27 June 2019, pp. 1062-1063.

²³¹ *Proof Transcript of Evidence*, 27 June 2019, pp. 1063-1064.

²³² *Proof Transcript of Evidence*, 27 June 2019, pp. 1064-1067.

²³³ *Proof Transcript of Evidence*, 27 June 2019, pp. 1066-1067.

²³⁴ *Proof Transcript of Evidence*, 27 June 2019, pp. 1067-1070.

²³⁵ *Proof Transcript of Evidence*, 27 June 2019, pp. 1069-1070.

- insecure work in OLA,²³⁶
- Australasian Study of Parliament Group (ASPG) Conference commitment;²³⁷
- heating, ventilation and air conditioning (HVAC) System upgrade;²³⁸
- renovations – kitchenettes and bathrooms;²³⁹ and
- ACT Integrity Commission (discussed in Officers of the Legislative Assembly chapter).²⁴⁰

KEY ISSUES

COMMITTEE SUPPORT OFFICE

- 4.3 In a discussion on the Committee Support Office, the OLA was asked as to the number of secretaries and the number of committees they are providing services to. The Committee was informed that:

At the moment we have 10 standing committees, including the administration and procedure committee and the scrutiny committee, and we have a secretary assigned to each of those. But that includes the Clerk who is the secretary of administration and procedure.²⁴¹

- 4.4 When pressed further as to the number of individual personnel, the OLA stated:

If we take administration and procedure and scrutiny out of it, we have got eight standing committees and seven committee secretaries. The double-up is where we have the new committee on integrity.²⁴²

- 4.5 The Committee then questioned the assigning of responsibilities to secretaries when there were additional select committees and were informed that aside from one secretary having two Standing Committees there were ‘two individuals with both a standing committee and a select committee.’²⁴³

- 4.6 In terms of administrative assistance the Committee was informed that the Committee Support Office has ‘two research officers for the whole committee office and there is one and a half staff for administrative assistance in the committee office.’²⁴⁴

²³⁶ *Proof Transcript of Evidence*, 27 June 2019, pp. 1070-1071.

²³⁷ *Proof Transcript of Evidence*, 27 June 2019, pp. 1071-1072.

²³⁸ *Proof Transcript of Evidence*, 27 June 2019, pp. 1075-1076

²³⁹ *Proof Transcript of Evidence*, 27 June 2019, pp. 1075-1076.

²⁴⁰ *Proof Transcript of Evidence*, 18 June 2019, pp. 236-240; *Proof Transcript of Evidence*, 21 June 2019, pp. 654-655, 659-660.

²⁴¹ Ms Agostino, *Proof Transcript of Evidence*, 27 June 2019, p. 1068.

²⁴² Ms Agostino, *Proof Transcript of Evidence*, 27 June 2019, p. 1068.

²⁴³ Ms Agostino, *Proof Transcript of Evidence*, 27 June 2019, p. 1068.

²⁴⁴ Mr Duncan, *Proof Transcript of Evidence*, 27 June 2019, pp. 1069-1070.

Recommendation 16

- 4.7 The Committee recommends that the Office of the Legislative Assembly increase staffing for the committee secretariat within the Committee Support Office.**

Recommendation 17

- 4.8 The Committee recommends that the Office of the Legislative Assembly increase the level of administrative support provided to Committee Secretaries.**

ASPG CONFERENCE

- 4.9 The Committee asked a number of questions in relation to the Australasian Study of Parliament Group (ASPG) conference and how the Assembly was contributing to that. They were informed by the OLA that in terms of who was involved in the organisation:

The office has been involved, along with the Department of the Senate, the Department of Parliamentary Services and the Department of the House of Representatives to pull together that conference this year in October. The theme is on disrupting parliaments. There is a whole range of subthemes around some of the challenges that are facing parliaments not only in Australia but also around the world. We are just going through the process of reviewing abstracts for presenters and looking at how the program will pan out. That is very much a cooperative venture with our commonwealth colleagues. The conference itself will be held at Parliament House on, I think 4, 5 and 6 October. I am going off my memory.²⁴⁵

- 4.10 The Committee also asked about the financial commitment that was being made by the Legislative Assembly in relation to the conference and was informed that:

There is a financial commitment but not one that is coming off the office of the Assembly's books. It is a membership-driven organisation and there is a fee for, essentially, service. It is a cost recovery arrangement where the fees will, all being well, meet the costs of the conference. So, other than any staff we choose to send to the conference, there should not be a net cost to the territory.²⁴⁶

²⁴⁵ Mr Skinner, *Proof Transcript of Evidence*, 27 June 2019, p. 1071.

²⁴⁶ Mr Skinner, *Proof Transcript of Evidence*, 27 June 2019, p. 1071.

- 4.11 The OLA further stated that there were OLA staff helping out but that it was effectively a ‘resource in kind’ and was not a significant cost:

I do not think it is a significant cost. The Australasian Study of Parliament Group has been going since, I think, 1978. It is very much nurtured by the community of parliaments across Australia and the Pacific. It is a rotating conference arrangement where once every 10 years or nine years one of the jurisdictions will be the host. That relies on parliaments themselves and their support agencies to put the shoulder to the wheel to get that conference going.²⁴⁷

SEARCHABLE QUESTIONS ON NOTICE

- 4.12 In discussions on chamber matters, the Committee asked about the possibility of software being made available that would enable Questions on Notice (QONs) to be searchable. In response, the OLA indicated that ‘we got some funding last year in the budget to progress this’²⁴⁸ and went on to explain:

The office received funding to look at some digitisation opportunities over a two-year period. We engaged a consulting firm to look at a number of processes. They are both parliamentary processes, things like the questions on notice options and submissions from the public coming into the Assembly. But also they looked at internal business processes like time sheets and invoice processing.

We can see that opportunities might present to modernise a particular process in isolation, but we wanted to avoid ending up with six, seven or eight different systems that complicated our ICT management. We have had a report from those consultants who have said, “Look, you do have a number of processes. Because they are heavily dependent on paper, you are going to have to look at transforming those into a digital platform.” I think the questions on notice database is certainly one of—I will not call it one of the simpler ones; it is one of the less difficult processes—²⁴⁹

- 4.13 When questioned as to the current form of the QON database the OLA informed the Committee that there was a ‘checklist that we monitor’ but agreed that it was more like an index and that it was more ‘just tracking numbers’ as opposed to a database.²⁵⁰
- 4.14 In an Answer to a Question Taken on Notice the OLA explained the process and form of lodging and storing a QON:

A question on notice (QN) is lodged with the Clerk in accordance with standing order 113(a) in both soft and hard copy format by the Member asking the QoN. The soft copy text for each QoN is manually transferred into a database along with relevant

²⁴⁷ Mr Skinner, *Proof Transcript of Evidence*, 27 June 2019, p. 1072.

²⁴⁸ Ms J Burch MLA, Speaker, *Proof Transcript of Evidence*, 27 June 2019, p. 1064.

²⁴⁹ Mr Duckworth, *Proof Transcript of Evidence*, 27 June 2019, p. 1065.

²⁵⁰ Mr Duncan, *Proof Transcript of Evidence*, 27 June 2019, p. 1066.

information specific to that QoN. The database stores the following information for each QoN: the number; the Member asking the QoN; the subject; the Minister to which the QoN is directed; any approved transfer of a QoN to another Minister; withdrawal of a QoN; date the QoN is placed on the Questions on Notice Paper; date the answer is received and the relevant Hansard page number (this is included at a later date); and a variety of statistics for all QoNs.

On the Friday of a sitting week, the Questions on Notice Paper is published on the public website at <https://www.parliament.act.gov.au/in-the-assembly/questions-paper>. This paper contains the number and full text of each QoN, the Member who lodged the QoN and which Minister it is directed to, along with a date on which the QoN is due to be answered. A Minister has 30 days from the date the Questions on Notice Paper is published to provide an answer to the Member.

Once a Minister has answered a QoN, their office provides four hard copies of the answer, including the original, and a soft copy to the Office of the Clerk. The answer is then recorded as being received in the database on the date the original signed answer is provided. The database does not have the capacity to store the text of the answer to a QoN. The soft copy and a hard copy of the answer are then forwarded to Hansard for inclusion in a Weekly Hansard. If any attachments are included with the answer, unless they are brief and easily included, they do not appear in the Weekly Hansard and a copy can be obtained from the Office of the Clerk (this advice appears with the answer in the Weekly Hansard). The original answer to a QoN, signed by the Minister, is stored in a hard copy file to be kept indefinitely by the Office of the Clerk. A hard copy of an answer with a coversheet attached, is then delivered to the Member via hand delivery or internal mail. The fourth hardcopy is then stored on a temporary file for use when drafting future Notice Papers. There is currently no easily accessible function for Members to search for QoNs or answers. One of the 2019-20 Budget priorities for the Office of the Legislative Assembly is to continue the digital transformation of the Assembly's business processes and the digitisation of the Assembly's archived records. On the Tuesday of every sitting week (for double sitting weeks this occurs only on the first Tuesday), the text of all outstanding QoNs are placed on the Notice Paper, including any questions that may have been redirected. On Wednesdays and Thursdays, only the numbers of the outstanding QoNs are listed on the Notice Paper. This information is extracted from the database.²⁵¹

- 4.15 The OLA further stated that the 'questions go into the *Weekly Hansard*. To search for a question, as the Speaker said, you would have to go into that week of *Hansard* and know the number.'²⁵²

²⁵¹ Answer to Question Taken on Notice E19-361, answered 5 July 2019.

²⁵² Ms Tancred, *Proof Transcript of Evidence*, 27 June 2019, p. 1067.

Recommendation 18

4.16 The Committee recommends that the Office of the Legislative Assembly implement the Legislative Assembly searchable Questions on Notice database.

5 CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE

- 5.1 The *ACT Budget 2019-20, Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, state that the Chief Minister, Treasury and Economic Development Directorate (CMTEDD):

...leads the public sector and works collaboratively both within government and with the community to achieve positive outcomes.

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, the Directorate's Ministers and the Cabinet on policy, economic and financial matters, service delivery, whole of government issues and intergovernmental relations. The Directorate facilitates the implementation of government priorities and drives many initiatives, including being an inclusive and welcoming city, strengthening relations with NSW, and the Reportable Conduct Scheme. The Directorate also leads the strategic direction for the ACT Public Service (ACTPS), to ensure that it is well positioned to perform its role.²⁵³

- 5.2 The Committee considered the following Output classes and outputs, Statements of Intent and Funds:

- Output Class 1: Government Strategy
 - Output 1.1: Government Policy and Reform
 - Output 1.2: Workforce Capability and Governance
 - Output 1.3: Coordinated Communications and Community Engagement
 - Output 1.4: Digital Strategy
- Output Class 2: Access Canberra
 - Output 2.1: Access Canberra
- Output Class 3: Economic Development
 - Output 3.1: Innovation, Industry and Investment
 - Output 3.2: VisitCanberra
 - Output 3.3: Sport and Recreation
 - Output 3.4: Events
 - Output 3.5: Arts Engagement
 - Output 3.6 Higher Education, Training and Research
- Output Class 4: Financial and Economic Management

²⁵³ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 1.

- Output 4.1: Economic Management
- Output 4.2: Financial Management
- Output Class 5: Workforce Injury Management and Industrial Relations Policy
 - Output 5.1 Workforce Injury Management and Industrial Relations Policy
- Output Class 6: Revenue Management
 - Output 6.1: Revenue Management
- Output Class 7: Shared Services
 - Output 7.1 Shared Services
- Output Class 8: Infrastructure Finance, Capital Works and Procurement
 - Output 8.1: Infrastructure Finance and Capital Works
 - Output 8.2: Goods and Services Procurement
- Output Class 9: Property Services and Venues
 - Output 9.1: Property Services
 - Output 9.2: Venues
- ACT Compulsory Third-Party Insurance Regulator
- ACT Gambling and Racing Commission
- ACT Insurance Authority
- Canberra Institute of Technology
- CIT Solutions Pty Ltd
- Cultural Facilities Corporation
- Icon Water Limited
- Independent Competition and Regulatory Commission
- Lifetime Care and Support Fund
- Public Sector Workers Compensation Fund
- Superannuation Provision Account
- Territory Banking Account

GENERAL BUDGET MATTERS

- 5.3 In addition to examining the budget by output class the Committee also looked at the structure and presentation of the budget as a whole. Some of the matters that arose have been addressed under specific outputs, such as recommendations on the presentation of accounting standards made under the financial management output. Additional matters are detailed below.

KEY ISSUES

TONE OF THE BUDGET

- 5.4 The Committee and the budget adviser noted a political tone to certain sections of the budget. The following section of the budget is of particular note:

The past six years have been characterised by a lack of investment in Canberra by the Coalition Government. The ACT has received just 0.8 per cent of national infrastructure funding during the Coalition's last two terms. This translates to around half what our per capita share would be, a shortfall of about \$307 million since the Coalition took office. Public service job cuts, decentralisation and unequal funding deals in key areas like health and education have underlined the Coalition's disregard for Canberra.

With the Coalition having recently been returned for a further term in government, there is little prospect of this situation changing in the next three years. But with Canberra growing by around 8,000 people a year, we cannot allow local services and infrastructure to fall behind as our community continues to grow.

So just as we did five years ago in the face of Tony Abbott's cuts and the Mr Fluffy crisis, we will step up and invest in Canberra.²⁵⁴

- 5.5 The budget advisers suggest that the 'political commentary in Budget Paper 3 is unbecoming for a small jurisdiction that wants to be taken seriously.'²⁵⁵

COMMITTEE COMMENT

- 5.6 The Committee acknowledges that, as well as being an important planning and accountability document, the budget has a political element wherein it sets out how a government will go about fulfilling election pledges and responding to community concerns. Some of the Committee does not believe, however, that the budget documents are the appropriate forum for partisan commentary.

ACCOUNTABILITY INDICATORS

- 5.7 Accountability indicators are a key way to measure government performance against the goals it establishes in its budget. The budget papers set out for each output 2018-19 targets, 2018-19 estimated outcomes and 2019-20 targets. Committees have, over the years, suggested various improvements that could be made to individual indicators to improve their usefulness and to make their measurement or target more meaningful.

²⁵⁴ ACT Budget 2019-20, *Budget Paper 3*, p. 37.

²⁵⁵ *Review of the ACT Budget 2019-20*, Pegasus Economics, June 2019, p. 3.

COMMITTEE COMMENT

- 5.8 The Committee acknowledges that a balance must be struck between the importance of having measurable targets to assess performance against and the resource required to gather that data. The Committee has made recommendations under some outputs where it believes that specific accountability indicators could be improved.

Recommendation 19

- 5.9 The Committee recommends that the ACT Government include historical series of accountability indicators to demonstrate performance measures over time.**

GOVERNMENT POLICY AND REFORM (1.1)

- 5.10 This output provides for provision of ‘advice and support to the Chief Minister, the Head of Service and the Director General on complex policy matters, incorporating a central agency coordination role in strategic planning, social, economic and regional policy, including high priority reforms and effective delivery of government policies and priorities.’²⁵⁶

MATTERS CONSIDERED

- 5.11 Matters considered by the Committee in relation to Government Policy and Reform included:
- impact of climate emergency declaration on whole of government policy;²⁵⁷
 - wellbeing indicators;²⁵⁸
 - rollover of red tape reduction funding;²⁵⁹
 - Social Inclusion Statement and making an age-friendly city (also discussed under Seniors and Veterans);²⁶⁰
 - consideration of seniors in new public transport network;²⁶¹
 - Capital of Equality Statement;²⁶²
 - LGBTIQ needs in health services;²⁶³

²⁵⁶ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 18.

²⁵⁷ *Proof Transcript of Evidence*, 18 June 2019, pp. 227-228.

²⁵⁸ *Proof Transcript of Evidence*, 18 June 2019, pp. 228-231.

²⁵⁹ *Proof Transcript of Evidence*, 18 June 2019, p. 244.

²⁶⁰ *Proof Transcript of Evidence*, 19 June 2019, pp. 336-337.

²⁶¹ *Proof Transcript of Evidence*, 19 June 2019, pp. 336-338.

²⁶² *Proof Transcript of Evidence*, 19 June 2019, pp. 338-339.

²⁶³ *Proof Transcript of Evidence*, 19 June 2019, pp. 339-340.

- housing services for people under 16 experiencing homelessness;²⁶⁴
- ACT Government action to resource and increase visibility for the LGBTIQ community,²⁶⁵ and
- Homosexual Histories Festival.²⁶⁶

KEY ISSUES

CLIMATE CHANGE EMERGENCY

5.12 The Committee asked about the effect of the Assembly's resolution declaring that the ACT is in a state of climate emergency.²⁶⁷ The Chief Minister informed the Committee that cabinet would be considering actions in response to climate change for the period 2020-2025 shortly with the expectation of making an announcement before the end of the year.²⁶⁸ He advised that Committee that:

in each area of ACT government, ministers, directors-general, senior executives and, indeed, most ACT government staff are involved in a range of direct actions, policy development and change management to reflect that circumstance, the government's short, medium and long-term objectives around its own operations and some of the broader goals for this city.²⁶⁹

COMMITTEE COMMENT

5.13 The Committee notes the whole-of-government response required by the government for the climate emergency.

Recommendation 20

5.14 The Committee recommends that the ACT Government, recognising the climate emergency declared by the Legislative Assembly, communicate this status to all Government agencies, and require that all agencies orient their decision-making around climate change and ensure that they are compatible with the ACT's climate change goals.

²⁶⁴ *Proof Transcript of Evidence*, 19 June 2019, pp. 340-341.

²⁶⁵ *Proof Transcript of Evidence*, 19 June 2019, p. 341.

²⁶⁶ *Proof Transcript of Evidence*, 19 June 2019, p. 341.

²⁶⁷ Legislative Assembly for the Australian Capital Territory (ACT), Minutes of Proceedings No. 98, 16 May 2019, p. 1471.

²⁶⁸ *Proof Transcript of Evidence*, 18 June 2019, p. 227.

²⁶⁹ Chief Minister, Andrew Barr MLA, *Proof Transcript of Evidence*, 18 June 2019, p. 228.

WELLBEING INDICATORS

5.15 The Committee asked about the development of wellbeing indicators for the budget. The Chief Minister noted that he had announced in 2018 that the ACT Government would be developing a set of wellbeing indicators to measure progress beyond traditional economic metrics. Work, including community consultation, is underway developing these. The Chief Minister said that he:

will announce the final indicators for the first phase on Canberra Day next year and they will then be part of the 2020 budget process. I want to stress that this is the beginning. It will not be the end of the process. If you were to look at similar examples elsewhere in our region, particularly in New Zealand, whom we are working very closely with, they were very clear in their budget that was released a few weeks ago that that was the beginning of a process, not the be-all and end-all. It will be iterative. It will adapt over time.²⁷⁰

5.16 The Chief Minister indicated that environmental indicators were likely but cautioned:

we do not want a wellbeing framework that has 4,000 indicators. We have to be sensible around how we approach this. In New Zealand they have dropped to about 12 domains and then a series of indicators within them. So we are not replicating the Australian government census here. But we are wanting to drill down to a set of meaningful indicators that the majority of Canberrans would agree are the ones we should be focusing on against an approach that saw thousands of indicators.²⁷¹

5.17 The Chief Minister agreed that this approach would go beyond triple bottom line reporting and eventually evolve to indicate priority areas for the budgeting process. Part of the intent is to encourage initiatives across government that focus not just on assessing fiscal impact but their 'capacity to positively improve wellbeing' as measured against the chosen wellbeing indicators.²⁷²

COMMITTEE COMMENT

5.18 The Committee notes that a consultation process is underway to determine the wellbeing indicators.

Recommendation 21

5.19 The Committee recommends that, by the last sitting day of 2019, the ACT Government, through the Chief Minister, report to the Legislative Assembly on the methodology being

²⁷⁰ Chief Minister, Andrew Barr MLA, *Proof Transcript of Evidence*, 18 June 2019, pp. 228-229.

²⁷¹ Chief Minister, Andrew Barr MLA, *Proof Transcript of Evidence*, 18 June 2019, pp. 230-231.

²⁷² Chief Minister, Andrew Barr MLA, *Proof Transcript of Evidence*, 18 June 2019, p. 231.

used to develop the Wellbeing Index, progress on applying the methodology to determine a Wellbeing Index for the 2020-21 ACT budget, and the cost to ACT taxpayers to develop the methodology and determine the Index.

Recommendation 22

5.20 The Committee recommends that the ACT Government include all Members of the Legislative Assembly in the development of the wellbeing indicators.

Recommendation 23

5.21 The Committee recommends that the ACT Government advise the Legislative Assembly of how the wellbeing indicators will interact with the current accountability indicators.

SOCIAL INCLUSION STATEMENT AND MAKING AN AGE-FRIENDLY CITY

5.22 The Committee asked about creating an age-friendly city, noting that fewer than half of Canberra's suburbs were considered age-friendly and upgrades were limited to two suburbs a year. The Chief Minister replied that the city's demographics were changing and that this necessitates a change in service delivery in some areas. Regarding the speed of the program he said:

There will always be a limit on resources. We cannot have upgrades for every suburb under the age-friendly program all at once. There would not be industry capacity to do so. Within that program there has been an emphasis on identifying areas with a greater population density of senior Canberrans, where the existing infrastructure needed that immediate upgrade. I will take on board the desire, if it becomes a recommendation of the committee, that the government look at speeding up that program in particular areas. We can certainly look at that. ²⁷³

COMMITTEE COMMENT

5.23 The Committee notes the importance of public infrastructure in improving access and accessibility for senior citizens, a vital step in addressing social inclusion. The Committee

²⁷³ Chief Minister, Andrew Barr MLA, *Proof Transcript of Evidence*, 19 June 2019, p. 337.

acknowledges the logic of targeting suburbs with larger numbers of senior Canberrans first but believes that the program needs to be rolled out more quickly, given the increased number of older Canberrans.

Recommendation 24

5.24 The Committee recommends that the ACT Government expand the age-friendly suburbs program to cover a greater number of suburbs each year.

WORKFORCE CAPABILITY AND GOVERNANCE (1.2)

5.25 This output provides for the provision of ‘an employment and policy framework to support a professional, skilled and accountable public service that is responsive to the ACT Government and the community; and management of whole of government capacity building programs.’²⁷⁴

MATTERS CONSIDERED

5.26 Matters considered by the Committee in relation to Workforce Capability and Governance included:

- insecure work;²⁷⁵
- use of labour hire firms;²⁷⁶
- impact of short-term community grants (also discussed under Landcare ACT, PWDACT, KBRG and Environment);²⁷⁷
- whole-of-government changes in bullying and harassment;²⁷⁸
- professional standards unit;²⁷⁹
- breaches of the *Public Sector Management Act 1994*;²⁸⁰ and
- Public Sector Commissioner resourcing and response time.²⁸¹

²⁷⁴ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 19.

²⁷⁵ *Proof Transcript of Evidence*, 18 June 2019, pp. 224-227.

²⁷⁶ *Proof Transcript of Evidence*, 18 June 2019, pp. 225-22; *Answer to Question Taken on Notice E19-038*, answered 26 June 2019.

²⁷⁷ *Proof Transcript of Evidence*, 18 June 2019, p. 226.

²⁷⁸ *Proof Transcript of Evidence*, 18 June 2019, pp. 241-243; *Answer to Question Taken on Notice E19-039*, answered 27 June 2019.

²⁷⁹ *Proof Transcript of Evidence*, 18 June 2019, p. 242.

²⁸⁰ *Proof Transcript of Evidence*, 18 June 2019, p. 242; *Answer to Question Taken on Notice E19-040*, answered 3 July 2019.

²⁸¹ *Proof Transcript of Evidence*, 18 June 2019, pp. 243-244; *Answer to Question Taken on Notice E19-060*, answered 26 June 2019.

KEY ISSUES

INSECURE WORK

- 5.27 The Committee asked questions about insecure work in various parts of government throughout the Estimates hearings. Under this output the Committee asked about the approach across the whole-of-government. The Directorate informed the Committee that in the budget there was a \$471,000 initiative in 2019-20 to support the insecure work taskforce and to conduct a classification review. These arose from enterprise bargaining negotiations. The first phase is to identify areas of employment that can be converted to permanency. Areas where there will be changes or closer examination include school cleaners, Access Canberra labour hire employees, ICT professionals, graduate nurses, casual teachers and library service casuals.²⁸²
- 5.28 The Directorate confirmed that policy was to move away from labour hire firms but there would still be a need for them at unexpected peak times and particularly where there is a role requiring an unusual skill set not readily available in the service and the Committee was informed that:
- You will always have a need for temporary casual and labour hire as that buffer, as that top-up, to be able to deliver in the service. When that becomes the norm is where insecure work becomes a problem.
- There is plenty of evidence around to show that long-term, insecure work has a terrible effect on the employees concerned. It costs the employer through repeated recruitment processes, through our corporate knowledge walking out the door when every contract expires. There are a lot of good reasons to do this. The model that we have struck gives us a balance between allowing for buffers to fill needs where need be and the tendency towards permanency.²⁸³
- 5.29 The Committee also asked about the impact short-term government grants have on employment in community organisations. The Chief Minister noted that there were challenges where there was joint funding with the Commonwealth but that, broadly speaking moving to three to five year contractual arrangements is a sensible approach.²⁸⁴

COMMITTEE COMMENT

- 5.30 The Committee notes the value of permanent work for both employers and employees but also acknowledges that there will remain a need for casual staff. The Committee notes that government should make use of contractors and consultants in areas where it would not be

²⁸² *Proof Transcript of Evidence*, 18 June 2019, pp. 224-225.

²⁸³ Mr Noud, *Proof Transcript of Evidence*, 18 June 2019, p. 226.

²⁸⁴ Chief Minister, Andrew Barr MLA, *Proof Transcript of Evidence*, 18 June 2019, p. 226.

efficient to maintain expertise within the public service. However, spending on consultants may at times indicate an area where government should build capacity.

Recommendation 25

5.31 The Committee recommends that the ACT Government continue to create permanent positions where possible, focusing on what works best for both employer and employee.

Recommendation 26

5.32 The Committee recommends that ACT Government preference secure work where possible, with other arrangements to be maintained when appropriate and in the best interests of both employer and employees.

Recommendation 27

5.33 The Committee recommends that the ACT Government ensure financial certainty for community organisations by offering grant funding for periods greater than one year, simplify the grant application process for community groups and streamline the process and paperwork for community grants of up to \$5000.

Recommendation 28

5.34 The Committee recommends that the ACT Government publish specific information about contractor and consultant numbers as well as spending on consultants and contractors for each directorate.

Recommendation 29

5.35 The Committee recommends that the ACT Government include organisation charts showing full time equivalent and classification by area in Budget Papers.

COORDINATED COMMUNICATIONS AND COMMUNITY ENGAGEMENT (1.3)

5.36 This output provides for provision of ‘communications support and protocol services to the ACT Government and community.’²⁸⁵

MATTERS CONSIDERED

5.37 Matters considered by the Committee in relation to Coordinated Communications and Community Engagement included:

- evaluation of deliberative democracy projects;²⁸⁶
- limitations on the use of deliberative democracy;²⁸⁷ and
- reason for reduction in percentage of community feeling ‘well informed’.²⁸⁸

KEY ISSUES

DELIBERATIVE DEMOCRACY

5.38 The Committee asked about the deliberative democracy projects and were informed that the major recent deliberative democracy projects had been the Compulsory Third Party (CTP) project, the carers strategy and ‘a couple in the EPSDD space.’ Additionally it was stated that:

We have not done formal evaluations of those projects so far, but we certainly have done a series of case studies, presentations, workshops and discussions that have been open to both the community, public sector, employees, practitioners and academics to discuss these processes and what we have learnt and the rich learnings that have come through these deliberative processes.²⁸⁹

DIGITAL STRATEGY (1.4)

5.39 This output provides for provision of ‘advice, support and project delivery for the digital transformation of government services,’²⁹⁰

²⁸⁵ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 20.

²⁸⁶ *Proof Transcript of Evidence*, 18 June 2019, pp. 244-246.

²⁸⁷ *Proof Transcript of Evidence*, 18 June 2019, pp. 246-249.

²⁸⁸ *Proof Transcript of Evidence*, 18 June 2019, pp. 249-251.

²⁸⁹ Ms Perkins, *Proof Transcript of Evidence*, 18 June 2019, p. 245.

²⁹⁰ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 20.

MATTERS CONSIDERED

5.40 Matters considered by the Committee in relation to Digital Strategy included:

- moving community services online;²⁹¹
- uniformity in payment systems;²⁹²
- role of Chief Digital Officer;²⁹³
- staffing at the Office of the Chief Digital Officer;²⁹⁴
- ACT data analytics centre;²⁹⁵
- measuring the value of technology investment improvements;²⁹⁶
- benefits realisation plan for the ACT digital account;²⁹⁷ and
- services for those that struggle to use or access digital services.²⁹⁸

KEY ISSUES

5.41 Key matters related to the digital strategy are discussed below as part of the improvement of digital services by Access Canberra.

ACCESS CANBERRA (2.1)

5.42 The budget papers state that:

Access Canberra contributes to the economic growth and vibrancy of Canberra and provides protection to the community through compliance, licencing and regulation. These activities are undertaken through a risk based framework which does not unnecessarily hinder businesses from flourishing. Access Canberra provides services and collects revenue on behalf of other Directorates, providing customer services to businesses, community groups and individuals through a ‘no wrong door’ approach.²⁹⁹

MATTERS CONSIDERED

5.43 Matters considered by the Committee in relation to Access Canberra included:

²⁹¹ *Proof Transcript of Evidence*, 18 June 2019, p. 232.

²⁹² *Proof Transcript of Evidence*, 18 June 2019, pp. 232, 235-236.

²⁹³ *Proof Transcript of Evidence*, 18 June 2019, p. 233.

²⁹⁴ *Proof Transcript of Evidence*, 18 June 2019, p. 233.

²⁹⁵ *Proof Transcript of Evidence*, 18 June 2019, p. 233.

²⁹⁶ *Proof Transcript of Evidence*, 18 June 2019, pp. 233-234.

²⁹⁷ *Proof Transcript of Evidence*, 18 June 2019, p. 234.

²⁹⁸ *Proof Transcript of Evidence*, 18 June 2019, pp. 235-236.

²⁹⁹ ACT Budget 2019-20, *Budget Statements B*, p. 21.

- increase in regulatory actions on building quality;³⁰⁰
- register of Disciplinary Actions under *Construction Occupations (Licensing) Act 2004*;³⁰¹
- improving information to consumers on building quality;³⁰²
- role of building inspectors;³⁰³
- aim of building quality reforms (also discussed under EPSDD);³⁰⁴
- construction begun without approvals;³⁰⁵
- calls to Access Canberra related to drones;³⁰⁶
- roll-over funding for smarter regulation red tape reduction;³⁰⁷
- business perception of ease of access to Access Canberra;³⁰⁸
- title changes of Directorate staff;³⁰⁹
- insecure work measures and staffing profile in Access Canberra;³¹⁰
- licence-plate recognition parking inspector operations;³¹¹
- Fix My Street case resolution;³¹²
- satisfaction surveys;³¹³
- number of calls to Access Canberra abandoned;³¹⁴ and
- Seniors Card and associated digital services.³¹⁵

KEY ISSUES

REGISTER OF DISCIPLINARY ACTIONS UNDER *CONSTRUCTION OCCUPATIONS (LICENSING) ACT 2004*

5.44 The Committee asked about the Register of Disciplinary Actions (the Register) under the *Construction Occupations (Licensing) Act 2004*, noting that it had not been updated since

³⁰⁰ *Proof Transcript of Evidence*, 19 June 2019, pp. 383-386.

³⁰¹ *Proof Transcript of Evidence*, 19 June 2019, pp. 384-385.

³⁰² *Proof Transcript of Evidence*, 19 June 2019, pp. 385-386.

³⁰³ *Proof Transcript of Evidence*, 19 June 2019, pp. 385-387.

³⁰⁴ *Proof Transcript of Evidence*, 19 June 2019, pp. 390-391.

³⁰⁵ *Proof Transcript of Evidence*, 19 June 2019, pp. 406-408.

³⁰⁶ *Proof Transcript of Evidence*, 19 June 2019, pp. 391-393; *Answer to Question Taken on Notice E19-061*, answered 27 June 2019.

³⁰⁷ *Proof Transcript of Evidence*, 19 June 2019, pp. 393-394.

³⁰⁸ *Proof Transcript of Evidence*, 19 June 2019, p. 394.

³⁰⁹ *Proof Transcript of Evidence*, 19 June 2019, p. 395; *Answer to Question Taken on Notice E19-062*, answered 27 June 2019.

³¹⁰ *Proof Transcript of Evidence*, 19 June 2019, pp. 395-398.

³¹¹ *Proof Transcript of Evidence*, 19 June 2019, pp. 398-403, 409.

³¹² *Proof Transcript of Evidence*, 19 June 2019, pp. 403-405.

³¹³ *Proof Transcript of Evidence*, 19 June 2019, p. 405.

³¹⁴ *Proof Transcript of Evidence*, 19 June 2019, pp. 405-406.

³¹⁵ *Proof Transcript of Evidence*, 19 June 2019, pp. 408-409.

September 2018. Officials informed the Committee that the Register is one tool by which the regulator can guide people's decision-making to assist in driving poor quality builders out of the market. Access Canberra is increasing its focus on providing communication to industry and consumers about what quality looks like. Regarding actions taken under the Act:

there is a natural justice process that needs to be followed. We cannot immediately move to put something up on the disciplinary register. The act itself [...] is prescriptive about what we can and cannot. We have taken some legal advice around that. We have had some discussions with the minister about what that might look like in the future.³¹⁶

- 5.45 The Directorate informed the Committee that the Register gets updated when a decision has been finalised, which includes the conclusion of any possible appeal period. The Register does not record regulatory actions, but disciplinary action taken against a licenced entity.³¹⁷

COMMITTEE COMMENT

- 5.46 The Committee notes the advice that the Register deals with specific matters under the *Construction Occupations (Licensing) Act 2004* and does not cover all regulatory action in the construction industry. The Committee believes, however, that consumers would be better served by having a clearer picture of the full range of regulatory action at the time when they select a builder.

Recommendation 30

- 5.47 The Committee recommends that the ACT Government expand the Register of Disciplinary Actions or establish a separate register, to genuinely reflect the compliance and rectification work being done on building sites around Canberra and give clarity to consumers as they go through the process of choosing a builder.**

BUSINESS SATISFACTION WITH ACCESS CANBERRA

- 5.48 The Committee asked about the perception in the business community about the ease of engagement with Access Canberra. The Committee was informed that:

A lot of this activity is driven by our desire to constantly improve the experience that people have when they engage with the organisation as they are attempting to perhaps license a new business or achieve something, get something done. What we have is a very comprehensive process where following inspections, either for licensing-type arrangements or just general proactive inspections, we then have an officer who,

³¹⁶ Mr Pepper, *Proof Transcript of Evidence*, 19 June 2019, pp. 384-385.

³¹⁷ *Proof Transcript of Evidence*, 18 June 2019, p. 385.

independent of the inspectorate teams, has a program of work of contacting literally thousands of businesses to seek feedback on whether the information that our inspectors provided at the time was simple, whether there was a level of helpfulness from our team members to ensure that, where businesses were not compliant or were not sure what they needed to do, we were assisting them to achieve compliance.

It is probably fair to say that there will be some entities where our engagement is a less than pleasant one. That might be for reasons of enforcement activities that we are actually taking. For some businesses we accept that it is perhaps never going to be an engagement that you look back on and say, "Wasn't that amazing!" But for the vast majority we aim for having an experience where we constantly seek feedback to look at what is it that we need to do, what is it we need to improve in our activities to ensure that we drive towards that outcome of making this a good place to do business.³¹⁸

COMMITTEE COMMENT

- 5.49 The Committee notes the importance of a positive business perception in assisting Access Canberra in perform its role.

Recommendation 31

5.50 The Committee recommends that that the ACT Government raise the accountability indicator of businesses satisfaction rate with engaging with Access Canberra, given the increased funding of over \$6 million to controlled recurrent payments of Access Canberra.

FIX MY STREET CASE RESOLUTION

- 5.51 The Committee asked about notifying users when cases lodged in Fix My Street are concluded and were informed that Fix My Street complaints were accepted by Access Canberra and passed on to the relevant business unit, usually within Transport Canberra and City Service (TCCS). They were also told that:

There have been a number of activities in the last year about closing that loop with customers to ensure that people are kept aware of what is occurring. One of the activities recently has been to refer calls when people are calling to follow up where their job is straight through to the business unit responsible for the piece of work rather than chasing it up second-hand. [...]

There is also a project underway, which is in the TCCS system, which is about joining fix my street and the asset management system together. That will improve the

³¹⁸ Mr Rynehart, *Proof Transcript of Evidence*, 19 June 2019, p. 394.

automation and the way that the feedback goes straight back to the customers. That is expected to be delivered this year.³¹⁹

COMMITTEE COMMENT

5.52 The Committee notes that this issue has been raised repeatedly at Estimates and annual report hearings and is pleased to see that Access Canberra is making progress in this area.

Recommendation 32

5.53 The Committee recommends that the ACT Government ensures Access Canberra take steps to 'close the loop' on Fix My Street service requests, so that customers are advised whether action will be taken to rectify their complaint.

DIGITAL SERVICES, CUSTOMER CONTACT AND SATISFACTION

5.54 The Committee asked about Access Canberra's satisfaction survey and were informed that the satisfaction survey is published on the website. Satisfaction with Fix My Street is not measured separately but is part of the digital services satisfaction rate. Regarding the length of time taken to resolve a complaint the Committee was told:

Customer satisfaction remains high when we focus on delivering the outcome for the customer. When we get for the customer the service that they are after or the outcome that they are after the satisfaction remains high. Time is an element of that but it is not the only element. One of the pressures or tensions for us is that we always attempt to get something resolved as quickly as we can. It is equally important for us to get the customer the right answer, so that they do not have to make multiple attempts or multiple visits to get the outcome that they are after. So we balance both of those against each other.³²⁰

COMMITTEE COMMENT

5.55 The Committee notes the work that goes into the satisfaction survey and believes that some additional indicators would assist Access Canberra in measuring its performance.

Recommendation 33

5.56 The Committee recommends that the ACT Government ensure Access Canberra undertake a breakdown of its digital services satisfaction survey so that the more

³¹⁹ Mr Rynehart, *Proof Transcript of Evidence*, 19 June 2019, p. 404.

³²⁰ Mr Rynehart, *Proof Transcript of Evidence*, 19 June 2019, p. 405.

regularly used services are measured independently to better identify their level of customer satisfaction.

Recommendation 34

5.57 The Committee recommends that the ACT Government ensure Access Canberra introduces a new accountability indicator to measure the call dropout rate in order to identify and reduce the number of abandoned calls.

Recommendation 35

5.58 The Committee recommends that the ACT Government ensure Access Canberra introduces a separate measure for services only 'partially completed' online so as to not conflate the number of services fully completed online.

Recommendation 36

5.59 The Committee recommends that ACT Government ensure Access Canberra introduces an accountability indicator to reduce the waiting times for applications for a Working with Vulnerable People Card.

Recommendation 37

5.60 The Committee recommends that the ACT Government include applications for Seniors Cards in the new online services package.

INNOVATION, INDUSTRY AND INVESTMENT (3.1)

5.61 The Innovation, Industry and Investment branch 'delivers programs, initiatives and business policy advice that promote the economic development of the broader capital region, including

universities, research organisations, commercialisation entities, business organisations and other government agencies.³²¹

MATTERS CONSIDERED

5.62 Matters considered by the Committee in relation to Innovation, Industry and Investment included:

- funding for space industries;³²²
- CBR Innovation Network;³²³
- promotion of population growth;³²⁴
- budget effect of population growth;³²⁵
- electricity costs in investment promotion;³²⁶
- Preventative Health unit;³²⁷
- breakdown of \$8 million Innovation and Investment budget;³²⁸
- changes to this area of the Directorate over the last year;³²⁹
- staff allocation and numbers within Innovation and Investment;³³⁰
- UNSW move to Constitution Avenue;³³¹
- Casino Canberra;³³²
- ACT economic development strategy;³³³
- economic diversification and job creation;³³⁴
- growth of aged population (over 65), and support to keep them in employment;³³⁵
- international engagement trips and measuring outcome;³³⁶
- ACT as proportion of Australia GDP;³³⁷ and

³²¹ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 21.

³²² *Proof Transcript of Evidence*, 18 June 2019, pp. 301-302, 308-309.

³²³ *Proof Transcript of Evidence*, 18 June 2019, pp. 302-304.

³²⁴ *Proof Transcript of Evidence*, 18 June 2019, pp. 304-305.

³²⁵ *Proof Transcript of Evidence*, 18 June 2019, p. 306.

³²⁶ *Proof Transcript of Evidence*, 18 June 2019, p. 306.

³²⁷ *Proof Transcript of Evidence*, 18 June 2019, pp. 306-307.

³²⁸ *Proof Transcript of Evidence*, 18 June 2019, p. 308.

³²⁹ *Proof Transcript of Evidence*, 18 June 2019, pp. 309-310.

³³⁰ *Proof Transcript of Evidence*, 18 June 2019, pp. 309-310; *Answer to Question Taken on Notice E19-041*, answered 25 June 2019.

³³¹ *Proof Transcript of Evidence*, 18 June 2019, pp. 312-313.

³³² *Proof Transcript of Evidence*, 18 June 2019, p. 313.

³³³ *Proof Transcript of Evidence*, 18 June 2019, pp. 313-314.

³³⁴ *Proof Transcript of Evidence*, 18 June 2019, p. 314.

³³⁵ *Proof Transcript of Evidence*, 18 June 2019, pp. 314-315.

³³⁶ *Proof Transcript of Evidence*, 18 June 2019, p. 315-317.

³³⁷ *Proof Transcript of Evidence*, 18 June 2019, p. 317-318; *Answer to Question Taken on Notice E19-042*, answered 25 June 2019.

- sister city relationships (particularly Beijing) and boosting investment.³³⁸

KEY ISSUES

INTERNATIONAL ENGAGEMENT TRIPS AND MEASURING OUTCOMES

- 5.63 The Committee asked about measuring the outcomes of international engagement trips. The Commissioner for International Engagement noted that the objective in establishing his office was to assist the diversification of the ACT economy. Sometimes there are quick outcomes, such as a meeting in Hong Kong with Ovolo leading to Ovolo running the former Hotel. Other results, such as the effect of making introductions on behalf of ACT firms, may take longer to materialise and are difficult to measure. Some outcomes can be measured through cooperation with Austrade and Tourism Australia, as they have metrics that can be isolated to the ACT level.³³⁹

COMMITTEE COMMENT

- 5.64 The Committee notes the difficulty of measuring outcomes in this area and believes that this applies to many aspects of this output.

Recommendation 38

- 5.65 The Committee recommends that the ACT Government improve accountability indicators to track meaningful results for innovation initiatives, for example actual outcomes for businesses involved.**

VISITCANBERRA (3.2)

- 5.66 VisitCanberra creates and implements a range of innovative tourism marketing and development programs, in partnership with local industry, national bodies and institutions, which aim to support the Territory's economic development through increased visitation to the ACT and region.³⁴⁰

MATTERS CONSIDERED

- 5.67 Matters considered by the Committee in relation to VisitCanberra included:

³³⁸ *Proof Transcript of Evidence*, 18 June 2019, p. 318.

³³⁹ Mr Smyth, *Proof Transcript of Evidence*, 18 June 2019, pp. 316-317.

³⁴⁰ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 22.

- Australian Tourism Awards 2020;³⁴¹
- attracting lower-cost airlines into Canberra;³⁴²
- climate emergency declaration and compatibility with increased air travel and tourism;³⁴³
- job creation in tourism industry;³⁴⁴
- CBR Cycle Tourism Strategy;³⁴⁵
- overnight visitor expenditure target,³⁴⁶ and
- Women's T20 Cricket World Cup.³⁴⁷

KEY ISSUES

CBR CYCLE TOURISM STRATEGY

5.68 The Committee asked about the CBR cycle tourism strategy. The Directorate informed the Committee that it was launched earlier in 2019. It is intended to promote a whole-of-government approach to cycle tourism and includes a working group of relevant agencies. VisitCanberra told the Committee:

One of the key advantages for the strategy and how it has been executed is about taking advantage of the diversity of experiences that people can participate in when they come to Canberra. One of the great things about cycling in Canberra is that you can access a really diverse range of experiences on a bike. The iconic route around the lake, the bridge to bridge ride, is something that cannot be done in many other cities around Australia. You can take in and immerse yourself in Australia's capital in that way. Stromlo Forest Park has a world-class mountain bike facility that is a five to 10-minute drive from a hotel in the city centre. The proximity of that venue to the city centre is one of the primary reasons why events come to Canberra. It is because of the proximity of that facility to other things, such as hotels and the things that people need to access when they are participating in an event.³⁴⁸

5.69 The strategy leverages existing resources across government and has no separate funding. The strategy identifies three key markets: leisure or recreation users, special interest or niche markets which includes mountain biking, and elite sports users.³⁴⁹ The leisure market is by far

³⁴¹ *Proof Transcript of Evidence*, 19 June 2019, pp. 342-343.

³⁴² *Proof Transcript of Evidence*, 19 June 2019, pp. 344-345.

³⁴³ *Proof Transcript of Evidence*, 19 June 2019, pp. 345-347.

³⁴⁴ *Proof Transcript of Evidence*, 19 June 2019, pp. 352-354.

³⁴⁵ *Proof Transcript of Evidence*, 19 June 2019, pp. 355-357; *Answer to Question Taken on Notice E19-064*, answered 25 June 2019.

³⁴⁶ *Proof Transcript of Evidence*, 19 June 2019, pp. 357-358.

³⁴⁷ *Proof Transcript of Evidence*, 19 June 2019, pp. 358-359.

³⁴⁸ Mr Kobus, *Proof Transcript of Evidence*, 19 June 2019, p. 355.

³⁴⁹ *CBR Cycle Tourism Strategy*, https://tourism.act.gov.au/wp-content/uploads/2018/06/CBR_Cycle_strategy_WEB.pdf p. 7, accessed 16 July 2019.

the largest and includes those who may wish to cycle around the lake and parliamentary triangle. The special interest market is smaller but an important visits driver.³⁵⁰

COMMITTEE COMMENT

5.70 The Committee acknowledges the community benefits and tourism opportunities created by cycling infrastructure.

Recommendation 39

5.71 The Committee recommends that the ACT Government invest in recreational road biking amenity and opportunities, as well consider expanding Stromlo Forest Park and other recreational mountain biking locations, to encourage participation and community health, and to take advantage of growing tourism opportunities.

SPORT AND RECREATION (3.3)

5.72 Sport and Recreation supports Canberra's participation in organised sport and recreation through delivery of programs, facilities and pathways. As part of this it provides support services to local high performance athletes, administers grants and delivers education and training opportunities to maintain and enhance the capabilities of the community sport and recreation sector in the ACT.³⁵¹

MATTERS CONSIDERED

5.73 Matters considered by the Committee in relation to Sports and Recreation included:

- Stromlo Forest Part—playing fields;³⁵²
- Stromlo Forest Park—pool facilities;³⁵³
- Civic and Manuka pools;³⁵⁴
- bus service to Stromlo Forest Park pool;³⁵⁵
- provision of sporting facilities across the ACT;³⁵⁶

³⁵⁰ *Proof Transcript of Evidence*, 19 June 2019, p. 357.

³⁵¹ ACT Budget 2019-20, *Budget Statements B*, Chief Minister, Treasury and Economic Development Directorate, p. 22.

³⁵² *Proof Transcript of Evidence*, 26 June 2019, pp. 940-941.

³⁵³ *Proof Transcript of Evidence*, 26 June 2019, pp. 941-943.

³⁵⁴ *Proof Transcript of Evidence*, 26 June 2019, pp. 943-944; 949.

³⁵⁵ *Proof Transcript of Evidence*, 26 June 2019, p. 944; *Answer to a Question Taken on Notice E19-321*, answered 4 July 2019.

³⁵⁶ *Proof Transcript of Evidence*, 26 June 2019, pp. 944-947.

- the opening of school sports facilities to the public (also discussed under Education),³⁵⁷
- funding for sporting facilities at Throsby,³⁵⁸
- funding for a multi-purpose indoor sporting facility,³⁵⁹ and
- tile replacement at Gungahlin Leisure Centre.³⁶⁰

STROMLO FOREST PARK—POOL FACILITIES

5.74 The Committee asked about the construction of the pool at Stromlo Forest Park. In response the Committee was informed that ‘the 50-metre pool is constructed’. The Directorate stated that ‘they are water testing it at the moment. They are well underway with the rest of it. We are currently doing the splash pool. The gym is also being constructed as we speak’.³⁶¹

5.75 The Committee asked how the pool will facilitate hydrotherapy. The Directorate indicated:

That leisure pool itself will be heated to a temperature of 32 degrees. Within that pool itself we will provide a number of hydrotherapy options. That will include exercise classes and some rehabilitation classes will be able to utilise that pool... What it will not do, though, is provide exclusive hydrotherapy services. That is the issue. And it will not be able to get the water up to 34 degrees.³⁶²

5.76 The Directorate explained that in order to heat up the pool to 34 degrees it would take eight hours and to cool it back down to 32 degrees would take two days.³⁶³ Minister Berry, Minister for Sports and Recreation (the Minister), added that the pool ‘has never been designed to be at 34 degrees’.³⁶⁴

COMMITTEE COMMENT

5.77 The Committee notes that most hydrotherapy activities require a pool heated between 34 and 36 degrees Celsius. Given that the new pool at Stromlo forest Park is not designed to facilitate the full range of hydrotherapy activities, the Committee believes the Government should consider the construction of another pool for exclusively hydrotherapy use.

³⁵⁷ *Proof Transcript of Evidence*, 26 June 2019, pp. 946-947.

³⁵⁸ *Proof Transcript of Evidence*, 26 June 2019, pp. 947-948.

³⁵⁹ *Proof Transcript of Evidence*, 26 June 2019, pp. 948-949.

³⁶⁰ *Proof Transcript of Evidence*, 26 June 2019, p. 949.

³⁶¹ Mr Bailey, *Proof Transcript of Evidence*, 26 June 2019, p. 941.

³⁶² Mr Bailey, *Proof Transcript of Evidence*, 26 June 2019, p. 942.

³⁶³ Mr Bailey, *Proof Transcript of Evidence*, 26 June 2019, p. 942.

³⁶⁴ Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 942.

THE OPENING OF SCHOOL SPORTS FACILITIES TO THE COMMUNITY

- 5.78 In the context of a discussion on efforts by the ACT Government to ensure that ACT residents have access to appropriate sporting facilities across the community, the Minister noted plans to further open school sporting facilities for community use. She explained that:

Across in the education portfolio, with support from sport and recreation, we are looking at opportunities to open up school halls and gyms so that they can be used outside of school hours by different groups. For example, the Woden Dodgers Basketball Club are now playing at, and have their home at, Alfred Deakin school. The Hedley Beare Centre is also opening up. There will be a new school in Denman Prospect as well.³⁶⁵

- 5.79 The Minister further explained the measures the Education Directorate and Sports and Recreation are taking in this space:

They are working to make sure that they are accessible, that they take account of those sports like roller derby that need a bit of extra space, bigger than just a basketball sized court. They need a bigger space around the outside. It is making sure that when we are building new schools, the gaps that are identified through sport and rec's conversations with the sports across the community are taken into account. If we can meet those needs in those developments, that will happen as well.³⁶⁶

- 5.80 The Committee asked if there is a central register of the school sporting facilities open to community use. The Minister responded that there was not.³⁶⁷

COMMITTEE COMMENT

- 5.81 The Committee supports the action of the Government to open school sporting facilities to the wider community. It notes that in order to facilitate a conversation between the various community sporting groups and Government as to what types of facilities would be used by these groups, Government should provide a central point of contact that includes information on all available, and potentially available, facilities.

Recommendation 40

- 5.82 The Committee recommends that the ACT Government collate a list of all sports facilities in ACT Government schools which are available for out-of-hours use by the community for organised sport and recreation activities, and that this list is made publicly available.**

³⁶⁵ Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 946.

³⁶⁶ Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 946.

³⁶⁷ Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 946.

EVENTS (3.4)

- 5.83 Events ACT manages, supports and delivers key signature events for visitors and the community including Floriade, Floriade NightFest, the Enlighten Festival, New Year's Eve, Australia Day, Symphony in the Park, Canberra Day and the Canberra Nara Candle Festival.³⁶⁸

MATTERS CONSIDERED

- 5.84 Matters considered by the Committee in relation to Events included:
- Floriade 2017 budget issues;³⁶⁹
 - outsourcing event delivery including Enlighten and Floriade;³⁷⁰
 - participation numbers and breakdown of Floriade;³⁷¹
 - future location of Floriade;³⁷²
 - improvement of West Basin;³⁷³
 - sporting events' contribution to tourism and how Government intends to grow these over the forward estimates;³⁷⁴
 - most lucrative major events;³⁷⁵
 - most lucrative sporting events;³⁷⁶

KEY ISSUES

ENLIGHTEN AND FLORIADE

- 5.85 The Committee asked about the impact of outsourcing event delivery for Enlighten and Floriade. The Directorate informed the Committee that engaging an outside provider, Visabel, allowed Events ACT to make use of a level of events expertise that was not present in-house due to a change in Events ACT's staffing profile. Visabel is under contract for Floriade 2019 and a tender has just closed for an event producer for Floriade and Enlighten 2020 onwards. Floriade 2018 attendance was over 480,000, just short of the 2014 record. Of those attendees,

³⁶⁸ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 23.

³⁶⁹ *Proof Transcript of Evidence*, 19 June 2019, p. 347.

³⁷⁰ *Proof Transcript of Evidence*, 19 June 2019, pp. 347-348.

³⁷¹ *Proof Transcript of Evidence*, 19 June 2019, p. 348.

³⁷² *Proof Transcript of Evidence*, 19 June 2019, p. 349.

³⁷³ *Proof Transcript of Evidence*, 19 June 2019, pp. 349-350.

³⁷⁴ *Proof Transcript of Evidence*, 19 June 2019, p. 350.

³⁷⁵ *Proof Transcript of Evidence*, 19 June 2019, pp. 350-351.

³⁷⁶ *Proof Transcript of Evidence*, 19 June 2019, p. 351.

48 percent were international or interstate. Events ACT does not collect occupancy rates for the period but anecdotal evidence is that it is a busy time for accommodation providers.³⁷⁷

COMMITTEE COMMENT

5.86 The Committee notes that occupancy rates would be a useful measure of the economic impact of staging major events.

Recommendation 41

5.87 The Committee recommends that the ACT Government engage with local accommodation providers to measure occupancy rates during events such as Floriade and Enlighten.

ARTS ENGAGEMENT (3.5)

5.88 The output provides for implementing the ACT Arts Policy by developing engagement with the arts through participation and access, supporting great art and great artists, supporting and recognising the vitality of the Canberra Region arts ecology and engaging with Aboriginal and Torres Strait Islander arts and culture.³⁷⁸

MATTERS CONSIDERED

5.89 Matters considered by the Committee in relation to Arts Engagement included:

- underspend for artsACT in 2018-2019;³⁷⁹
- Aboriginal and Torres Strait Islander initiatives and arts officer;³⁸⁰
- reducing insecure work within arts;³⁸¹
- capital works on Ainslie and Gorman Arts Centres and Strathnairn;³⁸²
- arts events in Gungahlin;³⁸³
- arts events in Woden;³⁸⁴

³⁷⁷ *Proof Transcript of Evidence*, 19 June 2019, p. 348.

³⁷⁸ ACT Budget 2019-20, *Budget Statements B*, Chief Minister, Treasury and Economic Development Directorate, p. 24.

³⁷⁹ *Proof Transcript of Evidence*, 19 June 2019, pp. 360-361.

³⁸⁰ *Proof Transcript of Evidence*, 19 June 2019, pp. 361-362.

³⁸¹ *Proof Transcript of Evidence*, 19 June 2019, pp. 362-363.

³⁸² *Proof Transcript of Evidence*, 19 June 2019, pp. 364-365; *Answer to Question Taken on Notice E19-065*, answered 26 June 2019.

³⁸³ *Proof Transcript of Evidence*, 19 June 2019, p. 365; *Answer to Question Taken on Notice E19-066*, answered 26 June 2019.

³⁸⁴ *Proof Transcript of Evidence*, 19 June 2019, pp. 365-366; *Answer to Question Taken on Notice E19-067*, answered 26 June 2019.

- absence of new expense initiatives for arts in 2019-2020;³⁸⁵
- Kingston arts precinct (also discussed under Urban Renewal, SLA and KBRG);³⁸⁶
- local film industry and work with Aboriginal and Torres Strait Islander communities;³⁸⁷
- public art;³⁸⁸
- Belconnen arts centre;³⁸⁹ and
- Tuggeranong arts centre.³⁹⁰

KEY ISSUES

ABSENCE OF NEW EXPENSE INITIATIVES FOR ARTS IN 2019-2020

- 5.90 The Committee asked about the absence of new expense initiatives for the arts in this year's budget. Minister Ramsay, Minister for the Arts and Cultural Events (the Minister), told the Committee that:

What we are doing this year is looking through how it is that we would be able to best invest in the community. It is a matter of looking at budget initiatives over a period. There have been some significant expense initiatives in previous years. The concentration this year was on particular infrastructure upgrades, knowing that that sets a very solid foundation for arts practices. It obviously sits alongside the ongoing matters such as the events fund, the program, the activities funding and the reworking of the way that we have done the grants funding over the last couple of years as well to make sure that that funding is probably more accessible than it has been in previous years.³⁹¹

- 5.91 The Minister further informed the Committee that there was funding for Kulture Break and the National Eisteddfod in the social inclusion fund.

³⁸⁵ *Proof Transcript of Evidence*, 19 June 2019, pp. 366, 375.

³⁸⁶ *Proof Transcript of Evidence*, 19 June 2019, pp. 366-368.

³⁸⁷ *Proof Transcript of Evidence*, 19 June 2019, p. 368.

³⁸⁸ *Proof Transcript of Evidence*, 19 June 2019, pp. 368-370; *Answer to Question Taken on Notice E19-068*, answered 26 June 2019.

³⁸⁹ *Proof Transcript of Evidence*, 19 June 2019, pp. 374-375.

³⁹⁰ *Proof Transcript of Evidence*, 19 June 2019, p. 375.

³⁹¹ Minister Ramsay MLA, *Proof Transcript of Evidence*, 19 June 2019, p. 366.

HIGHER EDUCATION, TRAINING AND RESEARCH (3.6)

- 5.92 Innovation, Industry and Investment works in partnership with universities and higher education institutions to support the growth and development of the tertiary education sector.³⁹²
- 5.93 Skills Canberra is responsible for the provision of and overall management of vocational education and training in the Territory. This includes administering, monitoring and auditing Territory and national funds for a variety of programs addressing skills development.³⁹³
- 5.94 The Committee considered the following Outputs, Output Classes and Statements of Intent:
- Output 3.6: Higher Education, Training and Research

MATTERS CONSIDERED

- 5.95 Matters considered by the Committee under Higher Education Training and Research, noting matters related to the Canberra Institute of Technology (CIT) follow in a separate section, included:
- Women in Trades Grants Program;³⁹⁴
 - University of Canberra Council membership;³⁹⁵
 - international education strategy;³⁹⁶
 - attraction strategies for domestic and international students;³⁹⁷
 - student accommodation and living affordability;³⁹⁸

KEY ISSUES

WOMEN IN TRADES GRANTS PROGRAM

- 5.96 The Committee asked about the operation of the Women in Trades grants program and was told that the program was initially funded in the 2017-18 budget and combined with the Mature Worker's grants program that was allocated \$1 million. The Committee heard that

³⁹² ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p 29.

³⁹³ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p 29.

³⁹⁴ *Proof Transcript of Evidence*, 19 June 2019, pp. 429-431.

³⁹⁵ *Proof Transcript of Evidence*, 19 June 2019, pp. 431-433.

³⁹⁶ *Proof Transcript of Evidence*, 19 June 2019, p. 433.

³⁹⁷ *Proof Transcript of Evidence*, 19 June 2019, pp. 433-434.

³⁹⁸ *Proof Transcript of Evidence*, 19 June 2019, p. 434.

there have been two rounds of the grants program. The first round included \$204,285 for three projects.³⁹⁹

5.97 The Committee heard more detail about the three projects:

The first of those grants was won by the Australian Training Company. Their project was allocated \$70,900. That project was to engage 15 Australian school-based apprentices. They commenced their training on 19 November last year and they have completed pre-employment training and commenced work placements. We have got a program for a 100 ASBAs in government, so a good number of those young people would be working in those programs too.

The second program was Master Builders Association, so that program was awarded \$64,485. Seven women completed a four week pre-apprenticeship program. The youngest of those women was 14 years old and the oldest was 44 years old. They also completed their white card, asbestos awareness training and additional training in workplace health and safety, and the use power tools. Each of those participants had two work placements over the course of the program and they also received support from AusHealth and life coaches that was embedded in the pre-apprenticeship program. Outcomes of that are that those women were enabled to build their confidence to go on to further education and training and to develop networks.

The third project funded in round one was the National Electrical and Communications Association project. That was funded for \$68,900, 32 women have participated across all cohorts of that program, which exceeded our target of 30 participants. And the fourth cohort is currently in training. During that program, the women also completed white card, asbestos awareness training, CPR and first aid and also received training towards some additional units of competency that can be recognised towards other qualifications in the electro-technology industry. They also were able to access personal development support through AusHealth. The outcomes of that course are that one of the program graduates has actually commenced an apprenticeship with the National Electrical and Communications Association and another has commenced an apprenticeship with a business in Newcastle.⁴⁰⁰

5.98 The Committee understands that round two has just commenced with five projects selected for approximately \$560,000. Those projects focus on improving advocacy, engagement and information sharing. One of the projects is a pre-apprenticeship program run by LJS Constructions, which will support 20 women to enter the construction industry. The remainder of the projects are looking at reducing the barriers faced by women wanting to enter trades.⁴⁰¹

³⁹⁹ Ms Anderson, *Proof Transcript of Evidence*, 19 June 2019, pp. 429-430.

⁴⁰⁰ Ms Anderson, *Proof Transcript of Evidence*, 19 June 2019, p. 430.

⁴⁰¹ Ms Anderson, *Proof Transcript of Evidence*, 19 June 2019, p. 430.

ECONOMIC MANAGEMENT (4.1)

5.99 This output provides for economic analysis and advice to the ACT Government and agencies; management of Federal financial relations; and provision of accounting, financial framework; and insurance policy advice.⁴⁰²

MATTERS CONSIDERED

5.100 Matters considered by the Committee in relation to Economic Management included:

- factors driving increased revenue;⁴⁰³
- population growth and cost of delivering demand driven services;⁴⁰⁴
- review of taxation reform;⁴⁰⁵
- accounting for superannuation collected on behalf of public sector employees;⁴⁰⁶
- reasons for seeking a balanced fiscal position;⁴⁰⁷
- changes to consolidated Total Territory Operating Statement bottom line, including impact of PPP arrangements and borrowings;⁴⁰⁸
- reason for gains in contributed assets;⁴⁰⁹
- Commonwealth infrastructure investment in the Territory;⁴¹⁰
- stamp duty reform and the Commonwealth Grants Commission;⁴¹¹
- fixed component of residential rates;⁴¹²
- general government sector net debt;⁴¹³
- percentage of ACT Government costs that are staff costs;⁴¹⁴
- unallocated capital in out years and depreciation expenses;⁴¹⁵

⁴⁰² ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 24.

⁴⁰³ *Proof Transcript of Evidence*, 17 June 2019, p. 103.

⁴⁰⁴ *Proof Transcript of Evidence*, 17 June 2019, p. 104.

⁴⁰⁵ *Proof Transcript of Evidence*, 17 June 2019, pp. 104-108.

⁴⁰⁶ *Proof Transcript of Evidence*, 17 June 2019, pp. 108-111.

⁴⁰⁷ *Proof Transcript of Evidence*, 17 June 2019, pp. 111-112.

⁴⁰⁸ *Proof Transcript of Evidence*, 17 June 2019, pp. 112-114.

⁴⁰⁹ *Proof Transcript of Evidence*, 17 June 2019, p. 114.

⁴¹⁰ *Proof Transcript of Evidence*, 17 June 2019, pp. 114-118.

⁴¹¹ *Proof Transcript of Evidence*, 17 June 2019, pp. 118-119; *Answer to Question Taken on Notice E19-014*, answered 26 June 2019; *Answer to Question Taken on Notice E19-019*, answered 26 June 2019.

⁴¹² *Proof Transcript of Evidence*, 17 June 2019, pp. 119-121; *Answer to Question Taken on Notice E19-015*, answered 25 June 2019.

⁴¹³ *Proof Transcript of Evidence*, 17 June 2019, pp. 121-123; *Answer to Question Taken on Notice E19-016* answered 26 June 2019.

⁴¹⁴ *Proof Transcript of Evidence*, 17 June 2019, p. 125.

⁴¹⁵ *Proof Transcript of Evidence*, 17 June 2019, pp. 125-129, 131-132; *Answer to Question Taken on Notice E19-018*, answered 26 June 2019.

- Capital Works reserve;⁴¹⁶
- General Government Sector (GSS) expenses;⁴¹⁷
- use of consultants;⁴¹⁸
- interest rates and government borrowing;⁴¹⁹
- lease variation charge review (also discussed under MBA and Property Council of Australia);⁴²⁰
- large-scale Generation Certificates;⁴²¹
- diversity in ACT Economy;⁴²²
- property market impacts upon the ACT economy and budget;⁴²³
- cost of living pressures;⁴²⁴
- effect of possible rates cap;⁴²⁵ and
- financial impact of increased population living around the ACT's borders.⁴²⁶

KEY ISSUES

REVIEW OF TAXATION REFORM

5.101 The Committee asked about the review of taxation reform and was informed by Treasury officials that a tax reform advisory committee would be established. The advisory committee would look at tax reform to date and into the future. The reforms would be examined for both equity and efficiency as well as other taxation principles such as simplicity and stability. Once the advisory committee is established research and modelling will be commissioned to inform the committee's views.

5.102 The Committee asked about the public release of the research and the Treasurer told the Committee that the work would inform Cabinet decision-making around next year's budget.⁴²⁷

⁴¹⁶ *Proof Transcript of Evidence*, 17 June 2019, pp. 129-131

⁴¹⁷ *Proof Transcript of Evidence*, 17 June 2019, p. 133; *Answer to Question Taken on Notice E19-021*, answered 2 July 2019; *Answer to Question Taken on Notice E19-022*, answered 25 June 2019.

⁴¹⁸ *Proof Transcript of Evidence*, 17 June 2019, pp. 133-135.

⁴¹⁹ *Proof Transcript of Evidence*, 17 June 2019, pp. 135-139, 213-214; *Answer to Question Taken on Notice E19-036*, answered 25 June 2019.

⁴²⁰ *Proof Transcript of Evidence*, 17 June 2019, pp. 139-142.

⁴²¹ *Proof Transcript of Evidence*, 17 June 2019, pp. 142-146; *Answer to Question Taken on Notice E19-023*, answered 25 June 2019.

⁴²² *Proof Transcript of Evidence*, 17 June 2019, pp. 146-149, *Proof Transcript of Evidence*, 18 June 2019, p. 314, *Answer to Question Taken on Notice E19-024*, answered 25 June 2019.

⁴²³ *Proof Transcript of Evidence*, 17 June 2019, pp. 149-156; *Answer to Question Taken on Notice E19-026*, answered 26 June 2019; *Answer to Question Taken on Notice E19-031*, answered 2 July 2019.

⁴²⁴ *Proof Transcript of Evidence*, 17 June 2019, pp. 156-157.

⁴²⁵ *Proof Transcript of Evidence*, 17 June 2019, pp. 157-158.

⁴²⁶ *Proof Transcript of Evidence*, 17 June 2019, pp. 158-160; *Answer to Question Taken on Notice E19-025*, answered 25 June 2019.

⁴²⁷ *Proof Transcript of Evidence*, 17 June 2019, p. 106.

COMMITTEE COMMENT

5.103 The Committee believes it is important that the public can view research undertaken as part of the review of tax reform and notes that the earlier it is released the more the public can contribute to debate.

Recommendation 42

5.104 The Committee recommends that the ACT Government release in full to the community, any research commissioned by, and findings of the tax reform advisory committee, as soon as they have been seen by Cabinet and prior to 2020-21 budget papers, where possible.

COMMONWEALTH INFRASTRUCTURE INVESTMENT IN THE TERRITORY

5.105 The Committee asked about Commonwealth infrastructure investment in the ACT in recent years as compared to other jurisdictions. The Treasurer informed the Committee that the Territory had 'received well below our population share of national infrastructure investment' with a cumulative effect of over \$300 million. The Treasurer observed:

The commonwealth can make infrastructure investments in a variety of ways internal to the territory. They do not necessarily always need to make infrastructure investments in partnership with the territory government. They could, for example, invest in their own assets in the territory. There are ample opportunities for the commonwealth to do that with their own assets. That would be a capital expense for them. I am aware of a number of commonwealth assets that are in desperate need of further investment. There is a long list: national cultural institutions, the Australian Institute of Sport, the parliamentary triangle itself. Commonwealth Park would be another example.⁴²⁸

5.106 The Committee was also informed that infrastructure projects where the Commonwealth and Territory governments are partnering are mainly roads.⁴²⁹

5.107 The Committee asked about investment in the National Capital Authority (NCA). The Treasurer observed that the NCA's breadth of responsibilities is broader than their financial means. While the NCA gets money for specific projects the assets created by the projects need to be maintained. The Territory is engaged in discussions with the NCA about combined investment, including around Commonwealth Avenue Bridge infrastructure.⁴³⁰

⁴²⁸ Treasurer Andrew Bar MLA, *Proof Transcript of Evidence*, 17 June 2019, p. 115

⁴²⁹ Treasurer Andrew Bar MLA, *Proof Transcript of Evidence*, 17 June 2019, p. 115.

⁴³⁰ Treasurer Andrew Bar MLA, *Proof Transcript of Evidence*, 17 June 2019, pp. 116-117.

5.108 The Treasurer also noted calls from New South Wales for the commonwealth to restart the asset recycling initiative. The Treasurer indicated that this could provide an economic stimulus and that planning needed to begin shortly if projects were to replace the large number of east coast infrastructure projects that will start to taper off in the early to mid-2020s.⁴³¹

LEASE VARIATION CHARGE REVIEW

5.109 The Committee asked about the initiative to improve the Lease Variation Charge (LVC). Treasury officials informed the Committee that the budget outlines the outcome of the Lease Variation Charge review. Changes agreed include introducing a remission for community housing providers, increasing access to the deferred payment scheme and changes to simplify the scheme and improve the presentation of information.⁴³² Possible changes to codified charges will be the subject of consultation with industry with the intent that recommendation will be put before government in time for consideration in the next budget.⁴³³

5.110 The Committee noted the concerns of developers about the variations in charges and the difficulty of knowing what they will be at the start of a project. The Treasurer and officials explained that they were seeking to make the charges more predictable but that improvements to the system had still fit within the existing system.

COMMITTEE COMMENT

5.111 The Committee acknowledges that the government is attempting to improve the functionality of the system without significantly reducing revenue. The Committee notes the interest in the business community in improvements to the charge scheme and encourages the government to release information to assist in consultation.

Recommendation 43

5.112 The Committee recommends that the ACT Government publicly release a summary of the analysis undertaken by, and findings of, the Lease Variation Charge review as soon as possible.

Recommendation 44

⁴³¹ Treasurer Andrew Bar MLA, *Proof Transcript of Evidence*, 17 June 2019, p. 117-118.

⁴³² ACT Budget 2019-20, *Budget Paper No. 3*, p. 172.

⁴³³ *Proof Transcript of Evidence*, 17 June 2019, pp. 139-140.

5.113 The Committee recommends that the ACT Government ensure that further reforms made to the Lease Variation Charge, as listed on page 172 of *Budget Paper 3*, be completed and in place for the 2020-21 Budget.

LARGE-SCALE GENERATION CERTIFICATES

- 5.114 Large-scale Generation Certificates (formerly called Renewable Energy Certificates) are credits received for the generation of renewable energy under the Commonwealth Government's large-scale renewable energy target. Once created and recognised the certificates can be surrendered with the price determined through the open market.⁴³⁴ The Committee noted that the spot and forward prices for the certificates had dropped and asked why the ACT's certificates had not been sold before prices dropped.
- 5.115 Treasury officials informed the Committee that from an accounting perspective revenue from the certificates is booked at the time they are received, and expense captured when they are surrendered. The certificates are an asset for the government when received and that asset is lost at surrender. The spot price of the certificates approximately halved between June 2018 and May 2019.⁴³⁵

DIVERSITY IN ACT ECONOMY

- 5.116 The Committee asked about the claims in the budget papers that the ACT economy was diversifying. The Treasurer said that the principal measure was gross state product (GSP). He said that most sectors outside of public administration are contributing to recent growth in GSP. Service exports have particularly grown with the ACT now the highest per capita service exporter in Australia.⁴³⁶
- 5.117 When asked about possible trends in Commonwealth Government expenditure the Treasurer noted bipartisan commitments to defence and national security that would drive increased government expenditure in the ACT. Commonwealth spending on consultants and contractors is significant. Some private sector agencies in the area of higher education and space industry may see growth driven by government decisions. While there was always a risk of reduced expenditure, the Senate was an obstacle to dramatic change. Overall the Treasurer thought the view of the Committee's budget advisers was 'unduly pessimistic' and that the outlook was 'more benign.'⁴³⁷
- 5.118 The Committee asked about the advice of the budget adviser that is no real diversification, such as the statement that there 'is no evidence to suggest there has been a dramatic shift in

⁴³⁴ ACT Budget 2019-20, *Budget Paper No. 3*, p. 431.

⁴³⁵ *Proof Transcript of Evidence*, 17 June 2019, p. 146.

⁴³⁶ *Proof Transcript of Evidence*, 17 June 2019, pp. 146-147.

⁴³⁷ Treasurer Andrew Bar MLA, *Proof Transcript of Evidence*, 17 June 2019, pp. 147-148.

the drivers of ACT final demand over recent years.⁴³⁸ The Treasurer noted that there are a number of different industry sectors, so even if a percentage share were to remain the same there could be increased diversity within it. It is not just about the relative share of commonwealth versus non-commonwealth activity in the ACT but the also the differing contributing factors to each share.⁴³⁹

5.119 At a later appearance the Treasurer noted:

Real state gross product has been growing faster in the ACT than in any other state or territory. Our economy continues to diversify. Professional, scientific and technical services grew by 11.2 per cent in the 2017-18 fiscal year; that was a contribution of 0.9 percentage points to the four percentage point growth. So around a quarter of the territory's GSP growth in 2017-18 came through professional, scientific and technical services. We have also seen strong growth in health care and social assistance, by 8.5 per cent. That is tied in with the ramp-up of the NDIS scheme. Construction and information, media and telecommunications also grew, by 5.4 per cent and 9.5 per cent respectively.

Interestingly, public administration and safety had no change; it did not grow. All of our GSP growth in 2017-18 came from sectors outside of public administration and safety, which, though, remains our single largest contributing sector. But there could be no clearer evidence of diversification and change than the fact that public administration and safety did not grow and yet our economy grew at the fastest rate in the nation. It was all of the other industry sectors that contributed.

That is why this data needs to feature. It is annual data, like an annual budget, and it needs to feature in an analysis of the territory economy.⁴⁴⁰

5.120 Looking at ACT final demand Pegasus Economics observed:

Household consumption now appears to have constituted the largest component of ACT final demand up until 2005-06 when it was superseded by the Commonwealth Government. The contribution of the ACT Government to final demand has been hovering at around 9½ per cent on average since 2009-10, while private investment has been hovering at around 10¾ per cent on average over the same period. Overall, there is no evidence to suggest there has been a dramatic shift in the drivers of ACT final demand over recent years, with the combined public sector (composed of both the Commonwealth Government and the ACT Government) still constituting in excess of 50 per cent of final demand.⁴⁴¹

⁴³⁸ *Review of the ACT Budget 2019-20*, Pegasus Economics, June 2019, p. 5.

⁴³⁹ Treasurer Andrew Bar MLA, *Proof Transcript of Evidence*, 17 June 2019, pp. 148-149.

⁴⁴⁰ Treasurer Andrew Bar MLA, *Proof Transcript of Evidence*, 18 June 2019, p. 314.

⁴⁴¹ *Review of the ACT Budget 2019-20*, Pegasus Economics, June 2019, p. 5

5.121 Turning to gross state product, Pegasus Economics noted that the way in which the Australian Bureau of Statistics (ABS) produces the GSP figures does not isolate public sector involvement to the 'public administration and safety' industry sector. Each of the sectors mentioned by the Treasurer contains public sector involvement according to the ABS's commentary on the figures.⁴⁴² In order to measure the extent of diversification within the ACT economy using GSP you would need to unpack the public sector involvement in the various industry sectors.

COMMITTEE COMMENT

5.122 The Committee notes the differing approaches of the Treasurer and Pegasus Economics to measuring diversification within the ACT economy. The Committee notes that the trend lines for ACT final demand and GSP mirror each other closely.⁴⁴³

5.123 The Committee also notes Pegasus Economics' observation that GSP is the measure used by the ACT Government in the budget papers to discuss diversification within the ACT economy.⁴⁴⁴

FINANCIAL MANAGEMENT (4.2)

5.124 This output provides for analysis, monitoring and reporting on major projects, the financial performance of agencies and the Territory's budget, to assist the ACT Government to achieve its policy objectives.⁴⁴⁵

MATTERS CONSIDERED

5.125 Matters considered by the Committee in relation to Financial Management included:

- treatment of public-private-partnerships (PPPs) under Australian Accounting Standards;⁴⁴⁶ and
- disclosure of Key Accounting Policies.⁴⁴⁷

KEY ISSUES

DISCLOSURE OF KEY ACCOUNTING POLICIES

⁴⁴² *Review of the ACT Budget 2019-20 Follow-up Issues*, Pegasus Economics, July 2019, p. 5.

⁴⁴³ *Review of the ACT Budget 2019-20 Follow-up Issues*, Pegasus Economics, July 2019, p. 4.

⁴⁴⁴ *Review of the ACT Budget 2019-20 Follow-up Issues*, Pegasus Economics, July 2019, p. 6.

⁴⁴⁵ ACT Budget 2019-20, *Budget Statements B*, Chief Minister, Treasury and Economic Development Directorate, p. 25.

⁴⁴⁶ *Proof Transcript of Evidence*, 17 June 2019, pp. 123-124; *Answer to Question Taken on Notice E19-017*, answered 26 June 2019.

⁴⁴⁷ *Proof Transcript of Evidence*, 17 June 2019, pp. 132-133; *Answer to Question Taken on Notice E19-020*, answered 26 June 2019.

5.126 The report of the Committee’s budget advisors noted that the Budget financial statements are titled “GFS/GAAP HARMONISED FINANCIAL STATEMENTS” and that suggests that they were prepared in accordance with Australian Accounting Standard AASB 1049. That standard requires compliance with all other applicable standards but the budget does not disclose the basis of accounting and key accounting practices.⁴⁴⁸

5.127 The Directorate told the Committee that they followed the general accounting principles. Each agency documents their accounting principles in their own financial statements. Any significant variation is documented within the budget statements. The Committee was informed that not all governments put a full disclosure of their accounting standards in their budget papers. Differences between agencies can make it difficult to get a consistent standard for the overall government statements.⁴⁴⁹

5.128 In an Answer to a Question Taken on Notice the Treasurer further informed the Committee that:

The Readers Guide to the 2019-20 Budget (page 23), provides details of the context within which the ACT's budget estimates are produced, including their preparation in a manner consistent with the principles of the relevant Australian Accounting Standards. Detailed information on application of accounting treatment is also provided in annual quarterly whole-of-government financial statements.⁴⁵⁰

COMMITTEE COMMENT

5.129 The Committee notes the possible difficulties of consolidating different agencies accounting standards but believes that the budget papers could be clearer on the accounting principles adopted, even if simply to highlight that the budget consists of consolidated figures possibly derived from differing standards. A list of AASB standards that were applied to the budget are not included in the Readers Guide to the 2019-20 Budget.

Recommendation 45

5.130 The Committee recommends that the ACT Government provide clearer disclosure of key accounting principles in its budgets.

WORKFORCE INJURY MANAGEMENT AND INDUSTRIAL

⁴⁴⁸ *Review of the ACT Budget 2019-20*, Pegasus Economics, p. 53.

⁴⁴⁹ *Proof Transcript of Evidence*, 17 June 2019, pp. 132-133.

⁴⁵⁰ *Answer to Question Taken on Notice E19-020*, answered 26 June 2019

RELATIONS POLICY (5.1)

5.131 This output provides for health and work sustainability solutions, focusing on risks arising from work and the relationship between employers and workers.

The Workforce Safety and Industrial Relations Group will:

- manage ACT workers' compensation, work health and safety and industrial relations regulatory and policy frameworks;
- support the Public Sector Workers Compensation Commissioner in the management of the Public Sector Workers' Compensation Fund;
- develop and review whole of government health, safety and rehabilitation policies and provide work health and safety services to support the policy framework; and
- coordinate the Territory's consultative bodies for industrial relations regulation, workers' compensation and work health and safety.⁴⁵¹

5.132 The Committee considered the following Outputs, Output Classes and Statements of Intent:

- Output 5.1: Workforce Injury Management and Industrial Relations Policy (including Worksafe ACT)

MATTERS CONSIDERED

5.133 Matters considered by the Committee in relation to Workplace Injury Management and Industrial Relations Policy included:

- independent review into the ACT's work safety, compliance infrastructure, policies and procedures by the Nous Group;⁴⁵²
- WorkSafe reforms – nature of the reforms;⁴⁵³
- WorkSafe reforms – status;⁴⁵⁴
- WorkSafe reforms – timeline for finalisation;⁴⁵⁵
- WorkSafe reforms – requirement for legislative change;⁴⁵⁶
- WorkSafe reforms - training requirements;⁴⁵⁷
- WorkSafe inspectors – conflict of interest;⁴⁵⁸

⁴⁵¹ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 26.

⁴⁵² *Proof Transcript of Evidence*, 27 June 2019, pp. 1025-1026.

⁴⁵³ *Proof Transcript of Evidence*, 27 June 2019, p. 1025.

⁴⁵⁴ *Proof Transcript of Evidence*, 27 June 2019, p. 1025.

⁴⁵⁵ *Proof Transcript of Evidence*, 27 June 2019, p. 1025.

⁴⁵⁶ *Proof Transcript of Evidence*, 27 June 2019, p. 1025.

⁴⁵⁷ *Proof Transcript of Evidence*, 27 June 2019, pp. 1025-1026.

⁴⁵⁸ *Proof Transcript of Evidence*, 27 June 2019, pp. 1026-1027.

- Work, Health and Safety legislation;⁴⁵⁹
- Work, Health and Safety legislation – non-compliance and follow-up processes;⁴⁶⁰
- role of Inspectors – building site standards;⁴⁶¹
- role of Inspectors – non-compliance issues;⁴⁶²
- increasing numbers of improvement and prohibition notices being issued;⁴⁶³
- role of Inspectors – audit of qualifications;⁴⁶⁴
- role of inspectors – mechanics operating in suburban areas;⁴⁶⁵
- repercussions for disposing of chemicals inappropriately;⁴⁶⁶
- Secure Local Jobs Code;⁴⁶⁷
- training for ACT Government staff relating to family safety matters;⁴⁶⁸
- enforceable undertaking and occupational Violence in Schools;⁴⁶⁹ and
- secure work employment practices.⁴⁷⁰

KEY ISSUES

REFORMS TO WORKSAFE ACT

5.134 The Committee understands that on 24 May 2018, the then Minister for Workplace Safety and Industrial Relations announced that an independent review would be undertaken into the ACT's work safety, compliance infrastructure, policies and procedures. The review was finalised on 27 August 2018 and subsequently tabled in the ACT Legislative Assembly.⁴⁷¹

5.135 Minister Stephen-Smith, Minister for Employment and Workplace Safety (the Minister), confirmed that as a result of that review, the Government has agreed to establish Work Safe as a separate entity to Access Canberra.⁴⁷² The Directorate also told the Committee that 'we have

⁴⁵⁹ *Proof Transcript of Evidence*, 27 June 2019, p. 1027.

⁴⁶⁰ *Proof Transcript of Evidence*, 27 June 2019, pp. 1027-1028.

⁴⁶¹ *Proof Transcript of Evidence*, 27 June 2019, pp. 1028-1029.

⁴⁶² *Proof Transcript of Evidence*, 27 June 2019, pp. 1028-1030.

⁴⁶³ *Proof Transcript of Evidence*, 27 June 2019, pp. 1030-1032.

⁴⁶⁴ *Proof Transcript of Evidence*, 27 June 2019, p. 1032.

⁴⁶⁵ *Proof Transcript of Evidence*, 27 June 2019, pp. 1032-1034.

⁴⁶⁶ *Proof Transcript of Evidence*, 27 June 2019, p. 1034.

⁴⁶⁷ *Proof Transcript of Evidence*, 27 June 2019, pp. 1035-1036; 1038-1039.

⁴⁶⁸ *Proof Transcript of Evidence*, 27 June 2019, pp. 1036-1037.

⁴⁶⁹ *Proof Transcript of Evidence*, 27 June 2019, pp. 1037-1038.

⁴⁷⁰ *Proof Transcript of Evidence*, 27 June 2019, p. 1039.

⁴⁷¹ See: <https://www.cmtedd.act.gov.au/treasury/private>.

⁴⁷² Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1025.

a project underway which effectively is implementing the full range of recommendations arising from the independent review,' and that these will require legislative amendments.⁴⁷³

5.136 The Committee was informed that:

The funding was included in the budget review this year to set up a project team, which is managing the implementation of those recommendations.⁴⁷⁴

5.137 The Committee asked about the timeframe for reforms.⁴⁷⁵ The Minister confirmed that legislative amendments are likely to be introduced in the next sitting period.⁴⁷⁶

5.138 The Committee asked about what changes in training Worksafe inspectors could take as a result of the review.⁴⁷⁷ The Directorate told the Committee:

Although not exclusively covered in the Nous review, is that consideration also be given to the wider range of functions in relation to which inspectors are conducting compliance and enforcement action, including, for example, workers compensation compliance. This is an area that has been of some concern to stakeholders for some time.⁴⁷⁸

5.139 Later in the hearing, the Committee asked if training relating to family violence would be provided to all ACT Public Service staff and it was clarified that training would be extended to all employees in a slow rollout approach.⁴⁷⁹ The Directorate told the Committee that 'the government is putting more effort and resources into the mental health of its workforce more generally, as a workers compensation and workforce participation and level workforce objective.'⁴⁸⁰

COMMITTEE COMMENT

5.140 The Committee notes that although the new legislation has not yet been introduced, there was no discussion regarding plans for an evaluation of the reforms or mention of formal consultation process for local businesses, industry groups and unions to provide feedback on the impact of new legislation. The Committee agrees that this is an area that requires additional consideration.

Recommendation 46

⁴⁷³ Mr Young, *Proof Transcript of Evidence*, 27 June 2019, p. 1025.

⁴⁷⁴ Mr Young, *Proof Transcript of Evidence*, 27 June 2019, p. 1025.

⁴⁷⁵ *Proof Transcript of Evidence*, 27 June 2019, p. 1025.

⁴⁷⁶ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1025.

⁴⁷⁷ *Proof Transcript of Evidence*, 27 June 2019, p. 1025.

⁴⁷⁸ Mr Young, *Proof Transcript of Evidence*, 27 June 2019, p. 1026.

⁴⁷⁹ *Proof Transcript of Evidence*, 27 June 2019, p. 1036.

⁴⁸⁰ Mr Nicol, *Proof Transcript of Evidence*, 27 June 2019, p. 1036.

5.141 The Committee recommends that the ACT Government undertake a review in consultation with local business, industry groups and unions on the impact of workplace health and safety laws, enacted in 2019, on local businesses.

SUBURBAN MECHANIC OPERATORS

5.142 The Committee asked if WorkSafe had inspected any workplaces where mechanics are not appropriately qualified but have received an ACT government certification to function, given that the certification does not ask any more for the qualifications of mechanics.⁴⁸¹

5.143 The Committee was informed that this has not occurred, as audits are primarily focused on the safety and the operations within the workshop and equipment.⁴⁸² The Directorate told the Committee that when inspecting backyard operators and residentially based workshops, the same safety checks and standards that are expected with a commercial operation is expected.⁴⁸³ The Minister also told the Committee that if there are safety concerns, members of the public can make a complaint or a notification to WorkSafe.⁴⁸⁴

5.144 The Committee was told that there have been businesses required to change their operations on residential premises due to other reasons and it was later clarified that WorkSafe proactively work with businesses, recognising that a lot of these are sole traders or microbusinesses in the suburbs who may need assistance with getting the right systems in place.⁴⁸⁵

COMMITTEE COMMENT

5.145 The Committee appreciates that WorkSafe endeavours to work with small businesses to support compliance although remains concerned that the current audit system may not be considering elements that lead to unsafe practices.

Recommendation 47

5.146 The Committee recommends that the ACT Government require that WorkSafe and Environment Protection Authority inspect all backyard operators and residentially based mechanic workshops which are registered without a qualified mechanic for both environmental and safe work practices.

⁴⁸¹ *Proof Transcript of Evidence*, 27 June 2019, p. 1032.

⁴⁸² Mr Jones, *Proof Transcript of Evidence*, 27 June 2019, p. 1032.

⁴⁸³ Mr Jones, *Proof Transcript of Evidence*, 27 June 2019, p. 1033.

⁴⁸⁴ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1033.

⁴⁸⁵ Mr Pepper, *Proof Transcript of Evidence*, 27 June 2019, p. 1033.

REVENUE MANAGEMENT (6.1)

5.147 This output provides for the administration of the ACT Government's taxation revenue.⁴⁸⁶

MATTERS CONSIDERED

5.148 Matters considered by the Committee in relation to Revenue Management included:

- land tax exemption scheme (also discussed under YWCA);⁴⁸⁷
- general rates revenue from units;⁴⁸⁸
- communication of available support and concessions;⁴⁸⁹
- training for revenue staff dealing with clients in financial hardship;⁴⁹⁰
- replacement copies of rates notice;⁴⁹¹
- rates for houses;⁴⁹²
- commercial rates;⁴⁹³
- objections to revenue determinations;⁴⁹⁴
- rates deferrals;⁴⁹⁵ and
- assessment of market valuations of commercial and light industrial property.⁴⁹⁶

KEY ISSUES

LAND TAX EXEMPTION SCHEME

5.149 The Committee asked about the land tax exemption scheme for people who rent out their houses via a community housing provider at a 75 per cent market rent. The YWCA had provided evidence that administrative processes were not yet in place for this scheme.⁴⁹⁷

⁴⁸⁶ ACT Budget 2019-20, *Budget Paper No. 3*, pp. 26-27.

⁴⁸⁷ *Proof Transcript of Evidence*, 17 June 2019, pp. 167-171, 192-193.

⁴⁸⁸ *Proof Transcript of Evidence*, 17 June 2019, pp. 171-177; *Answer to Question Taken on Notice E19-027*, answered 25 June 2019; *Answer to Question Taken on Notice E19-028*, answered 26 June 2019; *Answer to Question Taken on Notice E19-029*, answered 25 June 2019.

⁴⁸⁹ *Proof Transcript of Evidence*, 17 June 2019, pp. 177-178.

⁴⁹⁰ *Proof Transcript of Evidence*, 17 June 2019, p. 178.

⁴⁹¹ *Proof Transcript of Evidence*, 17 June 2019, pp. 178-180.

⁴⁹² *Proof Transcript of Evidence*, 17 June 2019, pp. 180-185.

⁴⁹³ *Proof Transcript of Evidence*, 17 June 2019, pp. 185-187.

⁴⁹⁴ *Proof Transcript of Evidence*, 17 June 2019, pp. 188-190.

⁴⁹⁵ *Proof Transcript of Evidence*, 17 June 2019, p. 188; *Answer to Question Taken on Notice E19-030*, answered 1 July 2019.

⁴⁹⁶ *Proof Transcript of Evidence*, 17 June 2019, pp. 191-192.

⁴⁹⁷ *Proof Transcript of Evidence*, 14 June 2019, p. 26.

5.150 Treasury officials noted that they were still working through processes. One issue is how it is limited to the 100 places permitted by legislation. The scheme is a pilot to see what works and measure demand and determine whether the scheme is a cost-effective way of providing additional accommodation for vulnerable groups.⁴⁹⁸

COMMITTEE COMMENT

5.151 The Committee notes that this a two-year pilot scheme. The ACT Government has signalled a willingness to make decisions part way through the pilot in order to provide certainty to participants who may wish to continue after the end of the pilot should the scheme continue.

Recommendation 48

5.152 The Committee recommends that the two year pilot of a land tax exemption scheme for affordable housing purposes be assessed after 12 months, so that decisions on any continuation of the scheme can be announced in time for participants to make appropriate plans.

Recommendation 49

5.153 The Committee recommends that the ACT Revenue Office develop a process to manage the land tax exemption scheme that minimises work for eligible landlords and community housing providers while maintaining appropriate scrutiny. In particular, the Committee recommends requiring only annual reporting by the community housing provider as to tenant eligibility, not quarterly reporting by the landlord.

Recommendation 50

5.154 The Committee recommends that the ACT Government closely monitor the land tax exemption scheme for landlords who provide affordable housing through registered housing providers with a view to assessing:

- **the number of affordable housing properties that have become available through this scheme;**
- **the cost to government for providing access to this scheme; and**

⁴⁹⁸ *Proof Transcript of Evidence*, 17 June 2019, pp. 169-170.

- **the level of take-up with a view to increasing the time limit and cap if it is well subscribed.**

TRAINING FOR REVENUE STAFF DEALING WITH CLIENTS IN FINANCIAL HARDSHIP

5.155 The Committee asked about improvements that could be made in the way in which ACT Revenue Office staff interacted with clients in financial hardship. The Directorate informed the Committee that relevant staff have had two three-hour training sessions with community organisation Care Inc. There are suggestions that came from these workshops that the office is considering. The Under Treasurer told the Committee that work was underway but that:

we have not got to the stage of deciding on any recommendations to the government in this area and I am also acutely conscious that the job of the revenue office is to raise revenue and enforce the laws that are passed, but it is clearly an issue that is on our priority list and that we are looking at.⁴⁹⁹

COMMITTEE COMMENT

5.156 The Committee acknowledges the primary function of the ACT Revenue Office but notes that placing those in financial hardship under further financial stress may be detrimental in ensuring payments of rates or land tax arrears and may have ongoing negative effects on these clients.

Recommendation 51

5.157 The Committee recommends that the ACT Government require the ACT Revenue Office develop internal processes and guidelines for compassionately dealing with people who have financial difficulties in paying rates and land tax so that these issues do not lead to greater financial hardship.

SHARED SERVICES (7.1)

5.158 Shared Services provides a range of ICT and corporate services, including infrastructure, applications support and development, ICT project services and tactical and transactional human resource and finance services to directorates and agencies.

⁴⁹⁹ Mr Nicol, *Proof Transcript of Evidence*, 17 June 2019, p. 178.

MATTERS CONSIDERED

5.159 Matters considered by the Committee in relation to Shared Services included:

- Human Resources (HR) information management system;⁵⁰⁰
- security breaches of ACT Government IT infrastructure;⁵⁰¹
- Shared Services cost model review;⁵⁰²
- tracking of directorate use of Shared Services;⁵⁰³
- Shared Services and Health ICT capabilities and possible duplication;⁵⁰⁴
- duplication of IT management functions;⁵⁰⁵
- Shared Services' project management for Directorates;⁵⁰⁶
- involvement of Shared Services with Courts' records system;⁵⁰⁷ and
- proportion of contractors in Shared Services.⁵⁰⁸

KEY ISSUES

SHARED SERVICES COST MODEL REVIEW

5.160 The Committee asked about the Shared Services cost model review and were told Shared Services was established about 10 years ago and at that time the vast majority of services were fully cost recovered. The Committee was further advised that:

Over time, as the maturity levels of Shared Services increased, a number of our functions, especially around HR, finance and some of the ICT elements, were considered to be, rather than a variable cost model, fixed in nature. We have a certain amount of headcount, and we have a certain amount of fixed costs around infrastructure and the like.

The discussion then was in regard to why we were invoicing for those services when they really should be appropriated by government. A program of work was set up with the governance structure in order to look at it and have those discussions, and to say

⁵⁰⁰ *Proof Transcript of Evidence*, 18 June 2019, pp. 240-241.

⁵⁰¹ *Proof Transcript of Evidence*, 18 June 2019, pp. 319-320.

⁵⁰² *Proof Transcript of Evidence*, 18 June 2019, pp. 321-322.

⁵⁰³ *Proof Transcript of Evidence*, 18 June 2019, pp. 322-324; *Answer to Question Taken on Notice E19-057*, answered 26 June 2019.

⁵⁰⁴ *Proof Transcript of Evidence*, 18 June 2019, pp. 327-328, 330.

⁵⁰⁵ *Proof Transcript of Evidence*, 18 June 2019, p. 328.

⁵⁰⁶ *Proof Transcript of Evidence*, 18 June 2019, pp. 328-329.

⁵⁰⁷ *Proof Transcript of Evidence*, 18 June 2019, pp. 329-330.

⁵⁰⁸ *Proof Transcript of Evidence*, 18 June 2019, pp. 330-331.

to directorates, “You’re currently being funded for this; we invoice you for those; why not have the appropriation provided directly to Shared Services?”⁵⁰⁹

5.161 The Committee was further informed that the first part of the program, which is covered by this budget, relates to HR and finance. The second part will look at fixed costs within ICT services.⁵¹⁰

INFRASTRUCTURE FINANCE, CAPITAL WORKS AND PROCUREMENT (8.1)

5.162 This output provides ‘advice to government on major infrastructure projects, advises government on capital works procurement policies, administers a range of pre-qualification schemes and undertakes procurement activities on behalf of government directorates and agencies for infrastructure and capital works.’⁵¹¹

MATTERS CONSIDERED

5.163 Matters considered by the Committee in relation to Infrastructure Finance, Capital Works and Procurement included:

- Major Projects Canberra;⁵¹²
- environmental indicators;⁵¹³
- carbon emissions from projects;⁵¹⁴
- breaches of environmental regulations;⁵¹⁵
- delays in capital works;⁵¹⁶
- unsolicited proposals;⁵¹⁷
- impact of the Secure Local Jobs Code on government infrastructure;⁵¹⁸
- value for money;⁵¹⁹

⁵⁰⁹ Mr Tanton, *Proof Transcript of Evidence*, 18 June 2019, p. 322.

⁵¹⁰ Mr Tanton, *Proof Transcript of Evidence*, 18 June 2019, p. 322.

⁵¹¹ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 28.

⁵¹² *Proof Transcript of Evidence*, 18 June 2019, pp. 251-255, 265-266.

⁵¹³ *Proof Transcript of Evidence*, 18 June 2019, pp. 255-257.

⁵¹⁴ *Proof Transcript of Evidence*, 18 June 2019, pp. 256-257.

⁵¹⁵ *Proof Transcript of Evidence*, 18 June 2019, pp. 257-258; *Answer to Question Taken on Notice E19-045*, answered 26 June 2019; *Answer to Question Taken on Notice E19-046*, answered 2 July 2019.

⁵¹⁶ *Proof Transcript of Evidence*, 18 June 2019, p. 258.

⁵¹⁷ *Proof Transcript of Evidence*, 18 June 2019, pp. 258-259; *Answer to Question Taken on Notice E19-047*, answered 26 June 2019.

⁵¹⁸ *Proof Transcript of Evidence*, 18 June 2019, pp. 259-262; *Answer to Question Taken on Notice E19-048*.

⁵¹⁹ *Proof Transcript of Evidence*, 18 June 2019, pp. 260-262.

- on-time project completion;⁵²⁰
- infrastructure projects announced in the budget;⁵²¹
- public-private partnerships;⁵²²
- commitment to Light Rail Stage 2;⁵²³
- technology choices for Light Rail Stage 2;⁵²⁴and
- business case for Light Rail Stage 2,⁵²⁵

KEY ISSUES

MAJOR PROJECTS CANBERRA

5.164 The Committee asked about the formation of Major Projects Canberra. The Chief Minister described it as ‘an incremental change in the administrative arrangements for infrastructure project delivery’.⁵²⁶ There was already a central government focus on infrastructure projects through this output class as well as project-to-project engagements by some larger directorates.

5.165 The Committee was told that the change was intended to focus skills in one place rather than duplicating them across agencies. Additionally:

During the work on light rail stage 1 we developed considerable expertise in delivering major infrastructure projects. We are about to embark on light rail stage 2. At the same time, the government has announced that we have a significant health infrastructure project in SPIRE. At the same time, we have a centralised infrastructure area in treasury.

We could continue as we currently do and build the expertise in Transport Canberra and City Services for light rail stage 2, build new expertise in the Health Directorate for SPIRE and continue to have an expertise in treasury. But this seemed like an opportunity to bring those together and to coalesce the expertise into what will be a small, expert team that will support the relevant directorates in the delivery of the social outcome that is the reason why we are building the particular infrastructure.⁵²⁷

⁵²⁰ *Proof Transcript of Evidence*, 18 June 2019, pp. 262-263; *Answer to Question Taken on Notice E19-049*, answered 26 June 2019.

⁵²¹ *Proof Transcript of Evidence*, 18 June 2019, pp. 263-265.

⁵²² *Proof Transcript of Evidence*, 18 June 2019, pp. 267-268.

⁵²³ *Proof Transcript of Evidence*, 18 June 2019, pp. 268-271.

⁵²⁴ *Proof Transcript of Evidence*, 18 June 2019, pp. 271-273.

⁵²⁵ *Proof Transcript of Evidence*, 18 June 2019, pp. 273-274.

⁵²⁶ Chief Minister, Andrew Barr MLA, *Proof Transcript of Evidence*, 18 June 2019, p. 251.

⁵²⁷ Ms Leigh, *Proof Transcript of Evidence*, 18 June 2019, p. 252.

5.166 The Committee was also informed Light rail stage 2 and the SPIRE Centre are the initial projects the team will deliver. There is no new funding apart from that for those projects. It is expected that the unit will employ approximately 140 FTE.⁵²⁸ There will be reporting to both the Treasurer and the line minister responsible for the project.⁵²⁹

CARBON EMISSIONS FROM PROJECTS

5.167 The Committee asked about carbon emissions from projects given the ACT Government's commitment to zero net emissions by 2045 and were informed that:

It is more a whole-of-government issue than a project by project issue. Individual projects do not tend to have zero net emissions. Certainly the energy efficiency requirements for a building are optimised, maximised. In the case of an acute services facility at a hospital, as you would be aware, it has to have full backup power supplies, on-site generation, et cetera. These things have to be looked at in the whole context, and the built environment has to be balanced across the whole portfolio.⁵³⁰

5.168 The Directorate also informed the Committee that SPIRE is still at the design phase and energy requirements are being looked at as part of whole-of-life efficiency.⁵³¹

COMMITTEE COMMENT

5.169 The Committee notes that individual projects need to be assessed for climate change impacts, in order to minimise these impacts and advance the government's zero emissions target.

5.170 The Committee notes the Treasurer's Answer to a Question on Notice regarding the extent to which climate change is considered in Budget decisions and in the assessment of projects that may have a negative impact on climate change.⁵³² It does not appear that climate change and emissions are explicitly factored into cost benefit analyses, and there is no reference to the Government's adopted target of zero net emissions by 2045 (or interim targets).

Recommendation 52

5.171 The Committee recommends that, in order to meet the Government's 'zero emissions by 2045' target, the ACT Government ensure that all its major projects are explicitly considered from a climate change perspective, are compatible with the trajectory to zero

⁵²⁸ Ms Leigh, *Proof Transcript of Evidence*, 18 June 2019, pp. 252-253.

⁵²⁹ Chief Minister, Andrew Barr MLA, *Proof Transcript of Evidence*, 18 June 2019, p. 266.

⁵³⁰ Mr Esau, *Proof Transcript of Evidence*, 18 June 2019, p. 256.

⁵³¹ *Proof Transcript of Evidence*, 18 June 2019, p. 257.

⁵³² *Answer to Question on Notice E19-072*, answered 4 July 2019

emissions, and if they are not compatible or cannot be made compatible, that they only proceed under special consideration.

Recommendation 53

5.172 The Committee recommends the ACT Government task a specific area of the ACT Government to engage closely with developers of large precincts, such as the University of Canberra, to ensure that they design and build their infrastructure, waste and energy systems in a way that best helps the ACT to become sustainable and a zero emissions jurisdiction.

Recommendation 54

5.173 The Committee recommends that the ACT Government ensure ACT infrastructure be planned and built to be resilient to the changing climate.

Recommendation 55

5.174 The Committee recommends that the ACT Government ensure that Budget funding decisions are explicitly considered in the context of the zero emissions by 2045 target and associated interim targets, and the cost of carbon emissions (or ‘the social cost of carbon’) are factored into Treasury and directorate cost benefit analyses.

IMPACT OF THE SECURE LOCAL JOBS CODE ON GOVERNMENT INFRASTRUCTURE

5.175 The Committee asked about the impact that the introduction of the Secure Local Jobs Code (the Code) has had on government infrastructure procurement. The Directorate advised the Committee that any financial impact would ‘be minimal because the cost of a contractor

complying with the code is minimal.⁵³³ It was also noted that the Code sets a minimum benchmark and that tenderers will be compared above that benchmark.

5.176 Procurement ACT told the Committee:

There are two elements to the secure local jobs code implications on tender responses. The first is compliance, which is, as the Under Treasurer has just set out, pretty much a threshold question: either you are compliant, you are a certified entity, or you are not. There are other elements then, depending on the value of the procurement activity, as to the detail into which a plan for local employment and workplace training goes. That is all part of actual weighted assessment criteria of up to 10 per cent, combined with local industry participation policy consideration.⁵³⁴

5.177 The Directorate observed that there are two ways in which the Code affects tender responses. The first is compliance which is a threshold question as non-compliance prevents a tenderer from being considered. The second will vary depending on the size of the projects but looks at the details of plans for local employment and workplace training.⁵³⁵

COMMITTEE COMMENT

5.178 The Committee notes the intent of the Code and believes that any assessment of the effectiveness of the Code will require an understanding of its effect upon insecure work and cost of achieving that effect.

Recommendation 56

5.179 The Committee recommends that the ACT Government undertake a review, within two years, into the impact of the Secure Local Jobs Code on Territory infrastructure projects.

GOODS AND SERVICES PROCUREMENT (8.2)

5.180 Procurement ACT provides advice and assistance to government directorates and agencies in undertaking procurement activities for goods and services. It advises the Government on procurement and related industry policy, is responsible for the development and implementation of the Government's procurement related policies and establishes and manages whole of government contracts.⁵³⁶

⁵³³ Mr Nicol, *Proof Transcript of Evidence*, 18 June 2019, p. 259.

⁵³⁴ Mr Bain, *Proof Transcript of Evidence*, 18 June 2019, p. 261.

⁵³⁵ *Proof Transcript of Evidence*, 18 June 2019, pp. 261-262.

⁵³⁶ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 29.

MATTERS CONSIDERED

5.181 Matters considered by the Committee in relation to Goods and Services Procurement included:

- procurement of human services, including value for money and insecure work considerations;⁵³⁷ and
- Aboriginal and Torres Strait Islander procurement policy.⁵³⁸

KEY ISSUES

PROCUREMENT OF HUMAN SERVICES, INCLUDING VALUE FOR MONEY AND INSECURE WORK CONSIDERATIONS

5.182 The Committee asked about the procurement of human services and its move from a value for money model to a best investment model and was informed by Minister Steel, Minister for Community Services and Facilities that:

We are not calling it best investment; we are calling it commissioning for outcomes. We discussed this in annual reports, Ms Le Couteur, if you remember. We are commissioning a strategic planning approach that embeds community needs analysis, ongoing strategic evaluation and increased transparency and accountability into investment and resource allocation.

We are putting out a discussion paper on this very shortly. We want to engage with the community sector around this new model of commissioning to get their feedback. ACTCOSS has already been doing some thinking about what this might mean.⁵³⁹

5.183 The Directorate went on to explain that:

When we talk about commissioning for outcomes we are effectively looking at the framework we need in place to formalise the processes to ensure that we are making really clear, informed decisions about where we need funding or what we might need to shift in the service system to achieve the best effectiveness from the money we already have in place. It defines different stages in the cycle.

We are looking at good needs assessment and good local planning, including service users as well as service providers in that process and then taking that information to determine what that means for the types of models and services we need in different locations or across the ACT depending on the issue. All that information will then feed into the scope of work we want to procure and will inform that process and, more

⁵³⁷ *Proof Transcript of Evidence*, 18 June 2019, pp. 320-321; *Proof Transcript of Evidence*, 28 June 2019, pp. 1140-1142.

⁵³⁸ *Proof Transcript of Evidence*, 18 June 2019, pp. 324-327, 333-334.

⁵³⁹ Minister Steel MLA, *Proof Transcript of Evidence*, 28 June 2019, p. 1140.

importantly, afterwards when we are looking at our contracting arrangements not just for inputs and outputs but for the outcome we expect to receive.

So rather than just asking about how many units of service delivery for families were achieved in a three-month period we will be asking whether the case planning goals for particular families were met to ensure that they have the support and systems that they need as individuals.

We will be able to track that at an individual and a cohort level via a new and improved monitoring review and access to the appropriate data we will need to baseline for service delivery going forward. We will then look at that as part of our ongoing cycle of informing our decisions to go forward. We will talk to the sector and other directorates to flesh that out so we can then say for the ACT what our commissioning for outcomes framework will look like.⁵⁴⁰

5.184 The Committee were also informed that the aim was to ‘move away from just reporting on activity to reporting on what we are achieving and changing in somebody’s life trajectory’ and that things like longevity of the existing service providers and the relationship they have with the community are primary areas the Directorate would be looking at, particularly as ‘one of the things to put in place with any planning approach is how connected we are to being able to deliver on the needs of that community.’⁵⁴¹

5.185 In response to questions about re-basing contracts and possibly lengthening the term of contracts the Directorate indicated that ‘looking at the current situation as well as the projected situation’ is a key part of informing their decision making processes.⁵⁴²

5.186 Minister Stephen-Smith, Minister for Government Services and Procurement, also stated in earlier evidence to the Committee that:

The sort of best practice in human services—in commissioning for outcomes—is really to say that we know that this trusted community partner has a track record. We are working with them in partnership to deliver outcomes for the community. So it is building flexibility around how we deliver those outcomes, but also building a longer-term relationship which then goes to your point about security of employment.⁵⁴³

⁵⁴⁰ Ms Sabellico, *Proof Transcript of Evidence*, 28 June 2019, pp. 1140-1141.

⁵⁴¹ Ms Sabellico, *Proof Transcript of Evidence*, 28 June 2019, p. 1141.

⁵⁴² Ms Sabellico, *Proof Transcript of Evidence*, 28 June 2019, pp. 1141-1142.

⁵⁴³ Minister Stephen-Smith, *Proof Transcript of Evidence*, 18 June 2019, p. 321.

PROPERTY SERVICES (9.1)

5.187 Property Services covers the management of Territory owned commercial buildings, government office accommodation, community/multipurpose buildings, aquatic/leisure facilities and leases commercial buildings on behalf of the Territory.⁵⁴⁴

MATTERS CONSIDERED

5.188 Matters considered by the Committee in relation to Property Services included:

- Whole-of-Government office strategy;⁵⁴⁵
- Smart Modern Strategic Procurement program;⁵⁴⁶
- upgrade of community facilities;⁵⁴⁷
- non-government organisations (NGOs) access to venues and facilities;⁵⁴⁸
- ACT Property upgrades;⁵⁴⁹ and
- Constitution Place upgrade and interface with the Legislative Assembly.⁵⁵⁰

KEY ISSUES

WHOLE OF GOVERNMENT OFFICE STRATEGY

5.189 The Committee asked about the Whole-of-Government office strategy. The Directorate informed the Committee that the budget contained capital works funding for fitting out in the next 18 months two office buildings to be leased by the ACT Government for 20 years: the Civic building next to the Legislative Assembly and a building in Dickson. The buildings are part of a hub and spoke model for government and a consolidation of existing leases to support an activity-based work (ABW) fit-out of both buildings.⁵⁵¹

5.190 The ABW approach is intended to create an open and collaborative work environment. New teams will be able to form on an ad hoc basis and communication across directorates should be improved. The Dickson building will be ready in February 2020 and will house the Suburban

⁵⁴⁴ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 29.

⁵⁴⁵ *Proof Transcript of Evidence*, 17 June 2019, pp. 193-195.

⁵⁴⁶ *Proof Transcript of Evidence*, 17 June 2019, pp. 198-199, *Answer to Question Taken on Notice E19-032*, answered 26 June 2019.

⁵⁴⁷ *Proof Transcript of Evidence*, 28 June 2019, p. 1142.

⁵⁴⁸ *Proof Transcript of Evidence*, 28 June 2019, pp. 1143-1144.

⁵⁴⁹ *Proof Transcript of Evidence*, 17 June 2019, pp. 199-200, *Answer to Question Taken on Notice E19-033*, answered 25 June 2019.

⁵⁵⁰ *Proof Transcript of Evidence*, 17 June 2019, pp. 200-202.

⁵⁵¹ *Proof Transcript of Evidence*, 17 June 2019, p. 193.

Land Agency, Transport Canberra and City Services and the Environment, Planning and Sustainable Development Directorate.⁵⁵²

COMMITTEE COMMENT

5.191 The Committee notes that the Dickson and Civic buildings will extend ABW beyond primarily service delivery and regulatory agencies into primarily policy agencies. The Committee believes there is an opportunity to monitor whether the changes are having the intended effect or not.

Recommendation 57

5.192 The Committee recommends that the ACT Government report to the Legislative Assembly on the impact of the Dickson Office relocation on workplace practices, improvements in efficiencies and cultural changes.

SMART MODERN STRATEGIC PROCUREMENT

5.193 The Committee asked about the Smart Modern Strategic Procurement program which was intended to provide cost savings by centralising non-specialised property services. The Directorate used the example of procurement of electricity and instead of having multiple contracts across multiple directorates forming a single contract. A proposal was put out to market to bring all property services and maintenance under a single contract but was not pursued. It was decided that there was a significant risk of it not achieving the intended efficiencies but tying the government to a single provider. There were also difficulties in timing across the various directorates due to the different terms of their existing contracts.⁵⁵³

COMMITTEE COMMENT

5.194 The Committee notes the reasoning behind the ACT Government decision not to move to a single provider for property services. The Committee believes that there needs to be an assessment of what savings the smarter government spending has achieved.

Recommendation 58

5.195 The Committee recommends that the ACT Government undertake a review of the Smart Modern Procurement savings policy to assess its impact regarding property services management and savings achieved.

⁵⁵² *Proof Transcript of Evidence*, 17 June 2019, p. 194.

⁵⁵³ *Proof Transcript of Evidence*, 17 June 2019, pp. 198-199.

ACT PROPERTY UPGRADES

5.196 The Committee asked about the ACT Property upgrades. Officials informed the Committee that upgrades were based off condition assessments of each building. Property Services has a rolling program of works that are risk rated and funding is allocated to projects on that program each year. That project funding is based each year on project progress. There are various reasons why a project timeframe may slip and estimates are revised accordingly.⁵⁵⁴

COMMITTEE COMMENT

5.197 The Committee recognises the need for the kind of upgrade fund described above but believes that the program requires greater structure and reporting.

Recommendation 59

5.198 The Committee recommends that the ACT Government establish a set of accountability and completion indicators against year-by-year funding allocated under ACT Property upgrades and clarify the maintenance works completed to ACT Government Properties using this funding.

VENUES (9.2)

5.199 Venues promotes and manages major events at venues including GIO Stadium, Exhibition Park in Canberra, Manuka Oval, Stromlo Forest Park and the Canberra Business Event Centre. This Output also includes management of the National Arboretum Canberra.⁵⁵⁵

MATTERS CONSIDERED

5.200 Matters considered by the Committee in relation to Venues included:

- additional and covered seating at Manuka Oval;⁵⁵⁶
- work at GIO Stadium;⁵⁵⁷
- Exhibition Park In Canberra (EPIC);⁵⁵⁸
- long term leases at EPIC;⁵⁵⁹ and

⁵⁵⁴ *Proof Transcript of Evidence*, 17 June 2019, pp. 199-200.

⁵⁵⁵ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 30.

⁵⁵⁶ *Proof Transcript of Evidence*, 17 June 2019, pp. 195-196.

⁵⁵⁷ *Proof Transcript of Evidence*, 17 June 2019, pp. 196-197.

⁵⁵⁸ *Proof Transcript of Evidence*, 17 June 2019, pp. 197-198.

⁵⁵⁹ *Proof Transcript of Evidence*, 17 June 2019, p. 202.

- Stromlo Forest Park.⁵⁶⁰

KEY ISSUES

5.201 Discussion of Stromlo Forest Park within the context of the CBR Cycle Tourism Strategy can be found under the Visit Canberra output.

ACT COMPULSORY THIRD-PARTY INSURANCE REGULATOR

5.202 The Statement of Intent for the ACT Compulsory Third-Party Insurance Regulator (CTP Regulator) is to apply from 1 July 2019 until the new Motor Accident Injuries (MAI) scheme commences which is expected to be in February 2020.

5.203 The CTP Regulator obligations for accidents that occur before the new scheme commences will become the responsibility of the MAI Commission on commencement of the MAI scheme. These obligations include overseeing and monitoring the CTP regulation and procedures, as well as compliance with the CTP legislation.

5.204 The Statement of Intent for the MAI Commission, including strategies, key performance indicators and priorities, will be developed by the MAI Commission in accordance with the *Financial Management Act 1996* and the *Motor Accident Injuries Act 2019* (MAI Act).⁵⁶¹

MATTERS CONSIDERED

5.205 Matters considered by the Committee in relation to ACT Compulsory Third-Party Insurance Regulator included:

- preparation for new scheme;⁵⁶²
- savings on premiums;⁵⁶³
- profit level for insurers;⁵⁶⁴
- IT system investment;⁵⁶⁵
- additional resources for the ACT Civil and Administrative Tribunal (ACAT);⁵⁶⁶ and

⁵⁶⁰ *Proof Transcript of Evidence*, 19 June 2019, pp. 351-352; *Answer to Question Taken on Notice E19-063*, answered 25 June 2019.

⁵⁶¹ ACT Budget 2019-20, *Budget Statements B*, Chief Minister, Treasury and Economic Development Directorate, p. 89.

⁵⁶² *Proof Transcript of Evidence*, 17 June 2019, pp. 160-161.

⁵⁶³ *Proof Transcript of Evidence*, 17 June 2019, pp. 161-162.

⁵⁶⁴ *Proof Transcript of Evidence*, 17 June 2019, pp. 162-163.

⁵⁶⁵ *Proof Transcript of Evidence*, 17 June 2019, pp. 164-165.

⁵⁶⁶ *Proof Transcript of Evidence*, 17 June 2019, p. 165.

- ongoing claims from 1 February 2020.⁵⁶⁷

KEY ISSUES

PROFIT LEVEL FOR INSURERS

5.206 The Committee asked what level of profit insurers would be allowed under the new scheme. The Directorate informed the Committee that the legislation allowed the ACT Government to put in place regulations around profit. The ACT Government has actuarial advice on what a reasonable level of profit within the industry would be. The Directorate, asked whether regulation was required or an option, told the Committee:

It is an option, I think we would be cautious about signalling too much of what we expected, because we might be a price setter. We would like some competition to work. Obviously we also want the industry to make a profit, because we want a sustainable market. We want insurers to be able to operate and continue to operate. So we are going to monitor the situation using benchmarks and other indicators of what we consider to be a reasonable profit level. If we find evidence that it is not operating at a reasonable profit level, that is when, I expect, the commissioner will advise me and the government as to what action should be taken.⁵⁶⁸

ACT GAMBLING AND RACING COMMISSION

5.207 As a result of the 2015 amendments to the Financial Management Act (FMA) the budget statement for the Commission is its Statement of Intent.

5.208 The Commission is an independent statutory authority established under section 5 of the ACT *Gambling and Racing Control Act 1999* (the Control Act) with the governing Board being established under section 11 of the Control Act. The Commission's members are appointed in accordance with sections 11 and 12 of the Control Act and the Chief Executive Officer (CEO) is appointed in accordance with section 80 of the FMA.

5.209 In December 2014 it was announced that a number of regulatory functions across the ACT Government, including gambling regulation, would be brought together to create Access Canberra. In August 2016 an agreement between Access Canberra and the Commission on "the provision of services for the administration of the gaming laws including the control, supervision and regulation of gaming and racing in the ACT" (the Agreement) was executed.

⁵⁶⁷ *Proof Transcript of Evidence*, 17 June 2019, p. 166.

⁵⁶⁸ Mr Nicol, *Proof Transcript of Evidence*, 17 June 2019, p. 163.

5.210 The Agreement states that the ACT Gambling and Racing Commission will commission work from Access Canberra to fulfil its obligations under the Control Act and satisfy its objectives through the Access Canberra Accountability Commitment and as outlined in the 2018-2020 Strategic Plan, the Statement of Intent and the Gambling and Racing compliance framework.

5.211 On behalf of the Commission, Access Canberra promotes the public interest by protecting consumers and reducing the risks and costs to the community and to individuals experiencing gambling harm. Access Canberra will continue to deliver these services on behalf of the Commission. The Commission also has additional responsibilities relating to the conduct of research on the social effects of gambling and of gambling harm, as well as community education relating to gambling activity. These functions inform the Commission's activities in protecting consumers and reducing the risks and costs to the community and individuals experiencing gambling harm.⁵⁶⁹

5.212 The Committee considered the following Outputs, Output Classes and Statements of Intent:

- Output Class 1 : Gambling Regulation and Harm Minimisation
- Output Class 2 : Access Canberra [liquor, gaming and hospitality licensing]

5.213 Output 1 is the responsibility of JACS; Output 2 is the responsibility of CMTEDD (Access Canberra). All were considered with Minister Ramsay in his capacity as Attorney-General and as Minister for Regulatory Services.⁵⁷⁰

MATTERS CONSIDERED

5.214 Matters considered by the Committee in relation to the ACT Gambling and Racing Commission included:

- Community Contributions Scheme (CCS);⁵⁷¹
- criteria to be applied to determine professional sports participants;⁵⁷²
- criteria to be applied for assessing application of Community Benefit test;⁵⁷³
- Electronic Gaming Machines (EGMs); code of practice;⁵⁷⁴ and
- surrender of EGMs⁵⁷⁵

⁵⁶⁹ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, pp. 107-126,

⁵⁷⁰ *Proof Transcript of Evidence*, 19 June 2018, pp. 409-420.

⁵⁷¹ *Proof Transcript of Evidence*, 19 June 2019, pp. 409-410.

⁵⁷² *Proof Transcript of Evidence*, 19 June 2019, pp. 411-415.

⁵⁷³ *Proof Transcript of Evidence*, 19 June 2019, pp. 413-415.

⁵⁷⁴ *Proof Transcript of Evidence*, 19 June 2019, pp. 416-418.

⁵⁷⁵ *Proof Transcript of Evidence*, 19 June 2019, pp. 418-420.

KEY ISSUES

COMMUNITY CONTRIBUTIONS SCHEME (CCS)

5.215 The *Gaming Machine Act 2004* outlines broad purposes that contributions must meet to be approved as community contributions and identifies some types of expenditure that would not be approved as community contributions. The associated *Gaming Machine Regulation 2004* provide guidelines for approving contributions to further assist the Commission and licensees regarding the general criteria for each of the categories of community contributions.

5.216 Hotels and Taverns that are gaming machine licensees must report their community contributions but there is no minimum requirement. If no contributions are made in the reporting period, a nil report must be submitted.⁵⁷⁶

5.217 A re-examination of the CCS was announced by the Government in 2018, and identified payments (mainly to sporting organisations) made from the CCS which may have been misdirected. Information on CCS payments and the link to community contributions was also the subject of Auditor-General comment.

5.218 Following the increase in the minimum required percentage of community contribution for clubs from eight per cent to 8.8 per cent of Net Gaming Machine Revenue (NGMR) in 2018, a proportion of the CCS payments are now diverted to the Chief Ministers Charitable Fund.

5.219 The Committee discussed aspects of the CCS with Minister Ramsay, Attorney-General and Minister for Business and Regulatory Services (the Minister), and were informed that:

...the whole intention of this is to make sure that the issues raised in the Auditor-General's report are addressed, to make sure that there is a clear sense of confidence from the community that the community contributions scheme is living up to its intent.

As part of that, there has been very strong consultation across the community and also some very specific consultation with the industry. The changes have been flagged for quite some time now...It is a matter of making sure that the consultation happens, that the definitions and what is allowed are very clear, and that there are no unintended consequences from the drafting of any of the regulations.⁵⁷⁷

5.220 In particular, the Committee was concerned to ascertain how changes to the CCS had been canvassed within the community – and particularly with licensees and sporting clubs and were informed that consultation had proceeded over the last year:

At the end of last year we provided a draft regulation which provides a lot of the detail around what the community contributions scheme would look like and some of the

⁵⁷⁶ See: <https://www.gamblingandracing.act.gov.au/industry/community-contributions>

⁵⁷⁷ Minister Ramsay, *Proof Transcript of Evidence*, 19 June 2019, pp. 409-410.

critical definitions that go around that. We have been having some very active and productive conversations on that with representatives of clubs, through that period and through the first half of this year...We have been having a positive level of engagement. We are now reaching a point where progressively we have been providing advice to government about what we have been hearing from industry. We are about to do so again with a view to being able to finalise the regulation in anticipation of the start date of the new scheme on 1 July.⁵⁷⁸

5.221 Of particular interest to the Committee was the threshold definition of ‘professional sport’ in light of the stated aim to ensure CCS payments aren’t directed to that category of recipient contrary to the aims of the CCS.

5.222 The Committee was advised that the changes to the definition were to avoid ‘unintended consequences’ such as the disbanding of teams and the exclusion of vulnerable men:

The nuanced changes around the definition of professional sport are exactly what my officials have been working on with clubs right across the clubs industry to make sure that, when there is a definition that is chosen and agreed on, it flows through with the intent of maximising the benefit for the community. We have said all the way through that these changes to the community contributions scheme are there to make sure that more money gets to the community and to community purposes. That has always been the intent. As part of that, there has been some very effective consultation.

Going to your first question, on why things are still being worked through, that is one of the reasons why things are still being working through: so we can make sure that that definition achieves the intent of government policy without having unintended consequences for the community as a whole.⁵⁷⁹

5.223 The Directorate informed the Committee that professional sport is to be categorised as follows:

There are essentially two thresholds in the definition that is being proposed at the moment. First, is the payment over and above reimbursement? There is a tax office ruling that goes to some of that. So \$50, probably not. Reimbursement for the cost of attending the game, travel, those sorts of things would not put someone into the professional payment space. Then the second threshold is that the majority of players on that team need to be going over that first threshold. You need to have payment at a professional rate.⁵⁸⁰

5.224 In relation to CCS monies for ground maintenance, the Committee was told that:

⁵⁷⁸ Mr Glenn, *Proof Transcript of Evidence*, 19 June 2019, p. 410.

⁵⁷⁹ Minister Ramsay, *Proof Transcript of Evidence*, 19 June 2019, pp. 410-411.

⁵⁸⁰ Mr Glenn, *Proof Transcript of Evidence*, 19 June 2019, p. 412.

At one end of the spectrum is a closed oval which no member of the public can access on any basis. It is available only to a club and for that club's purposes. Expenditure on that facility is not going to be considered capable of being claimed as a community contribution in that situation because there is no member of the community, other than a member of the club or player for that club, who is able to access it.

At the other end of the spectrum you might have an oval that is maintained by the club but it is not enclosed. It is available for any person to walk across at any time of day. It happens that the club also trains there but anyone could go on at the same time. That would be entirely claimable as a community contribution. Between those two extremes, there are gradations of facilities that a member of the public may use by booking but there might be times when people cannot book. So there is a proportionality there as to what can be claimed as a community contribution.⁵⁸¹

COMMITTEE COMMENT

5.225 The Committee considers the several questions raised around the CCS and its future use are still to be resolved, particularly in clarification and finalisation of a definition of 'professional sport'.

Recommendation 60

5.226 The Committee recommends that the ACT Government continue consulting with the club sector to determine a definition of 'professional sport' as it pertains to community contributions from clubs.

ACT INSURANCE AUTHORITY

5.227 The ACT Insurance Authority (the Authority) is established under the *Insurance Authority Act 2005*. The Authority works to protect the assets and services of the Territory by providing risk management support and insurance services to all ACT Government directorates and statutory authorities. The Authority meets the insurable claims and losses of the ACT Government.⁵⁸²

MATTERS CONSIDERED

5.228 Matters considered by the Committee in relation to the Authority included:

- ACT Insurance Authority risk management plan and policy;⁵⁸³ and

⁵⁸¹ Mr Glenn, *Proof Transcript of Evidence*, 19 June 2019, p. 414.

⁵⁸² ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 129.

⁵⁸³ *Proof Transcript of Evidence*, 18 June 2019, pp. 331-332.

- ACT Insurance Authority involvement in insurance for community councils;⁵⁸⁴

KEY ISSUES

ACT INSURANCE AUTHORITY INVOLVEMENT IN INSURANCE FOR COMMUNITY COUNCILS

5.229 Following a question on insurance for community councils the Committee was supplied with the following in an Answer to a Question Taken on Notice:

Community Councils are required to hold volunteer workers insurance and public liability insurance under a Deed of Grant between the Territory and each Community Council. As the Community Councils are not part of ACT Government, the ACT Insurance Authority (ACTIA) does not have the legal capacity to provide this insurance for them.

Previously CMTEDD Communications and Engagement coordinated the provision of standardised insurance arrangements for Community Councils to cover activities funded under the Deed. That cover expired on 2 November 2018.

The ACT Government decided in 2018 that it was no longer feasible to coordinate the combined policy for the Community Councils for the following reasons:

- over recent years many Community Councils have expanded the scope of activities they undertake beyond those funded under their Deed;
- several Community Councils have established associated incorporated and non-incorporated resident groups, while other Community Councils have not;
- the ACT Government has no formal agreement with these resident groups (which are often separate incorporated entities); and
- it is difficult to maintain equity in costs across all Community Councils when the structure of each Council and their operations vary significantly.

5.230 The answer concluded:

CMTEDD Communications and Engagement have advised that while some Councils initially had concerns about obtaining their own insurance, all have indicated that they were able to find insurance that was on par with the cost and cover that the ACT Government had previously coordinated.⁵⁸⁵

CANBERRA INSTITUTE OF TECHNOLOGY (INCLUDING CIT

⁵⁸⁴ *Proof Transcript of Evidence*, 18 June 2019, pp. 332-333, *Answer to Question Taken on Notice E19-059*, answered 26 June 2019.

⁵⁸⁵ *Answer to Question Taken on Notice E19-059*, answered 25 June 2019.

SOLUTIONS PTY LTD)

5.231 The Canberra Institute of Technology (CIT) is a Territory Authority established under the *Canberra Institute of Technology Act 1987*.⁵⁸⁶

5.232 CIT Solutions Pty Ltd is a wholly owned subsidiary of the CIT. It is able to issue a range of nationally recognised qualifications from the Australian Qualifications Framework under CIT's Registered Training Organisation Status (RTO 0101) to government and corporate sectors. It is a private company receiving no funding from the ACT Government.

5.233 The Committee considered the following Outputs, Output Classes and Statements of Intent:

- Output Class 1: Canberra Institute of Technology
 - Output 1.1: Provision of Vocational Education and Training Services;
- Canberra Institute of Technology Solutions Pty Ltd.

MATTERS CONSIDERED

5.234 Matters considered by the Committee in relation to the Canberra Institute of Technology included:

- use of Contracted Employees;⁵⁸⁷
- Woden campus – new location;⁵⁸⁸
- environmental factors to consider in moving the Reid campus;⁵⁸⁹
- proposal to work with the University of New South Wales;⁵⁹⁰
- CIT Board composition;⁵⁹¹
- the future of the Tuggeranong campus;⁵⁹²
- the future of the Bruce campus;⁵⁹³
- allied health course offerings at the Bruce Campus;⁵⁹⁴
- investment for digital development;⁵⁹⁵

⁵⁸⁶ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, pp. 179; 181.

⁵⁸⁷ *Proof Transcript of Evidence*, 19 June 2019, p. 424.

⁵⁸⁸ *Proof Transcript of Evidence*, 19 June 2019, p. 423.

⁵⁸⁹ *Proof Transcript of Evidence*, 19 June 2019, p. 425.

⁵⁹⁰ *Proof Transcript of Evidence*, 19 June 2019, p. 426.

⁵⁹¹ *Proof Transcript of Evidence*, 19 June 2019, p. 427.

⁵⁹² *Proof Transcript of Evidence*, 19 June 2019, p. 428.

⁵⁹³ *Proof Transcript of Evidence*, 19 June 2019, p. 428.

⁵⁹⁴ *Proof Transcript of Evidence*, 19 June 2019, p. 429.

⁵⁹⁵ *Proof Transcript of Evidence*, 19 June 2019, p. 429.

- emerging industries;⁵⁹⁶
- digitisation within courses;⁵⁹⁷
- programs, incentives and support for Aboriginal and Torres Strait Islander communities and students;⁵⁹⁸
- supports for at-risk students;⁵⁹⁹
- hospitality students and accreditation regarding vegan and vegetarian meals;⁶⁰⁰
- course accreditation process and curriculum;⁶⁰¹
- CIT Solutions;⁶⁰²
- enrolment and completion rates;⁶⁰³
- accountability targets;⁶⁰⁴and
- feedback mechanisms;⁶⁰⁵

KEY ISSUES

USE OF CONTRACTED EMPLOYEES

5.235 The Committee asked about how CIT is responding the ACT Government policy to reduce the number of contracted employees. The Committee heard that:

‘the workforce at CIT is a mixture of both permanent and temporary contract work and that is primarily because the training packages that we deliver, which are dictated by industry, mandate particular qualifications and those qualifications are required to have industry currency. So there is a combination of different contractual arrangements and permanent arrangements within the staff.’⁶⁰⁶

5.236 The Committee also learnt that:

At the moment we are sitting at around 45 per cent of our staff being on contract staff. We are constantly—every year, every semester, we look at the needs, the training needs, how long those courses are that students are enrolling into, the trend data to see whether we can project and see whether that industry is likely to change. You

⁵⁹⁶ *Proof Transcript of Evidence*, 19 June 2019, p. 435.

⁵⁹⁷ *Proof Transcript of Evidence*, 19 June 2019, pp. 435-436.

⁵⁹⁸ *Proof Transcript of Evidence*, 19 June 2019, pp. 436-437.

⁵⁹⁹ *Proof Transcript of Evidence*, 19 June 2019, p. 437.

⁶⁰⁰ *Proof Transcript of Evidence*, 19 June 2019, p. 439.

⁶⁰¹ *Proof Transcript of Evidence*, 19 June 2019, pp. 438-439.

⁶⁰² *Proof Transcript of Evidence*, 19 June 2019, pp. 438-439.

⁶⁰³ *Proof Transcript of Evidence*, 19 June 2019, pp. 439-440.

⁶⁰⁴ *Proof Transcript of Evidence*, 19 June 2019, p. 440.

⁶⁰⁵ *Proof Transcript of Evidence*, 19 June 2019, pp. 440-441.

⁶⁰⁶ Ms Cover, *Proof Transcript of Evidence*, 19 June 2019, p. 423.

know, what sort of projection for the time is to change, and wherever possible moving staff onto a more permanent basis away from contracts where we can.⁶⁰⁷

WODEN CAMPUS – NEW LOCATION

5.237 The Committee asked about plans to move the Reid campuses, noting that the Woden CIT campus is now closed. Minister Fitzharris, Minister for Higher Education (the Minister), confirmed that the government's intention is to make a major investment and renewal of the main campus, currently in Reid. This investment will be in Reid or in a Woden town centre site.⁶⁰⁸

5.238 The Committee heard that 2020 CIT Strategy outlined nine key projects to ensure that CIT was viable and relevant going into the future. One of those included considering the physical infrastructure which CIT operates out of, and campus modernisation.⁶⁰⁹

5.239 CIT also confirmed that 'as a board, we are delighted with the opportunity to explore other sites for CIT to operate on.'⁶¹⁰

5.240 The Committee asked about how the final decision about the new location will be made. The Minister told the Committee that Terms of Reference are currently being developed by CMTEDD and the CIT Board.⁶¹¹

CULTURAL FACILITIES CORPORATION

5.241 The Cultural Facilities Corporation (CFC) manages a number of Canberra's major cultural assets including the Canberra Theatre Centre, the Canberra Museum and Gallery (CMAG) and ACT Historic Places.⁶¹²

MATTERS CONSIDERED

5.242 Matters considered by the Committee in relation to Cultural Facilities Corporation included:

- reducing insecure work within the CFC,⁶¹³
- parking and public transport;⁶¹⁴

⁶⁰⁷ Ms Cover, *Proof Transcript of Evidence*, 19 June 2019, p. 423.

⁶⁰⁸ Minister Fitzharris MLA, *Proof Transcript of Evidence*, p. 424.

⁶⁰⁹ Mr Sloane, *Proof Transcript of Evidence*, p. 424.

⁶¹⁰ Mr Sloane, *Proof Transcript of Evidence*, p. 425.

⁶¹¹ Minister Fitzharris, *Proof Transcript of Evidence*, p. 425; Ms Arthy, *Proof Transcript of Evidence*, p. 425.

⁶¹² ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 189.

⁶¹³ *Proof Transcript of Evidence*, 19 June 2019, pp. 362-363.

⁶¹⁴ *Proof Transcript of Evidence*, 19 June 2019, p. 363.

- CMAG consultation with local heritage groups;⁶¹⁵
- Canberra Theatre usage by local community;⁶¹⁶
- planning for new theatre;⁶¹⁷
- upgrades to current theatre;⁶¹⁸ and
- upgrades to Lanyon homestead.⁶¹⁹

KEY ISSUES

PLANNING FOR NEW THEATRE

5.243 The Committee asked about planning for a new theatre and were informed that the preferred site for the new theatre is the current location for MLA parking, next to the Playhouse. Intensive work is currently underway on the business case, with the intend that the outcomes of the business case could feed into the next budget cycle. One of the issues being looked at is whether the proposed site is large enough and whether there would need to be changes to existing infrastructure. The integration of a new theatre with the existing Canberra Theatre Centre is also under consideration.⁶²⁰

5.244 The Committee was also told that:

...the pre-election commitment and the commitment to the parliamentary agreement contemplates a theatre with about 2,000 seats. That is the scale that we are looking at. With a theatre of that size, you need to look at the sorts of other facilities that would support a facility of that nature. That will dictate things like the size of the stage, the height of the fly tower. Essentially, it would need to be comparable to other major venues on the touring circuit so that we can take shows from Sydney, Melbourne and Adelaide and so that we can take major musicals, ballets and so forth. Those are the sorts of things that will dictate the actual dimensions.⁶²¹

5.245 Additionally it was noted that the consultants on the concept design have considerable expertise in performing arts design.⁶²²

⁶¹⁵ *Proof Transcript of Evidence*, 19 June 2019, p. 363.

⁶¹⁶ *Proof Transcript of Evidence*, 19 June 2019, pp. 363-364.

⁶¹⁷ *Proof Transcript of Evidence*, 19 June 2019, pp. 371-374.

⁶¹⁸ *Proof Transcript of Evidence*, 19 June 2019, p. 374.

⁶¹⁹ *Proof Transcript of Evidence*, 19 June 2019, p. 374.

⁶²⁰ *Proof Transcript of Evidence*, 19 June 2019, pp. 371-374.

⁶²¹ Ms Elvin, *Proof Transcript of Evidence*, 19 June 2019, p. 372.

⁶²² Ms Elvin, *Proof Transcript of Evidence*, 19 June 2019, pp. 372-373.

ICON WATER LTD

5.246 Icon Water provides water and sewerage services to the ACT community and bulk water to Queanbeyan. Icon Water also manages an investment in Evoenergy and ActewAGL Retail (the energy investments).⁶²³

The *Territory Owned Corporations Act 1990* (TOC Act) identifies four equally important objectives for Icon Water.

- To operate at least as efficiently as any comparable business.
- To maximise the sustainable return to the Territory on its investments, in accordance with the performance targets in Icon Water's Statement of Corporate Intent.
- To show a sense of social responsibility by having regard to the interests of the community in which we operate, and by trying to accommodate and encourage those interests.
- Where our activities affect the environment, to effectively integrate environmental and economic considerations in decision making processes.⁶²⁴

MATTERS CONSIDERED

5.247 Matters considered by the Committee in relation to Icon Water included:

- discrepancy in dividends (p. 250 Budget paper 3);⁶²⁵
- pay back of feed-in tariffs to customers;⁶²⁶
- identification of problem with feed-in tariff;⁶²⁷
- water security and usage;⁶²⁸
- current water levels and potential for water restrictions;⁶²⁹
- water consumption;⁶³⁰
- Murrumbidgee pipeline;⁶³¹
- Tantangara Water Transfer Agreement;⁶³²

⁶²³ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 207.

⁶²⁴ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 207.

⁶²⁵ *Proof Transcript of Evidence*, 18 June 2019, p. 274.

⁶²⁶ *Proof Transcript of Evidence*, 18 June 2019, pp. 274; 283; *Answer to Question Taken on Notice E19-56*, answered 1 July 2019

⁶²⁷ *Proof Transcript of Evidence*, 18 June 2019, pp. 285-286.

⁶²⁸ *Proof Transcript of Evidence*, 18 June 2019, pp. 275-276.

⁶²⁹ *Proof Transcript of Evidence*, 18 June 2019, pp. 275-277.

⁶³⁰ *Proof Transcript of Evidence*, 18 June 2019, pp. 276-277.

⁶³¹ *Proof Transcript of Evidence*, 18 June 2019, p. 277.

⁶³² *Proof Transcript of Evidence*, 18 June 2019, p. 277; *Answer to Question Taken on Notice E19-50*, answered 26 June 2019.

- audit program;⁶³³
- Fiscal Crisis Management;⁶³⁴
- waterway replacement and maintenance;⁶³⁵
- cast iron pipelines;⁶³⁶
- Capital Works Program;⁶³⁷
- Community Service Obligations;⁶³⁸
- 2018 mailing issue;⁶³⁹
- Utilities Concession;⁶⁴⁰
- Icon Billing System;⁶⁴¹
- audit committee;⁶⁴²
- Icon Water objectives;⁶⁴³ and
- remuneration.⁶⁴⁴

KEY ISSUES

DISCREPANCY IN DIVIDENDS

5.248 The Committee queried the reasons for the discrepancy in Icon Water's dividends which indicated 'a 15 million drop in water revenue, an \$8 million increase in depreciation, a one-off \$5 million increase in employment costs, and a \$9 million one off increase in operating costs.'⁶⁴⁵ Icon water explained that:

Overall in terms of the 2019-20 move onwards from 2018-19 you will see that the difference of \$9.1 million is largely driven from our dividends from our energy investment, so from our investment into ActewAGL specifically and the components that factor there. One is the impact of the feed-in tariff. For the large scale feed-in

⁶³³ *Proof Transcript of Evidence*, 18 June 2019, p.278.

⁶³⁴ *Proof Transcript of Evidence*, 18 June 2019, p.278.

⁶³⁵ *Proof Transcript of Evidence*, 18 June 2019, pp. 278-279.

⁶³⁶ *Proof Transcript of Evidence*, 18 June 2019, p. 279; *Answer to Question Taken on Notice E19-51*, answered 26 June 2019.

⁶³⁷ *Proof Transcript of Evidence*, 18 June 2019, pp. 279-280; *Answer to Question Taken on Notice E19-52*, answered 26 June 2019.

⁶³⁸ *Proof Transcript of Evidence*, 18 June 2019, pp. 280-282; *Answer to Question Taken on Notice E19-53*, answered 26 June 2019; *Answer to Question Taken on Notice E19-55*, answered 26 June 2019

⁶³⁹ *Proof Transcript of Evidence*, 18 June 2019, p. 283.

⁶⁴⁰ *Proof Transcript of Evidence*, 18 June 2019, pp. 281-282; 284; *Answer to Question Taken on Notice E19-54*, answered 26 June 2019; *Answer to Question Taken on Notice E19-55*, answered 26 June 2019.

⁶⁴¹ *Proof Transcript of Evidence*, 18 June 2019, p. 286.

⁶⁴² *Proof Transcript of Evidence*, 18 June 2019, p. 287.

⁶⁴³ *Proof Transcript of Evidence*, 18 June 2019, p. 282.

⁶⁴⁴ *Answer to Question Taken on Notice E19-189*, answered 4 July 2019.

⁶⁴⁵ Miss C Burch MLA, *Proof Transcript of Evidence*, 18 June 2019, p. 274; ACT Budget 2019-20, *Budget Paper 3: Budget Outlook*, p. 250.

tariff in 2019-20 and 2020-21 we will be handing back over recoveries of feed-in tariffs to customer bills. So that is what you are seeing there.

The second key piece is the outcome of the regulatory determinations for both electricity and gas. They are also feeding through into the forward forecast.⁶⁴⁶

5.249 When questioned as to whether shareholders still required a 100 per cent dividend payment, Icon Water further indicated that:

The Icon Water dividend policy is 100 per cent of net profit after tax excluding gifted assets and capital contributions. In fact, the actual effective rate in terms of dividend policy is closer to 80 per cent of the effective rate because on an average year we have about \$15 million to \$20 million in terms of gifted assets.⁶⁴⁷

Recommendation 61

5.250 The Committee recommends that the ACT Government direct Icon Water to provide the Legislative Assembly with detail of the expenditure on the shared services agreement between Icon Water and ActewAGL for the last seven years, since the reintegration of the ActewAGL Water Division.

Recommendation 62

5.251 The Committee recommends that the ACT Government direct Icon Water to provide information to the Legislative Assembly on how gifted assets are recorded and treated.

Recommendation 63

5.252 The Committee recommends that the ACT Government direct Icon Water to provide information to the Legislative Assembly on shareholders requirement for a 100 per cent dividend payment from Icon Water or associated entities.

Recommendation 64

⁶⁴⁶ Ms Yau, *Proof Transcript of Evidence*, 18 June 2019, p. 274.

⁶⁴⁷ Ms Yau, *Proof Transcript of Evidence*, 18 June 2019, p. 275.

5.253 The Committee recommends that the ACT Government direct Icon Water to provide information to the Legislative Assembly on the impact of the payment of the 100 per cent dividend on borrowings, and interest payments.

CURRENT WATER LEVELS AND POTENTIAL FOR RESTRICTIONS

5.254 During a discussion on water usage the Committee queried the current water situation for the ACT and were informed that:

The current level of storage across the dams is at 57 per cent. The ACT government has set a level of service for Icon Water that we are able to meet unrestricted demand for water 95 per cent of the time. The inverse of that is that we manage and operate our water system to make sure that there is no more than a five per cent change of water restrictions in any given year.

At the moment we are able to meet that service level for the budget period. We are currently foreshadowing that there is no more than a five per cent change of requiring water restrictions.⁶⁴⁸

5.255 When queried as to when water restrictions would ‘kick in’ Icon Water indicated that:

At the moment, as I said, we are at 57 per cent storage. We would consider water restrictions, looking at other factors, when the storage levels got down to around about 40 per cent.... The broadest answer I can give you is there is a possibility that we may require water restrictions in the summer of 2020-2021.⁶⁴⁹

5.256 Icon Water further indicated that the water level figures included Corin, Bendora, Cotter and Googong dams.⁶⁵⁰

WATER CONSUMPTION

5.257 The Committee asked Icon Water whether water consumption was increasing and were informed that:

...during the millennium drought, the Canberra community reduced their water consumption by 40 per cent. That reduced consumption has remained consistent since the end of the millennium drought in about 2011. What we have seen in the past approximately two years is a slight increase in water consumption but right now we believe that that is due to the dry conditions and the hotter conditions, not necessarily an increase in consumption patterns over time.⁶⁵¹

⁶⁴⁸ Ms Breden, *Proof Transcript of Evidence*, 18 June 2019, p. 275.

⁶⁴⁹ Ms Breden, *Proof Transcript of Evidence*, 18 June 2019, pp. 275; 276.

⁶⁵⁰ Ms Breden, *Proof Transcript of Evidence*, 18 June 2019, p. 276.

⁶⁵¹ Ms Breden, *Proof Transcript of Evidence*, 18 June 2019, p. 276.

In our forward forecast from 2019-20 through to 2022-23, overall, in terms of total volumes, we see a less than one per cent increase. In terms of the underlying drivers, it has primarily been driven from population growth; that is actually driving that. Per capita consumption is actually slightly decreasing over that sort of time.⁶⁵²

AUDIT PROGRAM

5.258 The Committee had a number of questions in relation to Icon Water's audit program and were informed that there was both an internal and external program. The Committee were initially informed about the internal audit program:

We have an internal audit function that conducts a series of audits each financial year. During the 2018-19 financial year, the current financial year, the program included 14 audits. That program is approved by the audit committee of our board. Topics include things like looking at operational controls in our water and sewerage network, ICT security management, and management of environmental impacts and aspects. We have recently had our water committee approve the program for next financial year, with similar sorts of topics, which include looking at operational controls in our business, so out in the business as well as corporate controls.⁶⁵³

5.259 Icon Water then went on to inform the Committee about their external auditing which involved financial and other matters. In relation to financial matters the Committee was told that:

Our financial auditor is appointed by the ACT Audit Office; the auditors currently are PwC. The interim audit findings were very good. There were no audit findings, which is good. We are now in the midst of the year-end audit coming up.⁶⁵⁴

5.260 In relation to other matters the Committee was told that:

We are certified to ISO 9001, which is our quality management system; ISO 14001, for our environmental management system; and AS 4801, for our safety management system. Each year, our compliance with those standards is externally audited. Usually there is a certification audit in year 1 and then a surveillance audit in years 2 and 3.⁶⁵⁵

5.261 The Committee then asked about what was on the agenda for 2019-20 in terms of the forward audit plan and were advised that:

⁶⁵² Ms Yau, *Proof Transcript of Evidence*, 18 June 2019, p. 276.

⁶⁵³ Ms Breaden, *Proof Transcript of Evidence*, 18 June 2019, p. 278.

⁶⁵⁴ Ms Yau, *Proof Transcript of Evidence*, 18 June 2019, p. 278.

⁶⁵⁵ Ms Breaden, *Proof Transcript of Evidence*, 18 June 2019, p. 278.

Some example topics for 2019-20 include capital expenditure management, water quality and waste management, metering and billing, and compliance with work, health and safety regulations in relation to working at heights and excavation.⁶⁵⁶

5.262 In this context the Committee asked when these audits were decided upon and Icon Water indicated that they:

...have a three-year audit strategy, it is a rolling strategy. In year one we are able to say these are the audits we will do in the next financial year. We foreshadow some of the key risks and key controls we might look at in the subsequent financial year. Again, for the third financial year—because we get a little bit further out—we just look at what might be the key controls that we look at.⁶⁵⁷

5.263 When pressed further to whether the proposed audits were consistent with the previous year's Icon Water indicated that:

Not necessarily, no. There are some key controls we will audit routinely whether or not we consider them to be a high risk, for example, payroll. It is really important that we get our payroll right. Even if we believe our controls are right and the risk associated with payroll is low, we will routinely audit that every three to five years.⁶⁵⁸

We also include in our audit program matters that are considered high risk, so we will have a look at our key risks. Then a very small component of the program will include key issues that arise at a much shorter time scale.⁶⁵⁹

5.264 When asked about the frequency of exercises undertaken to test risk/crisis management plans and capacity Icon Water indicated that:

We have an exercise schedule that is related to each financial year. There are roughly 12 to 14 exercises each year. Some of those are mandated by legislation. Some of the legislation says we have to test on a particular frequency every year or every five years, and some of those tests are things that we want to do, things that we want to test in our system. During the current financial year, we have completed all of the tests that have been scheduled to date.⁶⁶⁰

5.265 Within this discussion the Committee also asked who was on the Icon Water audit committee and were informed that:

⁶⁵⁶ Ms Breaden, *Proof Transcript of Evidence*, 18 June 2019, p. 287.

⁶⁵⁷ Ms Breaden, *Proof Transcript of Evidence*, 18 June 2019, p. 287.

⁶⁵⁸ Ms Breaden, *Proof Transcript of Evidence*, 18 June 2019, p. 287.

⁶⁵⁹ Ms Breaden, *Proof Transcript of Evidence*, 18 June 2019, p. 287.

⁶⁶⁰ Ms Breaden, *Proof Transcript of Evidence*, 18 June 2019, p. 278.

Four members of our board are also sitting on our audit committee, including our board deputy chair, who is the chair of the audit committee. The audit committee meets roughly every two months.⁶⁶¹

Recommendation 65

5.266 The Committee recommends that the ACT Government direct Icon Water to provide the Legislative Assembly with information about the details of the independent auditing undertaken in the last year, including the auditor's summary of results, as well as the ongoing audit program.

Recommendation 66

5.267 The Committee recommends that the ACT Government direct Icon Water to provide the Legislative Assembly with information about how often it has undertaken exercises to test its risk/crisis management plan.

FEED-IN TARIFFS

5.268 Following the revelation that repayments to customers, in addition to what had already been budgeted in previous years would be '\$5 million dollars across 2019-20 and \$5 million in 2020-21' the Committee questioned Icon Water in relation to the over-collection of feed-in tariffs and the timing of the payments.⁶⁶² Icon Water explained that:

On the feed-in tariff specifically, I should first of all clarify that this would not be for Icon Water. ActewAGL is the entity in relation to the feed-in tariff specifically. In terms of your question around how that feed-in tariff looks, it is actually the large-scale feed-in tariff which is the piece that we are talking about at the moment. It is a scheme that started in about 2012-13 and specifically that scheme allows ACT government to essentially contract with large renewable energy entities to give a contract price which gives them certainty as they provide solar farms, wind farms et cetera. It gives that large energy supplier certainty in terms of price.

What is actually happening underneath that is that when the wholesale market spot price moves, from a customer perspective the ACT government will essentially reimburse the suppliers to top them up for the difference between the wholesale price and the contracted price. That top-up cost is then shared amongst customer bills. Evoenergy essentially are the pass-through entity. Evoenergy work out the amount

⁶⁶¹ Ms Breaden, *Proof Transcript of Evidence*, 18 June 2019, p. 287.

⁶⁶² Ms Yau, *Proof Transcript of Evidence*, 18 June 2019, p. 274.

that they need to take into account for customer bills, collect on behalf of ACT government and pass those back to ACT government.

Naturally in that process you are doing a lot in terms of crystal-ball gazing around what the wholesale market is going to do, what you think the actual price movement will be. ActewAGL typically are slightly more conservative as they forecast out, and essentially what has happened, in terms of the recent two years, is actually over-recovery onto customer bills. But what that means is simply that those are then passed back to customer bills in future bills. There is no profit margin being made on this exercise. It is a simple pass through.⁶⁶³

5.269 In an Answer to a Question Taken on Notice Icon Water also indicated to the Committee that they have:

...been advised by Evoenergy the unexpected volatility in the wholesale electricity spot market in recent years has resulted in Evoenergy over recovering Large Scale Feed-in-Tariff Scheme revenue. At the time Evoenergy applied to the Act Government for its reasonable cost determination, the over-recover was \$31.2 million. The Minister for Climate Change and Sustainability issues a reasonable cost determination on 29 January 2019.

In 2019-20 Evoenergy is forecast to pass on \$11.6 million to customers though lower prices. Evoenergy will return the remaining over-recovery in future years in line with the ACT Government's reasonable cost determinations. Evoenergy is required to pay interest on the over-recovery back to customers at the rate of return set by the Australian Energy Regulator (AER).⁶⁶⁴

CAPITAL WORKS PROGRAM

5.270 The Committee asked Icon Water to inform them about their capital works program and their budget for 2019-20 capital works proposals. In response Icon Water indicated that their capital works program for 2018-19 is \$103 million and for 2019-20 it is \$105 million.⁶⁶⁵

5.271 In terms of the program for 2019-20 Icon Water indicated that:

I guess that in the past, in the lead up particularly in the last regulatory period for the vast majority of this financial year, our capital works program has been predominantly focused on upgrading major infrastructure, particularly at our lower Molonglo sewage treatment plant. As we move forward in the regulatory period, the focus is I guess weighted more towards the networks. What we are seeing in our capital program are things like the water mains renewals. We also have routine sewer mains renewals. We

⁶⁶³ Ms Yau, *Proof Transcript of Evidence*, 18 June 2019, pp. 283-284.

⁶⁶⁴ *Answer to Question Taken on Notice E19-56*, answered 30 June 2019.

⁶⁶⁵ Mr Hezkial, *Proof Transcript of Evidence*, 18 June 2019, p. 279.

also are looking at a suite of reservoir upgrades as well as pump stations, just to give you a flavour for the focus of where the program is going.⁶⁶⁶

5.272 Icon Water also indicated to the Committee that the most significant capital works program for the financial year is documented from p 26 in their business strategy.⁶⁶⁷

5.273 In an Answer to a Question Taken on Notice, Icon Water provided the following information on the past five years Capital Program Budget compared to actual spend.⁶⁶⁸

Capital Program Budget vs Actual (\$m)		
Financial Year	Program Budget	Program Actual
2018-19	107.5	103.3 (includes forecast spend)
2017-18	120.4	99.9
2016-17	111.1	98.0
2015-16	87.9	79.6
2014-15	89.8	51.2

Recommendation 67

5.274 The Committee recommends that the ACT Government direct Icon Water to provide the Legislative Assembly with information on its 2019-20 projects under its Capital Works program.

⁶⁶⁶ Mr Hezkial, *Proof Transcript of Evidence*, 18 June 2019, pp. 279-280.

⁶⁶⁷ Mr Hezkial, *Proof Transcript of Evidence*, 18 June 2019, p. 280.

⁶⁶⁸ *Answer to Question Taken on Notice E19-52*, answered 26 June 2019

TANTANGARA WATER TRANSFER AGREEMENT

5.275 The Committee asked about the Tantangara water transfer agreement with Snowy Hydro and the information provided to shareholders in a business case to justify the sale. Icon Water, through the Treasurer, in an Answer to a Question Taken on Notice stated that:

...the Icon Water Board agreed to the termination of the Tantangara Transfer Option deed at its meeting in April 2018. Under the *Territory-owned Corporations Act 1990* the prior approval of the Voting Shareholders was not required and, accordingly, although the Voting Shareholders were advised of the termination, a business case was not provided to them.⁶⁶⁹

Recommendation 68

5.276 The Committee recommends that the ACT Government direct Icon Water to provide the Legislative Assembly with details of the terminated Tantangara water transfer agreement with Snowy Hydro Ltd and a copy of the advice presented to the shareholders, justifying the decision to terminate what was described in the extensive community consultation process for the recommended water security measures during the Millennium Drought, as an 'insurance policy'.

REMUNERATION

5.277 Although the Committee did not discuss the remuneration paid to or received by Icon Water management personnel during the hearings, Icon Water were asked in a Question on Notice about the benefits received by such personnel.

5.278 In an Answer to a Question on Notice the Committee was advised that

The total amount paid to Icon Water's key management personnel has not been finalised for the year ended 30 June 2019. As is the case every year, Icon Water undertakes an extensive review of the latest accounting requirements for the key management personnel note in the financial statements, prepares the disclosure accordingly and has the outcome audited. Icon Water intends tabling this information in the Legislative Assembly in October 2019, following approval of Icon Water's Annual Report by the Voting Shareholders at the Annual General Meeting to be held on Friday 20 September 2019.⁶⁷⁰

Recommendation 69

⁶⁶⁹ Answer to Question Taken on Notice, E19-50, answered 26 June 2019.

⁶⁷⁰ Answer to Question on Notice E19-189, answered 4 July 2019.

5.279 The Committee recommends that the ACT Government direct Icon Water to provide the Legislative Assembly with information on the industry benchmark used to determine the Board, Managing Director, Executives, Senior Managers and staff levels salaries, including bonuses.

Recommendation 70

5.280 The Committee recommends that the ACT Government direct Icon Water to provide the Legislative Assembly with information on the remuneration of the Board, managing Director, Executives, Senior Managers of Sydney Water and other comparatively sized water utility such as Hunter Water.

INDEPENDENT COMPETITION AND REGULATORY COMMISSION

5.281 The Commission has responsibilities for a broad range of competition, regulation and consumer protection matters. The Commission is responsible under the *Independent Competition and Regulatory Commission Act 1997*.⁶⁷¹

MATTERS CONSIDERED

5.282 Matters considered by the Committee in relation to the Independent Competition and Regulatory Commission (ICRC) included:

- feed-in tariff scheme;⁶⁷²
- energy pricing determination including jurisdictional comparison;⁶⁷³
- Water Abstraction Charge (also discussed under the Office of the Commissioner for Sustainability and the Environment);⁶⁷⁴
- beverage container deposit scheme;⁶⁷⁵ and
- effect of Icon water's capital program on charges.⁶⁷⁶

⁶⁷¹ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 219.

⁶⁷² *Proof Transcript of Evidence*, 17 June 2019, p. 203; *Answer to Question Taken on Notice E19-037*, answered 25 June 2019.

⁶⁷³ *Proof Transcript of Evidence*, 17 June 2019, pp. 203-204, 208.

⁶⁷⁴ *Proof Transcript of Evidence*, 17 June 2019, pp. 204-206; *Answer to Question Taken on Notice E19-035*, answered 25 June 2019.

⁶⁷⁵ *Proof Transcript of Evidence*, 17 June 2019, pp. 206-208.

⁶⁷⁶ *Proof Transcript of Evidence*, 17 June 2019, pp. 208-210.

KEY ISSUES

WATER ABSTRACTION CHARGE (WAC)

- 5.283 The Committee asked about the Water Abstraction Charge and how to structure it so it created more incentive for lower water use.
- 5.284 The Committee was informed in an Answer to a Question Taken on Notice, that the ACT Government set the abstraction charge and the ICRC factored it into calculating the charge for water. The first tier covers the first 200 kilolitres and is charged at up to \$2.46. Above 200 kilolitres the range is \$4.88 to \$4.94. In 2017-18 around 52,000 households (30 per cent) consumed more than 200kl in total that year.⁶⁷⁷
- 5.285 The ICRC noted that it had considered changes to the two tiered structure of the charge but decided to remain at two tiers and not rebalance between the two as community feedback did not warrant it.⁶⁷⁸

LIFETIME CARE AND SUPPORT FUND

- 5.286 The Lifetime Care and Support Fund was established under the *Lifetime Care and Support (Catastrophic Injuries) Act 2014* and commenced operations on 1 July 2014. The LTCS fund reflects the financial operations of the Lifetime Care and Support Scheme (LTCS Scheme).⁶⁷⁹
- 5.287 The LTCS Scheme provides ongoing treatment and care on a no-fault basis to people who have been catastrophically injured as a result of a motor accident in the Australian Capital Territory (ACT) or a workplace accident in the course of their private sector employment in the ACT. It is funded by two levies: a levy on compulsory third-party insurance policies and a levy on workers' compensation insurers and self-insurers.⁶⁸⁰

MATTERS CONSIDERED

- 5.288 Matters considered by the Committee in relation to the Lifetime Care and Support Fund included:
- proportion of fund revenue that comes from motor vehicle registration;⁶⁸¹ and

⁶⁷⁷ Answer to Question Taken on Notice E19-035, answered 25 June 2019.

⁶⁷⁸ Proof Transcript of Evidence, 17 June 2019, pp. 204-206.

⁶⁷⁹ ACT Budget 2019-20, Budget Statements B, Chief Minister, Treasury and Economic Development Directorate, p. 235.

⁶⁸⁰ ACT Budget 2019-20, Budget Statements B, Chief Minister, Treasury and Economic Development Directorate, p. 235.

⁶⁸¹ Proof Transcript of Evidence, 17 June 2019, pp. 166-167.

- increase in levy.⁶⁸²

PUBLIC SECTOR WORKERS COMPENSATION FUND

MATTERS CONSIDERED

5.289 No matters were considered by the Committee under the Public Sector Workers Compensation Fund.

SUPERANNUATION PROVISION ACCOUNT

5.290 The Superannuation Provision Account (SPA) is established to recognise the investment assets and defined benefit employer superannuation liabilities of the Territory which includes past and current ACT employees who are members of the Australian Government's Commonwealth Superannuation Scheme (CSS) and Public Sector Superannuation Scheme (PSS) and Members of the Legislative Assembly Defined Benefit Superannuation Scheme.⁶⁸³

MATTERS CONSIDERED

5.291 Matters considered by the Committee in relation to the Superannuation Provision Account included:

- discount rate of unfunded superannuation liabilities;⁶⁸⁴
- objective of fully funding superannuation liability;⁶⁸⁵
- investment of funds and action as shareholder;⁶⁸⁶ and
- consolidation of Superannuation Provision Account and Territory Bank Account.⁶⁸⁷

KEY ISSUES

CONSOLIDATION OF SUPERANNUATION PROVISION ACCOUNT AND TERRITORY BANK ACCOUNT

5.292 See Territory Bank Account discussion below.

⁶⁸² *Proof Transcript of Evidence*, 17 June 2019, p. 167.

⁶⁸³ ACT Budget 2019-20, *Budget Statements B*, Chief Minister, Treasury and Economic Development Directorate, p. 253.

⁶⁸⁴ *Proof Transcript of Evidence*, 17 June 2019, pp. 210-211.

⁶⁸⁵ *Proof Transcript of Evidence*, 17 June 2019, pp. 211-212.

⁶⁸⁶ *Proof Transcript of Evidence*, 17 June 2019, pp. 212-213.

⁶⁸⁷ *Proof Transcript of Evidence*, 17 June 2019, pp. 216-218.

TERRITORY BANKING ACCOUNT

5.293 The Territory Banking Account (TBA) is established to recognise and manage the Government's investment assets and debt liabilities. Revenues on behalf of the Territory are transferred to the TBA and fortnightly appropriation disbursements are made to agencies from the TBA.⁶⁸⁸

MATTERS CONSIDERED

5.294 Matters considered by the Committee in relation to the Territory Banking Account included:

- new borrowings;⁶⁸⁹
- probity and governance arrangements for investments;⁶⁹⁰
- consolidation of Superannuation Provision Account and Territory Bank Account;⁶⁹¹ and
- variations across years in estimated outcomes.⁶⁹²

KEY ISSUES

CONSOLIDATION OF SUPERANNUATION PROVISION ACCOUNT AND TERRITORY BANK ACCOUNT

5.295 The Committee asked what the consolidation of the Superannuation Provision Account and Territory Bank Account meant in practice and were informed:

Through the territory banking account, for as long as I can remember we have always had the arrangement where it has been the central investment pool, if you like, or structure. Agencies like ACTIA and Lifetime Care, where they have moneys to have invested, have come through our centralised pool. Historically the super provision account was always separate. It faced the market directly because it always had the scale. Over recent years we have suddenly seen these other pools of money build up—ACTIA and the new workers comp fund—so we suddenly have a large amount over here. We thought it made sense to consolidate all of that money together. We have one ACT entity facing the market at all times. We have the scale we can create through our custody and administration arrangements. There is, again, just that one entity. It is all about that scale and efficiency.

We have a unit registry structure that sits in between. We have the territory bank account facing the market and the underlying agency investors. SPA will have its \$3.5

⁶⁸⁸ ACT Budget 2019-20, *Budget Statements B, Chief Minister, Treasury and Economic Development Directorate*, p. 267.

⁶⁸⁹ *Proof Transcript of Evidence*, 17 June 2019, pp. 213-214.

⁶⁹⁰ *Proof Transcript of Evidence*, 17 June 2019, pp. 214-216.

⁶⁹¹ *Proof Transcript of Evidence*, 17 June 2019, pp. 216-218.

⁶⁹² *Proof Transcript of Evidence*, 17 June 2019, pp. 218-221.

billion with the TBA. We then invest that on the strategic asset allocation required by the SPA's investment plan. We get that exposure for them and then they get delivered back a unit price based on that investment with the TBA. And that applies against all the other agency investors. We can set up different investment strategies through them that way. They all have a different risk tolerance. We can set that up for them.

The other thing is that we can have a consistent application of our investment policy as well. Prior to us doing this, if any agency that invested through the TBA structure needed equity exposure, we did not have the scale to get them directly invested into equities; we had to go through a managed fund. Now if they come in and they want equity exposure under our responsible investment policy, all the rules can be applied equally across the board.⁶⁹³

ACT BUILDING AND CONSTRUCTION INDUSTRY TRAINING FUND AUTHORITY

5.296 The ACT Building and Construction Industry Training Fund Authority provides funding for the training of eligible workers, supports the entry of new people into the building and construction industry, and works to improve the culture and access to training.⁶⁹⁴

MATTERS CONSIDERED

5.297 Matters considered by the Committee under the ACT Building and Construction Industry Training Fund Authority included:

- variation in training program expenses;⁶⁹⁵
- number of rebates paid for people completing training programs by the authority;⁶⁹⁶
- number of applications denied;⁶⁹⁷
- asbestos training responding to demand;⁶⁹⁸ and
- contract of service in place with the Construction and Training Council for audit services.⁶⁹⁹

⁶⁹³ Mr McAuliffe, *Proof Transcript of Evidence*, 17 June 2019, p. 216.

⁶⁹⁴ ACT Budget 2019-20, *Statement of Intent – ACT Building and Construction Industry Training Fund Authority*, p. 2.

⁶⁹⁵ *Proof Transcript of Evidence*, 19 June 2019, pp. 421-422.

⁶⁹⁶ *Proof Transcript of Evidence*, 19 June 2019, p. 421.

⁶⁹⁷ *Proof Transcript of Evidence*, 19 June 2019, pp. 421-422.

⁶⁹⁸ *Proof Transcript of Evidence*, 19 June 2019, p. 422.

⁶⁹⁹ *Proof Transcript of Evidence*, 19 June 2019, p. 422.

ACT LONG SERVICE LEAVE AUTHORITY

5.298 The ACT Long Service Leave Authority was established under the *Long Service Leave (Portable Schemes) Act 2009* to administer portable leave benefit schemes for workers in the ACT engaged in the building and construction industry, contract cleaning industry, security industry and the community service.⁷⁰⁰

MATTERS CONSIDERED

5.299 No matters were considered by the Committee in relation to the ACT Long Service Leave Authority.

⁷⁰⁰ ACT Budget 2019-20, *Statement of Intent – ACT Long Service Leave Authority*, p. 4.

6 ACT HEALTH DIRECTORATE

INTRODUCTION

- 6.1 The *ACT 2019-20 Budget Statements C, ACT Health Directorate* (ACT Health), states they partners with the community, government and other jurisdictions to provide better health outcomes for all in the ACT and surrounding regions by:
- promoting good health and well-being;
 - supporting and applying preventative health measures;
 - improving access to appropriate healthcare;
 - ensuring quality health outcomes and stewardship of the health system;
 - delivering whole of government health strategy and policy, including infrastructure assets and system performance; and
 - supporting community sector organisations to provide various health services.⁷⁰¹
- 6.2 The Committee considered the following Outputs, Output Classes and Statements of Intent
- Output Class 1: Public Health Services, ACT Health provides services through the following outputs:
 - Output 1.1: Improved Hospital Services;
 - Output 1.2: Healthy Communities;
 - Output 1.3: Mentally Healthy Communities; and
 - Output 1.4: Continuous Improvement of the ACT Public Health System.
 - Output 1: ACT Local Hospital Network
- 6.3 As a result of *Administrative Arrangements 2018 (No. 2)* of 1 October 2018, which created ACT Health from the former Health Directorate, all outputs presented in ACT Health are new outputs.

IMPROVED HOSPITAL SERVICES (1.1)

- 6.4 Output 1.1 refers to a comprehensive range of improved hospital services including:
- planning and delivering an ACT wide health service model;
 - managing, developing, implementing and providing advice on health services planning processes across the system;

⁷⁰¹ ACT Budget 2019-20, *Budget Statement C, ACT Health Directorate*, p. 1.

- developing strategic policy and stewardship of the health system, including working with the Commonwealth on key health improvement initiatives;
- managing demand for and supply of health services across the territory;
- improving the health and wellbeing of the ACT population by promoting healthy behaviours and lifestyles and through ongoing monitoring and evaluation of health programs and policy;
- preventing, and providing a timely response to, potential public health incidents;
- leading the health workforce and clinical training strategy including building strong partnerships with key academic institutions and training providers; and
- commissioning and managing contracts for the provision of health services, including partnerships with community sector organisations, peak bodies and advocacy groups.⁷⁰²

MATTERS CONSIDERED

6.5 Matters considered by the Committee in relation to Improved Hospital Services, included:

- greenhouse gases;⁷⁰³
- northside hospital scoping study;⁷⁰⁴
- Calvary Public Hospital (CPH) upgrades;⁷⁰⁵
- Canberra Health Services (CHS) workplace culture;⁷⁰⁶
- system-wide data review;⁷⁰⁷
- pharmaceutical reform grant;⁷⁰⁸
- emergency preparedness;⁷⁰⁹
- strategic objectives;⁷¹⁰ and
- performance measures between ACT Health and CHS.⁷¹¹

⁷⁰² ACT Budget 2018-19, *Budget Statement C, ACT Health Directorate*, p. 10.

⁷⁰³ *Proof Transcript of Evidence*, 20 June 2019, pp. 447-448.

⁷⁰⁴ *Proof Transcript of Evidence*, 20 June 2019, pp. 471-473; *Answer to Question Taken on Notice E19-80*, answered 2 July 2019.

⁷⁰⁵ *Proof Transcript of Evidence*, 20 June 2019, pp. 473-475; *Answer to Question Taken on Notice E19-82*, answered 8 July 2019.

⁷⁰⁶ *Proof Transcript of Evidence*, 20 June 2019, pp. 489-495; *Answer to Question Taken on Notice E19-86*, answered 28 June 2019.

⁷⁰⁷ *Proof Transcript of Evidence*, 20 June 2019, pp. 499-502.

⁷⁰⁸ *Proof Transcript of Evidence*, 20 June 2019, pp. 506-508.

⁷⁰⁹ *Proof Transcript of Evidence*, 20 June 2019, pp. 509-513; *Answer to Question Taken on Notice E19-87*, answered 28 June 2019.

⁷¹⁰ *Proof Transcript of Evidence*, 20 June 2019, pp. 514-515.

⁷¹¹ *Proof Transcript of Evidence*, 20 June 2019, pp. 547--548.

KEY ISSUES

GREENHOUSE GASES

6.6 Noting that Canberra's hospitals are one of the biggest emitters of greenhouse gases across ACT Government's operations, the Committee inquired as to what ACT Health is doing to address this issue, given the ACT Government has a carbon neutral government target.⁷¹²

6.7 Minister Rattenbury, Minister for Climate Change and Sustainability and Minister for Mental Health, advised the Committee that:

Obviously, as we move to 100 per cent renewable electricity, that will drop for Health. They still have gas. Certainly, with my climate change hat on, as part of the current development of the climate change strategy through to 2025, we have been engaging with ACT Health, and there will be some health-related initiatives in that strategy when it comes out.

Obviously, with Health making a significant infrastructure investment as well, we need to make sure that those buildings are climate wise. For me, that means two things. One is making sure that they are producing as few emissions as possible; also, they should be thermally well designed so that they are prepared for Canberra's hotter future.⁷¹³

6.8 The Committee further enquired into additional environmental issues that ACT Health is addressing. The Committee was advised the ACT Health had recently won an innovation excellence award with Actsmart in the recycling space. Other environmental initiatives adopted by ACT Health include the incorporation of more energy efficient boilers and chillers. Energy efficient boilers are online already, and energy efficient chillers are expected to come online later in the year.⁷¹⁴

6.9 The Committee asked if the ACT had considered joining the Global Green and Healthy Hospitals Alliance. ACT Health advised that it had not been on their radar but will take it under consideration.⁷¹⁵

COMMITTEE COMMENT

6.10 The Committee notes that the ACT Government announced that its electricity consumption will be 100 per cent renewable by 2020. The Committee further notes that ACT Health is a significant contributor to current energy consumptions. To ensure targets are met, the Committee believes further initiatives should be taken by ACT Health.

⁷¹² *Proof Transcript of Evidence*, 20 June 2019, p. 447.

⁷¹³ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 447.

⁷¹⁴ *Proof Transcript of Evidence*, 20 June 2019, p. 448.

⁷¹⁵ *Proof Transcript of Evidence*, 20 June 2019, p. 448.

Recommendation 71

6.11 The Committee Recommends the ACT Government require ACT Health and Canberra Health Services join the Global Green and Healthy Hospitals Alliance.

CALVARY PUBLIC HOSPITAL UPGRADES

- 6.12 The Committee noted that 61 per cent of infrastructure at Calvary Public Hospital (CPH) had been identified as requiring rejuvenation or replacing.⁷¹⁶
- 6.13 In response, Minister Fitzharris, Minister for Health and Wellbeing (the Minister), referred to a document referencing the level of planning and strategic thinking that is informing the building health services committee.⁷¹⁷

COMMITTEE COMMENT

- 6.14 The Committee notes that several services and infrastructure within Canberra Health Services (CHS) and CPH could be nearing the end of their life. The Committee believes that access to such information will ensure transparency in health services.

Recommendation 72

6.15 The Committee recommends that the ACT Government commission a detailed independent study of all assets in ACT Health and Canberra Health Services, including an assessment of their values and remaining useful life, and, before the 2020-21 ACT Budget is delivered, table the report, including recommendations and the ACT Government's response.

CANBERRA HEALTH SERVICES WORKPLACE CULTURE

- 6.16 Noting the *Independent Review into Workplace Culture with ACT Public Health Services* (Culture Review), the Committee enquired into the impact of high-level bullying in Canberra Health Services (CHS). The Committee further asked what programs CHS has put in place to improve the mental health of staff.⁷¹⁸
- 6.17 In terms of the impact of bullying, the Committee was advised that the Culture Review tried to measure and articulated the impact of bullying and harassment across the entire ACT health

⁷¹⁶ *Proof Transcript of Evidence*, 20 June 2019, p. 474.

⁷¹⁷ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 474.

⁷¹⁸ *Proof Transcript of Evidence*, 20 June 2019, pp. 489-490.

system. CHS also highlighted that several conversations have been initiated with staff to better understand the issues and what can be done to rectify them.⁷¹⁹

6.18 In terms of programs that have been adopted by ACT Health the Committee was informed that restorative processes have begun in areas where clusters of behavioural issues have been identified.⁷²⁰

6.19 Additionally, CHS noted that:

We have also started work on our vision, our role and our behaviours to get clarity and to get engagement of staff across the organisation about who Canberra Health Services is, how we want to behave, what the values of our organisation are and what the vision of the organisation is. That in and of itself has actually had a really positive effect to start bringing people together, to start people working more as a team and to be respectful of each other and to understand how we should be behaving with each other.

We have also employed—she is about to start on 1 July—an employee advocate, to provide another person who is outside of our current people and culture team for staff to go to if they have any concerns.⁷²¹

6.20 With regards to the vision and role of ACT Health, it was noted that more than 5,000 conversations were had with staff to receive input on what they thought the role and vision of ACT Health should be. Additionally, workshops have been utilised, with more than 2,500 staff participating in the workshops. ACT Health also advised that a culture survey is planned for later in the year.⁷²²

6.21 The Committee was further advised that the organisation had recently implemented a Human Resources (HR) business partnership model. This model provides an avenue where senior HR managers collaborate with senior managers to provide assistance. The implementation of a detailed consultation guideline for managers has also recently been implemented by the organisations, to ensure unions and employees are appropriately consulted with regards to changes being implemented.⁷²³

6.22 The Committee further enquired into disciplinary actions taken against staff who have contributed to the bullying culture. The Committee was subsequently advised that:

Sanctions are applied after misconduct investigations take place and they range from things like counselling and warnings right through to termination. There are some

⁷¹⁹ *Proof Transcript of Evidence*, 20 June 2019, p. 490.

⁷²⁰ *Proof Transcript of Evidence*, 20 June 2019, p. 490.

⁷²¹ Ms Hammat, *Proof Transcript of Evidence*, 20 June 2019, p. 490.

⁷²² *Proof Transcript of Evidence*, 20 June 2019, p. 491.

⁷²³ *Proof Transcript of Evidence*, 20 June 2019, pp. 491-492

cases that result in termination. Some result in the resignation of the employee before termination, but we collect information on that.⁷²⁴

6.23 The Committee was further advised that data had started to be collected to evaluate the impacts of the bullying culture and whether the initiatives that are being implemented are assisting in the reduction of bullying in ACT Health services. In addition to this data collection, a culture survey will be disseminated later in the year.⁷²⁵

6.24 The Committee enquired further into the mechanisms of evaluating the effectiveness of initiatives through the culture survey. The Committee was advised that the provider of the culture survey is the same provider that has been used before. Additionally, the Culture Review had utilised a narrow survey tool. As a result of this, ACT Health believes that this information could be accessed to determine in the culture of the organisation has improved.⁷²⁶

COMMITTEE COMMENT

6.25 The Committee notes that a significant amount of work has been done to address workplace culture issues in the ACT Health system. The Committee further acknowledges the work of the *Independent Review of Workplace Culture in the ACT Health System*. The Committee believes that progress reports on the implementation of recommendations made in the *Independent Review of Workplace Culture in the ACT Health System*, will ensure an openness and transparency.

Recommendation 73

6.26 The Committee recommends the ACT Government ensure that, by the end of each quarter, the Minister for Health reports to the Legislative Assembly on the progress made in implementing the *Independent Review of Workplace Culture in the ACT Health System*.

Recommendation 74

6.27 The Committee recommends the ACT Government ensure that, within one month of receiving the yearly report of the independent and external review of the extent of implementation of the recommendations of the *Independent Review of Workplace Culture in the ACT Health System* and the consequent impact on cultural changes within the ACT

⁷²⁴ Ms Hammat, *Proof Transcript of Evidence t*, 20 June 2019, p. 492.

⁷²⁵ *Proof Transcript of Evidence*, 20 June 2019, pp. 491;493.

⁷²⁶ *Proof Transcript of Evidence*, 20 June 2019, pp. 494-495.

Public Health System, the Minister for Health table in the Legislative Assembly the report and the Government's response.

Recommendation 75

6.28 The Committee recommends the ACT Government ensure that, within one month after receiving the results of the 2019 health culture survey, and within one month after receiving the 2019 Calvary Public Hospital staff survey, the Minister for Health table in the Legislative Assembly the results of each survey and the ACT Government's response.

SYSTEM-WIDE DATA REVIEW

6.29 The Committee enquired into the system-wide data review and requested a progress report on the implementation of the review and the development of the various initiatives under the scheme, as well as the implementation of recommendations in the Auditor-General's report.⁷²⁷

6.30 The Committee was advised that ACT Health is progressing through the Auditor-General's report findings. ACT Health has also adopted and published the project program portfolio delivery frameworks that were used for the data repository. ACT Health is currently developing appropriate monitoring and oversight arrangements that were flagged.⁷²⁸

6.31 The Committee was also advised that:

[A]ll of the data we are producing has come from core systems, has gone through agreed business process transformation, and everything has been documented, assumptions have been tested and we are producing robust data.⁷²⁹

6.32 With specific reference to the data repository, the Committee enquired into the status of its completion and was advised that:

The data repository work is ongoing. The first phase we developed is very much building the technical infrastructure, which was completed some time ago. What we are now in the process of doing is populating the tool, or populating the repository data from key systems. That is complete in many respects.

We will continue to bring new systems on as they emerge, systems that we have not previously reported on, and will continue to develop reporting outputs from it. To be honest, I would suggest that it is a never-ending piece of work because business

⁷²⁷ *Proof Transcript of Evidence*, 20 June 2019, p. 499.

⁷²⁸ *Proof Transcript of Evidence*, 20 June 2019, p. 499.

⁷²⁹ Mr O'Halloran, *Proof Transcript of Evidence*, 20 June 2019, p. 500.

processes are always changing, expectations and requirements are always changing. So the work will never be complete. However, we would certainly look at within less than 12 months to have completed the bulk of the population and extraction work.

The repository is being used more and more every single day for reporting. I note that we have a number of further submissions being provided in the next two months for everything from annual reports to national submissions to the commonwealth which we are increasingly sourcing from the repository. Every single day we are using it more and more.⁷³⁰

EMERGENCY PREPAREDNESS

- 6.33 Noting the recent shootings in Christchurch, the Committee enquired as to how prepared ACT hospitals are for mass injury scenarios. Specifically, the Committee asked ACT Health how often emergency exercises are undertaken and the type of exercises they are.⁷³¹
- 6.34 The Committee was advised that CHS, ACT Health and emergency management partners are in the process of organising a major incident training exercise later in the year. Additionally, the Committee was informed that key personnel are also receiving updated training.⁷³²
- 6.35 CHS also noted that several month ago, major water pipes had leaked and the opportunity was taken to enact a real exercise where the emergency coordination centre was activated. Following the emergency, the organisation was debriefed on how the emergency was handled, as well as identifying what could be learnt from the experience.⁷³³
- 6.36 With regards to procedures in place, the Committee was informed that:
- [E]ach of the facilities within the ACT, including Canberra Health Services as well as Calvary public, have their own incident management teams as well as their own emergency management plans. However, we also have an ACT Health management plan, which provides us with a framework for providing a coordinated response to any emergency management situation. My position as the Chief Health Officer coordinates and manages that.
- Part of that is that we have a committee called the health sector emergency management committee where membership across the board, across the sector, all come together. We review our plans and ensure they are up to date every year; we touch base and have all of those discussions at that table.
- One of the important things that was mentioned is that a mass casualty incident exercise is planned for later this year. With a mass casualty incident, the key lead

⁷³⁰ Mr O'Halloran, *Proof Transcript of Evidence*, 20 June 2019, p. 500.

⁷³¹ *Proof Transcript of Evidence*, 20 June 2019, p. 509.

⁷³² *Proof Transcript of Evidence*, 20 June 2019, p. 510.

⁷³³ *Proof Transcript of Evidence*, 20 June 2019, p. 510.

agency is the ambulance agency. They will be the ones that coordinate the entire response. They activate out from the activation centre; then I stand up a coordinated response, and each of the hospitals will have their own. Our job is to make sure that there is coordination across the board, moving people between hospitals as necessary or going outside our jurisdiction to see if we can get assistance if need be.⁷³⁴

- 6.37 The Committee inquired into Emergency Services involvement in mass injury scenarios. The Committee was subsequently advised that, Emergency Services do take the lead in such scenarios, which are facilitated out of the Fairbairn office. However, the Committee was also advised that ACT Health does have an emergency coordination centre in Holder.⁷³⁵
- 6.38 Noting the two separate systems in Fairbairn and Holder, the Committee asked if there was continued communication and collaboration between the two sites. The Committee was subsequently informed that in the Fairbairn office, there is an ACT Health liaison officer. Additionally, it was noted that Webex connection is active all the time between the two sites.⁷³⁶
- 6.39 With regards to regularity of emergency exercises, the Committee was advised that an extensive exercise would probably be undertaken at a maximum of once a year.⁷³⁷
- 6.40 In an Answer to a Question Taken on Notice, the Committee was informed that, over the past five years, ACT Health has completed six emergency exercises.⁷³⁸

COMMITTEE COMMENT

- 6.41 The Committee acknowledges the devastating impacts mass injury scenarios can have on the community, as well as the Territory's health system. The Committee believes that it is essential that the ACT is prepared for all types of emergencies.

Recommendation 76

- 6.42 The Committee recommends that the ACT Government, by the end of 2019, require Canberra Health Services and ACT Health give a confidential briefing to Members of the Legislative Assembly on preparedness for disasters in the ACT.**

⁷³⁴ Dr Coleman, *Proof Transcript of Evidence*, 20 June 2019, pp. 510-511.

⁷³⁵ *Proof Transcript of Evidence*, 20 June 2019, p. 511.

⁷³⁶ *Proof Transcript of Evidence*, 20 June 2019, p. 511.

⁷³⁷ *Proof Transcript of Evidence*, 20 June 2019, p. 512.

⁷³⁸ *Answer to Question Taken on Notice E19-57*, answered 28 June 2019.

STRATEGIC OBJECTIVES

- 6.43 The Committee enquired about strategic objective four and five in the Wellbeing Index. In particular the Committee asked why they were based on how individuals perceive their health rather than objective measures.⁷³⁹
- 6.44 The Minister advised the Committee that it was the first year ACT Health has included strategic objectives and indicators and assured the Committee that the strategic indicators across ACT Health, CHS and the local hospital network have an appropriate mix of both subjective and objective factors.⁷⁴⁰
- 6.45 The Committee asked why strategic objectives seven to 12, which were based on more objective indicators, had been removed, noting that these strategic objectives were reported on by the Australian Institute of Health and Wellbeing.⁷⁴¹
- 6.46 In response, the Minister advised the Committee that:
- Because they are reported on by the Australian Institute of Health and Wellbeing. There has been quite a lot of work and movement in these, for the reasons that we are separating some things out. And there has been quite a bit of movement. What the footnotes will explain is: if they are not referenced in the budget papers—these are budget papers and they also inform our annual reports—they will be measured in other places and reported on publicly elsewhere.⁷⁴²
- 6.47 Noting that the Wellbeing Index was a whole-of-government approach, the Committee asked if ACT Health would be developing a separate wellbeing index or continue to be part of the whole-of-government approach. The Minister confirmed that the Wellbeing Index will continue to be a whole-of-government approach with significant input from ACT Health and CHS.⁷⁴³

Recommendation 77

- 6.48 The Committee recommends that the ACT Government require ACT Health to use strategic indicators in the Budget Papers, based on both subjective and objective measures and that these indicators are reported against in quarterly performance reports.**

⁷³⁹ *Proof Transcript of Evidence*, 20 June 2019, p. 514.

⁷⁴⁰ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 514.

⁷⁴¹ *Proof Transcript of Evidence*, 20 June 2019, p. 514.

⁷⁴² Minister Fitzharris MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 514.

⁷⁴³ *Proof Transcript of Evidence*, 20 June 2019, p. 514.

PERFORMANCE MEASURES BETWEEN ACT HEALTH AND CHS

- 6.49 The Committee noted that in *Budget Statements C* there are performance measures which appear both in the ACT Health section, as well as the CHS section. Additionally, in one section is identified that the performance measure is discontinued and subsequently added to the other section. The Committee enquired into the allocation of the performance indicators.⁷⁴⁴
- 6.50 CHS advised the Committee that some performance measures are not directly allocated to CHS because it is a measure of the systems performance. These measures include both CHS and CPH in terms of performance. However, performance measures such as elective surgery is still monitored by CHS even though the performance measure is allocated to ACT Health.⁷⁴⁵
- 6.51 The Minister added:

We have had quite a bit of a discussion about this given that this is the first time picking this apart. We will keep a close eye on that. But also, as I mentioned earlier, the data is reported on publicly and through the quarterly performance reports. These figures are also recorded. This is the first year we have done this; we will look to continue to refine that in terms of where the measures are and what the measures are in future years. It is a bit of a mapping exercise through these budget papers; there is not an easy way. Some people in the room have worked very hard to map these out and make sure that there are the right footnotes to reflect where it has been previously and where it is now.⁷⁴⁶

COMMITTEE COMMENT

- 6.52 The Committee notes that ACT Health and CHS are in a transitional period. The Committee acknowledges that due to this transitional period some performance measures may be difficult to identify. The Committee further acknowledges that future budgets are expected to be clearer. However, the Committee believes that current transition makes it difficult to determine responsibility.

Recommendation 78

- 6.53 The Committee recommends that the ACT Government clarify who, ACT Health or Canberra Health Services, is responsible for achieving each performance measure and that reporting against indicators is consistent.**

⁷⁴⁴ *Proof Transcript of Evidence*, 20 June 2019, p. 547.

⁷⁴⁵ *Proof Transcript of Evidence*, 20 June 2019, p. 547.

⁷⁴⁶ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 548.

HEALTHY COMMUNITIES (1.2)

- 6.54 Through an evidence-based promotion of healthy lifestyles and interventions to address a range of risk and protective factors that determine the health in the ACT, ACT Health provides a range of services including:
- the delivery of activities that influence the social and environmental conditions that impact on population and individual health; and
 - monitoring of recreational and drinking quality, food safety, communicable disease control and general environmental health.⁷⁴⁷

MATTERS CONSIDERED

- 6.55 Matters considered by the Committee in relation to Health Communities, included:
- hypothermia in older Canberrans;⁷⁴⁸
 - strengthening care for older Canberrans⁷⁴⁹;
 - organ donations;⁷⁵⁰
 - Lesbian, Gay, Transgender/Transsexual, Intersex and Queer/questioning (LGBTIQ) health services;⁷⁵¹
 - Aboriginal and Torres Strait Islander health services;⁷⁵²
 - measles in the ACT;⁷⁵³
 - bulk billing general practitioners;⁷⁵⁴
 - meningococcal vaccine; and⁷⁵⁵
 - flu vaccines.⁷⁵⁶

⁷⁴⁷ ACT Budget 2018-19, *Budget Statement C, ACT Health Directorate*, p. 11.

⁷⁴⁸ *Proof Transcript of Evidence*, 20 June 2019, pp. 504-506.

⁷⁴⁹ *Proof Transcript of Evidence*, 20 June 2019, p. 504.

⁷⁵⁰ *Proof Transcript of Evidence*, 20 June 2019, p. 515.

⁷⁵¹ *Proof Transcript of Evidence*, 20 June 2019, pp. 519-520.

⁷⁵² *Proof Transcript of Evidence*, 20 June 2019, pp. 520-524.

⁷⁵³ *Proof Transcript of Evidence*, 20 June 2019, pp. 525-526.

⁷⁵⁴ *Proof Transcript of Evidence*, 20 June 2019, pp. 529-530.

⁷⁵⁵ *Proof Transcript of Evidence*, 20 June 2019, pp. 530-532.

⁷⁵⁶ *Proof Transcript of Evidence*, 20 June 2019, p. 532.

KEY ISSUES

MENINGOCOCCAL VACCINE

- 6.56 The Committee noted that there was a government commitment in the last election on Meningococcal B vaccinations for babies. The Committee requested an update on whether the commitment had been fulfilled.⁷⁵⁷
- 6.57 The Minister advised the Committee that Meningococcal B vaccinations for babies has not yet been fulfilled and that, as a result of the last budget, Meningococcal W was identified as the area with the greatest need. However, the Committee was informed that the ACT Government is continuing to do work with Meningococcal B and there have been discussions at the national level regarding the vaccine being identified on the national immunisation program.⁷⁵⁸
- 6.58 However, it was noted that the Meningococcal W vaccine does vaccinate against strains ACW and Y, whereas the Meningococcal B vaccine only vaccinated against the one strain.⁷⁵⁹
- 6.59 The Committee was also advised that impacts associated with the inclusion of a Meningococcal B vaccine at infancy was also being considered, noting that:

whenever you add another immunisation to a childhood immunisation program, there are a number of things that we want to consider just to make sure that we do not overcrowd that program and run the risk of undermining the really good work that we have done at the moment. When a men B is added, it is added at the two and four-month value points as well as one year of age. Kids already get two or three vaccinations at those points, so when we add that in, we will need to really consider how that will work. Plus the Bexsero has an increased risk of fever above the other vaccines.

[A]nd at the under 12 months age, they are particularly at risk of those elevated fevers and seizures and those kinds of things. One of the recommendations is to take paracetamol before you get vaccinated, which is something that we do not currently do, so that is a significant change in healthcare worker behaviour. There are a few complications or challenges.⁷⁶⁰

COMMITTEE COMMENT

- 6.60 The Committee acknowledges the importance of ensuring children in the ACT community have access to vaccinations. The Committee also acknowledges the challenges of providing

⁷⁵⁷ *Proof Transcript of Evidence*, 20 June 2019, p. 530.

⁷⁵⁸ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 530.

⁷⁵⁹ Dr Coleman, *Proof Transcript of Evidence*, 20 June 2019, p. 531.

⁷⁶⁰ Dr Coleman, *Proof Transcript of Evidence*, 20 June 2019, pp. 531-532.

vaccinations at the appropriate time. However, the Committee also notes that the Meningococcal B vaccinations for babies was an election commitment that has yet to be fulfilled.

Recommendation 79

6.61 The Committee recommends that the ACT Government ensure, by the last day of the September 2019 sitting period, the Minister for Health report to the Legislative Assembly on the status of the ACT Government's 2016 election commitment to introduce a program of Meningococcal B vaccinations for babies.

FLU VACCINES

6.62 The Committee enquired into the current flu season. ACT Health officials confirmed with the Committee that the flu season had started two months earlier than last year. The Committee was further advised that:

We have seen quite a steep rise, but if you look at the curves on the influenza summaries that we provide on the web, it is very much that the curve is happening at the same pace; it has just shifted to two months earlier.⁷⁶¹

6.63 The Committee was also advised that ACT Health has received 950 notifications and approximately 100 hospitalisations. However, it was advised that nationally it is not being considered a more severe seasons in terms of severity indicators.⁷⁶²

6.64 Noting that the flu season had started two months earlier, the Committee enquired into the uptake for vaccines. The Committee was informed that supply through the national immunisation program has continued uninterrupted. However, there have been supply restrictions at times in the private space.⁷⁶³

COMMITTEE COMMENT

6.65 The Committee notes that the flu season has started earlier this year, in comparison to last year. The Committee further notes that it is difficult to determine if the flu season will finish early due to the initial peak being experienced earlier.

Recommendation 80

⁷⁶¹ Dr Coleman, *Proof Transcript of Evidence*, 20 June 2019, p. 532.

⁷⁶² *Proof Transcript of Evidence*, 20 June 2019, p. 532.

⁷⁶³ *Proof Transcript of Evidence*, 20 June 2019, p. 533.

6.66 The Committee recommends that the ACT Government ensure the Minister for Health report back to the Legislative Assembly after the 2019 flu season has ended on the effectiveness of preparations for the 2019 flu season, both in terms of public health and the impact on hospital and health services.

MENTALLY HEALTHY COMMUNITIES (1.3)

- 6.67 ACT Health delivers a cross-sector system that supports people with mental health concerns or illness, ensuring members of the community can access appropriate treatment and care. ACT Health also collaborates with stakeholders on service system planning and policy, to ensure funding is targeted to provide safe, quality programs and services.⁷⁶⁴
- 6.68 All matters relating to mental health are discussed in the Mental Health, Justice Health and Alcohol and Drug Services section of the report.

CONTINUOUS IMPROVEMENT OF THE ACT PUBLIC HEALTH SYSTEM (1.4)

- 6.69 ACT Health provides strategic direction through the development and administration of policies and legislation including:
- collaborating with stakeholders to develop territory-wide plans for health services, workforce and major capital investment;
 - driving service improvement and innovation through a collaborative policy cycle;
 - providing responsive policy advice to government reflecting the changing nature of the health sector;
 - support delivery of high quality health services by building and maintaining intergovernmental partnerships; and
 - conducting research programs that translate research evidence into improved healthcare.⁷⁶⁵

MATTERS CONSIDERED

- 6.70 Matters considered by the Committee in relation to Continuous Improvement of the ACT Public Health System, included:

⁷⁶⁴ ACT Budget 2018-19, *Budget Statements C, ACT Health Directorate*, p. 11.

⁷⁶⁵ ACT Budget 2018-19, *Budget Statements C, ACT Health Directorate*, p. 12.

- ACT Health technology;⁷⁶⁶
- Upgrading and Maintaining ACT Health Assets (UMAHA) budget and projects;⁷⁶⁷
- Intensive Care Unit (ICU) infrastructure; and ⁷⁶⁸
- new linear accelerator.⁷⁶⁹

KEY ISSUES

ACT HEALTH TECHNOLOGY

- 6.71 In response to the Committee's queries about the ACT Health App they were advised that as of 20 June 2019, 5,100 individuals have downloaded the app which provided information of both emergency department and walk-in centre waiting times.⁷⁷⁰
- 6.72 The Committee were also advised a number of enhancements will also occur every month or two. These enhancements include the ability for outpatient appointment check-ins, provisions for feedback, as well as the implementation of wayfinding kiosks that are being deployed across the community.⁷⁷¹
- 6.73 Despite the introduction of advancements such as the ACT Health App, the Committee noted areas within ACT Health is still using outdated technology. In particular, the Committee advised the Minister of an event where an individual's General Practitioner faxed a request to an outpatient clinic, however, after several weeks without contact the individual was advised that the clinic had not received the faxed request. This resulted in a delay in the scheduling of the appointments even though it was recommended that the individual see a health official within 30 days.⁷⁷²
- 6.74 Noting the instability of fax machines, the Committee asked when the Canberra Hospital planned to stop using fax machines as a means of communication and making appointments.⁷⁷³
- 6.75 The Committee was advised that:
- In the past couple of years we have been slowly decreasing the number of fax machines. We are also doing some work to replace some of the phone lines that

⁷⁶⁶ *Proof Transcript of Evidence*, 20 June 2019, pp. 534-537.

⁷⁶⁷ *Proof Transcript of Evidence*, 20 June 2019, pp. 543-546; *Answer to Question Taken on Notice E19-94*, answered 28 June 2019; *Answer to Question Taken on Notice E19-95*, answered 28 June 2019.

⁷⁶⁸ *Proof Transcript of Evidence*, 20 June 2019, pp. 549-552; *Answer to Question Taken on Notice E19-97*, answered 2 July 2019; *Answer to Question Taken on Notice E19-98*, answered 26 June 2019.

⁷⁶⁹ *Proof Transcript of Evidence*, 20 June 2019, pp. 552-555.

⁷⁷⁰ *Proof Transcript of Evidence*, 20 June 2019, p. 534.

⁷⁷¹ *Proof Transcript of Evidence*, 20 June 2019, pp. 534-536.

⁷⁷² *Proof Transcript of Evidence*, 20 June 2019, pp. 536-537.

⁷⁷³ *Proof Transcript of Evidence*, 20 June 2019, p. 536.

service the remaining fax machines to increase their reliability. There is a project currently underway using some software—the proof of concept will go live in the next few weeks—looking at enabling GPs to refer patients for certain services to Canberra Health Services directly from their practice management software.⁷⁷⁴

COMMITTEE COMMENT

- 6.76 The Committee notes that ACT Health still uses fax machines as a source of communication. The Committee further notes the instability and uncertainty surrounding such outdated technology. However, the Committee does acknowledge that ACT Health has made attempts to decrease the number of fax machines used.
- 6.77 The Committee requests that ACT Health, as part of this process, consult extensively with general practitioners and other medical professionals who are located outside of ACT Health as to their preferences for communication with ACT Health.

Recommendation 81

6.78 The Committee recommends that the ACT Government ensure Canberra Health Services and ACT Health develop a plan to transition away from the use of outmoded technology such as fax machines and that, by the last sitting day in 2019, the Minister for Health report to the Legislative Assembly on the progress of the transition. In undertaking this transition Canberra Health Services and ACT Health should consult with other medical professionals and address any privacy implications.

UPGRADING AND MAINTAINING ACT HEALTH ASSETS (UMAHA) BUDGET AND PROJECTS

- 6.79 The Committee acknowledged that the initial budget for UMAHA was \$95 million. The Committee also noted that several projects have been removed from UMAHA and other projects have been added. Noting the changes, the Committee enquired into the current budget for UMAHA and the projected timeframes for each project.⁷⁷⁵
- 6.80 The Committee was informed that the current budget for the UMAHA program is approximately \$91 million. Noting the \$4 million decrease between the initial and current budget, the Committee enquired further into the apparent savings.⁷⁷⁶

⁷⁷⁴ Mr O'Halloran, *Proof Transcript of Evidence*, 20 June 2019, p. 536.

⁷⁷⁵ *Proof Transcript of Evidence*, 20 June 2019, p. 543.

⁷⁷⁶ *Proof Transcript of Evidence*, 20 June 2019, pp. 543-544.

- 6.81 The Committee was advised that some of the budget was repurposed for other projects, primarily Ward 14A and 14B, as well as contributions to the early stages of Surgical Procedures, Interventional Radiology and Emergency (SPIRE) planning. It was further noted that approximately \$10 million had been removed from the original UMAHA budget, however, money has been moved back in through other mechanisms.⁷⁷⁷
- 6.82 In terms of major projects under the UMAHA budget, the Committee was informed \$42 million has been allocated to the electrical switchboard upgrade. The Committee enquired into where the remaining \$52 million of the UMAHA budget was allocated.⁷⁷⁸
- 6.83 The Committee was advised that 583 items were identified in the AECOM Condition Audit Report. The 583 items have since been diluted down to 149 items, which have a cost assigned to them for design and contingencies. Each cost is accumulated into the UMAHA budget.⁷⁷⁹
- 6.84 In response to a Question Taken on Notice ACT Health provided the Committee with a breakdown of the cost contingencies for the UMAHA budget as follows:⁷⁸⁰

Detail	Cost
Raw Costs	\$49,492,482
Project Planning	\$6,562,235
Preliminaries	\$8,467,400
Risk Weighted Contingency	\$13,595,892
Delivery Model Contingency	\$17,209,991
Total 2016/17 Appropriation	\$95,328,000

⁷⁷⁷ Mr Mooney, *Proof Transcript of Evidence*, 20 June 2019, p. 544.

⁷⁷⁸ *Proof Transcript of Evidence*, 20 June 2019, p. 545.

⁷⁷⁹ *Proof Transcript of Evidence*, 20 June 2019, p. 545.

⁷⁸⁰ *Answer to Question Taken on Notice E19-85*, answered 28 June 2019.

ICU INFRASTRUCTURE

6.85 Noting that the SPIRE centre is expected to be completed in 2023, the Committee enquired into the strategies being adopted to ensure there are enough ICU beds to meet the demand, whilst SPIRE is still being completed.⁷⁸¹

6.86 The Committee was advised:

In terms of our immediate short term, in terms of day-to-day capacity in the intensive care unit, we are doing well. We have funded the beds that we have been running; we have been running a number of additional beds that traditionally are considered unfunded, because the demand has been there. We do have the physical capacity in ICU for 31 beds, so we can flex up and flex down as required in regard to demands.

If we are full and we are requiring other ICU beds, there are a number of things that we do. First, we look at whether we can move patients out into private ICU beds. We will transfer people out. We also look at our demand. If we have a high emergency demand and we have elective category 1s who are booked to go into ICU, we will see if we can delay for a day or two and move those surgeries around in order to manage it. This is the immediate day to day, if we become extremely full.

We monitor our ICU capacity on a daily basis. I have had, I think, one experience where we have had to move patients to National Capital. That was across the territory that we had real issues with ICU capacity, but that has been once in nine months that I have been here.

In the medium term, we were already planning. We had designers and architects in giving us some service options for what we could do if we needed to expand the ICU physical capacity. They came up with five different options, and we found two preferred options to give us seven to eight additional intensive care beds. That now will be funded by the commonwealth, from the commonwealth funding. That will be our medium term, which should come online within the next two years. That will give us another seven to eight intensive care beds, which we are forecasting will tide us over or give us enough capacity to get through to the SPIRE expansion.⁷⁸²

6.87 In addition to the ICU beds identified by CHS, the Committee was advised in an Answer to a Question Taken on Notice, that 10 ICU beds are available at Calvary Public Hospital and that 'Inpatient Critical care beds at Calvary Public Hospital are a mix of ICU and High Dependency Unit beds, depending on demand.'⁷⁸³

⁷⁸¹ *Proof Transcript of Evidence*, 20 June 2019, p. 549.

⁷⁸² Ms McDonald, *Proof Transcript of Evidence*, 20 June 2019, p. 547.

⁷⁸³ *Answer to Question Taken on Notice E19-97*, answered 2 July 2019.

- 6.88 In addition the Committee was advised that the Territory has physical capacity for 41 ICU beds.⁷⁸⁴
- 6.89 Under Commonwealth funding, the Minister advised that the ICU expansion in terms of capital was put forward as a priority under that funding. Noting the ICU expansion funding request, the Committee continued their questioning into the work that has been undertaken.⁷⁸⁵
- 6.90 In particular the Committee noted the capacity of ICU beds is expected to increase by six to eight beds, and sought advice on the staffing for the increased beds. The Committee was subsequently advised that recruitment strategies for intensive care nurses will begin prior to the completion of the build.⁷⁸⁶
- 6.91 In a response to a Question Taken on Notice, the Committee was advised that ‘each Intensive Care Unit Bed requires a minimum staffing of 1:1 over a 24/7 period. This equates to a recruitable 5.7 FTE which is inclusive of backfill and oncosts.’⁷⁸⁷

COMMITTEE COMMENT

- 6.92 The Committee notes that the SPIRE centre is not expected to be completed by 2023.

Recommendation 82

- 6.93 The Committee recommends that the ACT Government, by the last sitting day of 2019, ensures the Minister for Health reports to the Legislative Assembly on plans to upgrade the Intensive Care Unit at the Canberra Hospital prior to the development of the Surgical Procedures, Interventional Radiology and Emergency Centre.**

NEW LINEAR ACCELERATOR

- 6.94 The Committee asked when the new linear accelerator would be operational. The Committee was advised that:

The new linear accelerator has been delivered. We have taken handover of that. The refurbishment of the bunker, as it is called—the room that it goes in—has also been completed. They are pretty significant pieces of machinery. Unfortunately, the commissioning time frame for them is quite lengthy. At the moment our medical

⁷⁸⁴ Answer to Question Taken on Notice E19-97, answered 2 July 2019.

⁷⁸⁵ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 549.

⁷⁸⁶ *Proof Transcript of Evidence*, 20 June 2019, pp. 550-551.

⁷⁸⁷ Answer to Question Taken on Notice E19-98, answered on 28 June 2019.

physics team are in there, working to make sure that the machines are safe. We expect to treat our first patients on them by September.⁷⁸⁸

- 6.95 The Committee also asked if accountability indicators for 2019-20 will be met with the new machine. The Committee was informed that the new machine will replace an existing machine, resulting in approximately 12 months where ACT Health will be with four machines.⁷⁸⁹
- 6.96 ACT Health did acknowledge that they are not currently meeting the target time lines. However, they assured the Committee that when all five linear accelerators are operating it will be sufficient for the medium term. It was also noted that restrictions on licences for linear accelerators are managed through the Commonwealth. As such, continual monitoring would need to be done by ACT Health and if the targets are still not being met, a bid for an additional linear accelerator will need to be made to the Commonwealth.⁷⁹⁰
- 6.97 ACT Health also advised the Committee that Icon, a private provider situated on the grounds of the University of Canberra, has the fifth licence in the ACT for linear accelerators and Icon have been treating patients since December 2018.⁷⁹¹
- 6.98 Noting that Icon is providing services to ACT patients, the Committee sought advice to the financial impacts of these services. ACT Health Officials advised the Committee that services are not outsourced to Icon. As such, the services provided through Icon are further options for patients to access private radiation therapy. However, ACT Health did note that the service is bulk-billed with an out-of-pocket expense that is negotiated with each patient.⁷⁹²
- 6.99 The Committee enquired into the financial impact on patients accessing the private linear accelerator. The Committee was advised that if patients do not wish to access private treatment they will be treated in the public system. Additionally, the Committee was informed that they have received positive feedback regarding the options available.⁷⁹³

COMMITTEE COMMENT

- 6.100 The Committee acknowledges that whilst patients have the option to access radiation services through private and public options, ACT Health is not currently meeting its target timelines.
- 6.101 The Committee also notes that even with the new linear accelerator, ACT Health will only have four operational linear accelerators for approximately 12 months when five linear accelerators are required to meet demand.

⁷⁸⁸ *Proof Transcript of Evidence*, 20 June 2019, p. 552.

⁷⁸⁹ *Proof Transcript of Evidence*, 20 June 2019, p. 552.

⁷⁹⁰ *Proof Transcript of Evidence*, 20 June 2019, pp. 552-553.

⁷⁹¹ *Proof Transcript of Evidence*, 20 June 2019, pp. 552-553.

⁷⁹² *Proof Transcript of Evidence*, 20 June 2019, pp. 552-553.

⁷⁹³ *Proof Transcript of Evidence*, 20 June 2019, pp. 552-553.

Recommendation 83

6.102 The Committee recommends that the ACT Government ensure that there is enough capacity in the public health system to treat patients within clinically appropriate guidelines.

ACT LOCAL HOSPITAL NETWORK (1.1)

6.103 The ACT Local Hospital Network will receive funding under the National Health Reform Agreement (NHRA) and purchase public hospital services from the Canberra Hospital, University of Canberra Hospital, Calvary Public Hospital, Clare Holland House and Queen Elizabeth II Family Centre.⁷⁹⁴

6.104 The NHRA commits to funding public hospitals using Activity Based Funding where practicable using the National Efficient Price (NEP) determined by the Independent Hospital Pricing Authority (IHPA). The NEP is based on the projected average cost of a National Weighted Activity Unit (NWAU).⁷⁹⁵

6.105 An NWAU is a measure of health service activity expressed as a common unit, against which the NEP is paid. It provides a way of comparing and valuing each public hospital service (whether it is an admission, emergency department presentations or outpatient episode), by weighing it for its clinical complexity. The average hospital service is worth one NWAU – the most intensive and expensive activities are worth multiple NWAU's, the simplest and least expensive are worth fractions of an NWAU. NWAU's are updated annually.⁷⁹⁶

6.106 The 2019-20 National Efficient Price is \$5,134 per NWAU.⁷⁹⁷

6.107 The *ACT 2019-20 Budget Statements C* states that the ACT Local Hospital Network was established under the *Health Act 1953* and is administered by the Director-General of the ACT Health Directorate and supported by staff from the ACT Health Directorate.⁷⁹⁸

6.108 The ACT Local Hospital Network receives Activity Based Funding (ABF) from both the Commonwealth and the ACT governments, and block funding for teaching, training and research. It purchases public hospital services from five ACT public hospital providers:

- Canberra Hospital;
- University of Canberra Hospital;

⁷⁹⁴ ACT Budget 2018-19, *Budget Statements C*, ACT Health Directorate, p. 68.

⁷⁹⁵ ACT Budget 2018-19, *Budget Statements C*, ACT Health Directorate, p. 68.

⁷⁹⁶ ACT Budget 2018-19, *Budget Statements C*, ACT Health Directorate, p. 68.

⁷⁹⁷ ACT Budget 2018-19, *Budget Statements C*, ACT Health Directorate, p. 68.

⁷⁹⁸ ACT Budget 2018-19, *Budget Statements C*, ACT Health Directorate, p. 64.

- Calvary Public Hospital;
- Clare Holland House; and
- Queen Elizabeth II Family Centre.⁷⁹⁹

6.109 Canberra Hospital Services and Calvary Public Hospital Services that are funded through the ACT Local Hospital Network are discussed as part of Canberra Health Services.

MATTERS CONSIDERED

6.110 Matters considered by the Committee in relation to ACT Local Hospital Network, included:

- Centenary Hospital upgrade;⁸⁰⁰
- palliative care and Clare Holland House;⁸⁰¹
- University of Canberra Public Hospital;⁸⁰² and
- services delivered at Queen Elizabeth II Family Centre;⁸⁰³

KEY ISSUES

CENTENARY HOSPITAL UPGRADE

6.111 Noting past problems with the building quality of Centenary Hospital for Women and Children, the Committee asked what quality control measures are to ensure services are fit for purpose. The Committee was advised that engagement with the facilities management is a key element from the outset.⁸⁰⁴

6.112 With specific reference to engagement with facilities management, the Committee was informed that:

We have generated, as part of the infrastructure and health support services group, facility management specifications for all aspects of building services at the Canberra Hospital and, indeed, across our portfolio. We also have mandated, in conjunction with infrastructure, finance and capital works, the role of an independent commissioning agent, which essentially works to assist the project manager.⁸⁰⁵

⁷⁹⁹ ACT Budget 2018-19, *Budget Statements C, ACT Health Directorate*, p. 64.

⁸⁰⁰ *Proof Transcript of Evidence*, 20 June 2019, pp. 477-480.

⁸⁰¹ *Proof Transcript of Evidence*, 20 June 2019, pp. 480-484; *Answer to Question Taken on Notice E19-84*, answered 28 June 2019.

⁸⁰² *Proof Transcript of Evidence*, 20 June 2019, pp. 508-509.

⁸⁰³ *Proof Transcript of Evidence*, 20 June 2019, pp. 517-519; *Answer to Question Taken on Notice E19-89*, answered 28 June 2019.

⁸⁰⁴ *Proof Transcript of Evidence*, 20 June 2019, p. 478.

⁸⁰⁵ Mr Mooney, *Proof Transcript of Evidence*, 20 June 2019, p. 478.

6.113 The Committee was also advised that ACT Health has a Facilities Management Engagement document, which is a document that is written into all contracts. This obligates the successful contractor to engage with facilities management throughout the project, to ensure milestones are approved and fulfilled.⁸⁰⁶

6.114 In addition to facilities management, the Committee also noted that approximately \$2.5 million of the budget had been allocated to the refurbishment of birthing suites damaged by water leaks. The Committee enquired into the completion of this project.⁸⁰⁷

6.115 CHS advised that the work will be completed by November 2019. The Committee was also advised that in conjunction with clinical services each birthing suite is taken offline to complete the work.⁸⁰⁸

6.116 The Committee also asked if the issues were a building warranty issue. The Committee was subsequently advised that, in terms of the birthing suites, ACT Health and CHS are currently seeking advice from the Government Solicitor's Office to determine if it is a building warranty issue.⁸⁰⁹

COMMITTEE COMMENT

6.117 The Committee notes that ACT Health and CHS have continued to receive advice from the Government Solicitor's Office for more than a year. The Committee acknowledges the complexity of the issues; however, it also recognises the need to finalise such issues in a timely manner.

Recommendation 84

6.118 The Committee recommends that the ACT Government resolve the legal issues associated with building defects in the Centenary Hospital for Women and Children and have the Minister for Health report to the Legislative Assembly on the status of the building defects and any associated warranty matters.

PALLIATIVE CARE AND CLARE HOLLAND HOUSE

6.119 The Committee enquired into the services provided at Clare Holland House and what is being done to improve services.⁸¹⁰

⁸⁰⁶ *Proof Transcript of Evidence*, 20 June 2019, p. 479.

⁸⁰⁷ *Proof Transcript of Evidence*, 20 June 2019, p. 479.

⁸⁰⁸ *Proof Transcript of Evidence*, 20 June 2019, p. 479.

⁸⁰⁹ *Proof Hansard*, 20 June 2019, p. 480.

⁸¹⁰ *Proof Hansard*, 20 June 2019, p. 480.

6.120 The Minister advised the Committee that:

We have funding which is combined funding from the commonwealth government and the Snow Foundation for a fairly significant expansion and upgrade of Clare Holland House. That work is underway. It is reflected in the budget papers this year. There is a lot of work in terms of territory-wide service planning about palliative care needs. That includes, obviously, funding the staff who will work in the expanded Clare Holland House in the future. But there has been extensive work done on the palliative care plan.⁸¹¹

6.121 CHS also advised the Committee that ACT Health is currently working on territory-wide palliative care project, which aims to bring together all palliative care providers across the ACT to provide a more seamless service to patients. A governance structure has also been implemented that brings together Clare Holland House, Calvary, ACT Palliative Care, Capital Health Network and Canberra Health Services.⁸¹²

6.122 In addition to services provided by Clare Holland House, the Committee also asked about Geriatric Rapid Acute Evaluation (GRACE) nurses and other palliative care services. The Committee was advised that GRACE was expanded in the last budget, however the palliative care services, Inspired (integrating specialist palliative care into residential care for older people), was expanded in this budget. Inspired has assisted in providing services in people's homes and residential facilities, which has reduced the need for individuals accessing acute hospital services.⁸¹³

6.123 The Minister also added that the end of life care is the focus for this year's Canberra Health Annual Research Meeting (CHARM) research symposium.⁸¹⁴ Further information about the CHARM research symposium was provided, adding that:

CHARM has been going for 25 years in the ACT. It is our showcasing of the research that is going on across the ACT and surrounding region. This particular year we are looking at a theme around end of life. Last year we looked at cardiovascular health. This year we are looking at end of life care because it is such an important area.

We have talked to our academic partners; we have talked to our health services; we have looked across our primary healthcare partners et cetera. We see that end of life care is really important and is something that the ACT can do some really great research into and also bring that translation into improving the experience of people who are at the end of their life or in palliative care. CHARM brings those together and

⁸¹¹ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 480.

⁸¹² Ms O'Neill, *Proof Transcript of Evidence*, 26 June 2019, p. 481.

⁸¹³ *Proof Transcript of Evidence*, 20 June 2019, p. 481.

⁸¹⁴ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 482.

lets people showcase research that has been going on in the ACT. In this case we are focusing on end of life care.⁸¹⁵

6.124 The Committee asked if there was a process for referring ideas discussed and presented at the CHARM research symposium for consideration and implementation into services. The Committee was subsequently assured that there was a process, which would be included in the end of life care research plan that has been developed by academics, health care and consumers.⁸¹⁶

UNIVERSITY OF CANBERRA PUBLIC HOSPITAL

6.125 Noting that the University of Canberra Public Hospital had been open for approximately 12 months, the Committee enquired into its success thus far and any feedback that had been received. The Committee was informed that the utilisation and occupancy rate of the University of Canberra Public Hospital was high, which is a good indication of its success.⁸¹⁷

6.126 The Committee also heard that informal feedback received has been positive in terms of the facilities and how rehabilitation is undertaken. In terms of measures, it was noted that more compliments have been received than complaints. CHS also advised the Committee of the occupancy rate, stating that:

From some figures we received to the middle of May, there have been something like 25,500 patient bed days at the hospital. Currently we have—I might get this wrong; I am sorry—68 RAC beds open and 20 mental health rehab beds available. From the data and statistics we have, it has been something like a 90 or 95 per cent occupancy rate over the year of it being opened.⁸¹⁸

6.127 The Committee was advised that not all the beds at the University of Canberra Public Hospital are open at one time. CHS told the Committee they are looking at whether more beds need to be opened, as well as identifying patients at the Canberra Hospital who would be suitable for bed utilisation at the University of Canberra Public Hospital. The Committee was also told that this would also help the flow of more acute patients through the Canberra Hospital.⁸¹⁹

COMMITTEE COMMENT

6.128 The Committee notes that evidence provided to the Committee advises that not all beds at the University of Canberra Public Hospital are open at one time. The Committee also notes that CHS is evaluating the need to open additional beds at the University of Canberra Public

⁸¹⁵ Associate Professor Shadbolt, *Proof Transcript of Evidence*, 20 June 2019, pp. 482-483.

⁸¹⁶ Associate Professor Shadbolt, *Proof Transcript of Evidence*, 20 June 2019, p. 483.

⁸¹⁷ *Proof Transcript of Evidence*, 20 June 2019, p. 508.

⁸¹⁸ Mr Kaye, *Proof Transcript of Evidence*, 20 June 2019, p. 508.

⁸¹⁹ *Proof Transcript of Evidence*, 20 June 2019, p. 508.

Hospital. The Committee believes that additional availability of beds at the University of Canberra Public Hospital would assist with bed demands at the Canberra Hospital.

Recommendation 85

6.129 The Committee recommends that the ACT Government ensures Canberra Health Services works towards utilising all the beds at the University of Canberra Public Hospital to allow more beds to be available at the Canberra Hospital.

7 CANBERRA HEALTH SERVICES

INTRODUCTION

7.1 The *ACT 2019-20 Budget Statements C, Canberra Health Services* states that CHS partners with community and consumers for better health outcomes by:

- delivering timely, patient and family centred care;
- strengthening partnerships;
- promoting good health and well-being;
- improving access to appropriate healthcare; and
- having robust safety and quality systems.⁸²⁰

7.2 The Committee considered the following Outputs, Output Classes and Statements of Intent

- Output Class 1: Health and Community Care
 - Output 1.1: Acute Services;
 - Output 1.2: Mental Health, Justice Health and Alcohol and Drug Services;
 - Output 1.3: Cancer Services; and
 - Output 1.4: Subacute and Community Services.

7.3 In the 2018-19 *Budget Statements C*, the Health Directorate had an additional output, Output 1.3: Population Health. Following the *Administrative Arrangements 2018 (No.2)* of 1 October 2018, Output 1.3: Population Health was transferred to ACT Health under Output 1.2: Healthy Communities.⁸²¹

ACUTE SERVICES (1.1)

7.4 Output 1.1 refers to a comprehensive range of acute care including:

- tertiary inpatient, outpatient and ambulatory services to the ACT and surrounding NSW;
- emergency department, intensive care unit and retrieval services;
- a range of medical speciality services including cardiology, respiratory, gastroenterology, neurology, endocrinology, rheumatology and renal services;
- elective and emergency surgery services in general surgery; and

⁸²⁰ ACT Budget 2018-19, *Budget Statements C, ACT Health Directorate*, p. 33.

⁸²¹ ACT Budget 2018-19, *Budget Statements C, ACT Health Directorate*, p. 42.

- services for women, youth and children in obstetrics, gynaecology, gynaecology surgery, paediatrics and paediatric surgery.⁸²²

MATTERS CONSIDERED

7.5 Matters considered by the Committee in relation to Acute Services included:

- Surgical Procedures, Interventional Radiology and Emergency (SPIRE);⁸²³
- children's health services plan;⁸²⁴
- non-elective surgery wait-times;⁸²⁵
- nurse-led walk-in centres;⁸²⁶
- elective surgery;⁸²⁷
- neuro-muscular services;⁸²⁸
- cardiac ablation;⁸²⁹
- home birth trial;⁸³⁰
- pelvic mesh implants;⁸³¹
- medical abortions;⁸³²
- outpatient wait times;⁸³³
- patient navigation services;⁸³⁴

KEY ISSUES

SURGICAL PROCEDURES, INTERVENTIONAL RADIOLOGY AND EMERGENCY (SPIRE)

- 7.6 The Committee asked CHS about the election commitment around SPIRE and the subsequent feasibility and design planning. The Minister advised the Committee that some early work had

⁸²² ACT Budget 2018-19, *Budget Statement C, ACT Health Directorate*, p. 39.

⁸²³ *Proof Transcript of Evidence*, 20 June 2019, pp. 447-448, 463-469, 472,477; *Answer to Question Taken on Notice E19-79*, answered 12 July 2019.

⁸²⁴ *Proof Transcript of Evidence*, 20 June 2019, pp. 469-470.

⁸²⁵ *Proof Transcript of Evidence*, 20 June 2019, pp. 470-471.

⁸²⁶ *Proof Transcript of Evidence*, 20 June 2019, pp. 475-476.

⁸²⁷ *Proof Transcript of Evidence*, 20 June 2019, p. 484-487, 547.

⁸²⁸ *Proof Transcript of Evidence*, 20 June 2019, p. 489.

⁸²⁹ *Proof Transcript of Evidence*, 20 June 2019, pp. 502-504.

⁸³⁰ *Proof Transcript of Evidence*, 20 June 2019, pp. 515-517.

⁸³¹ *Proof Transcript of Evidence*, 20 June 2019, pp. 527-528; *Answer to Question Taken on Notice E19-91*, answered 28 June 2019.

⁸³² *Proof Transcript of Evidence*, 20 June 2019, pp. 540-542.

⁸³³ *Proof Transcript of Evidence*, 20 June 2019, pp. 537-540.

⁸³⁴ *Proof Transcript of Evidence*, 20 June 2019, pp. 541-542; *Answer to Question Taken on Notice E19-92*, answered 28 June 2019.

been completed prior to the 2016 commitment. However, beyond the election commitment, the Minister acknowledged that the scope of SPIRE has since expanded, resulting in commitments being made to do further work.⁸³⁵

7.7 With regards to continuity of SPIRE planning and implementation, the Committee enquired into any impacts the restructure of the ACT Health had on SPIRE. The Minister advised the Committee that the separation of the ACT Health Directorate into two separate organisations had no particular impact the delivery of SPIRE.⁸³⁶

7.8 In addition to the discussions on timeframes, the Minister also noted that the election commitment did highlight that the project would be estimated at \$500 million. However, noting the changes in the infrastructure market, both locally and nationally, the Directorate has not published the SPIRE figures as they are still commercial-in-confidence. The Minister reassured the Committee that once a contractor had been identified for SPIRE, the numbers would be published.⁸³⁷

7.9 The Committee also sought clarity on the services delivered through SPIRE. CHS advised the Committee that:

It will give us a brand-new emergency department. Alongside that emergency department, we will have medical imaging, which will have an MRI in it and, I think, three CT machines to service the emergency department and also the patients within the SPIRE building themselves. We will have new theatres, an increased number of operating theatres that will be in line with current guidelines and guidelines at the time in terms of space and size, and interventional procedures, and what we call a hybrid theatre.

We will also have a new intensive care unit and an increase in our intensive care numbers. We will have paediatric intensive care beds in there as well. We will have some day case beds and spaces for day procedures, and also some overnight surgical beds to service SPIRE, 64 of those. There will be a coronary care unit—our coronary care unit will be new—along with some cardiology rooms for our interventional cardiologist.⁸³⁸

7.10 Noting the new facilities, the Committee enquired into the impacts on existing facilities. The Committee was subsequently advised that existing facilities will close, and services will be moved to the SPIRE location. With specific reference to existing theatres, CHS also noted that all nine theatres will be closed, and services will be relocated to SPIRE. The only duplication

⁸³⁵ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 20 June 2019, pp. 463-464.

⁸³⁶ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 464.

⁸³⁷ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 20 June 2019, pp. 464-465.

⁸³⁸ Ms McDonald, *Proof Transcript of Evidence*, 20 June 2019, pp. 465-466.

noted was medical imaging. The existing medical imaging next to the emergency department will stay and a supplementary medical imaging unit will be built in SPIRE.⁸³⁹

- 7.11 In addition to the services provided, the Committee also sought advice on the master plan and the boundaries included in this master plan. The Committee was informed that the master plan encompasses the site and the car parks on Yamba Drive.⁸⁴⁰
- 7.12 Noting the boundaries of the master plan, the Committee asked if traffic issues including Garran Primary School had been taken into consideration. The Committee was informed that school crossing supervisors are working with Garran Primary School around the construction of SPIRE.⁸⁴¹
- 7.13 The Committee also enquired into the access to the hospital via the Woden bus interchange and accessibility concerns. The Committee particularly highlighted the old Canberra Institute of Technology (CIT) as a possible SPIRE location.⁸⁴²
- 7.14 In response, the Minister stated that:

As you know as well, with the old CIT Woden site and an expansion of the hospital per se for acute services, it is actually quite some way from the main hospital location. The parking there is very highly utilised by both ACT Health and CHS staff. That question is one that I know we have spoken about. The Minister for Urban Renewal will have a conversation with the community about the best use of that site. Its proximity to the hospital would lend itself to becoming part of that conversation, but as to whether it is about an expansion of the hospital itself, I think we are looking at the current footprint of the hospital, on the other side of Yamba Drive.⁸⁴³

- 7.15 The Minister also reassured the Committee that discussions have been had with the Environment, Planning and Sustainable Development Directorate and Transport Canberra, to ensure all matters are considered with the master plan of SPIRE.⁸⁴⁴

COMMITTEE COMMENT

- 7.16 The Committee acknowledges the enormity of the SPIRE project and wants to ensure appropriate services are provided in a timely fashion and within budget.

Recommendation 86

⁸³⁹ *Proof Transcript of Evidence*, 20 June 2019, pp. 466-467.

⁸⁴⁰ *Proof Transcript of Evidence*, 20 June 2019, pp. 467-468.

⁸⁴¹ *Proof Transcript of Evidence*, 20 June 2019, p. 469.

⁸⁴² *Proof Transcript of Evidence*, 20 June 2019, p. 469.

⁸⁴³ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 469.

⁸⁴⁴ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 469.

7.17 The Committee recommends that the ACT Government require the ACT Health Directorate and Canberra Health Services work with the Transport Canberra and City Services Directorate and other relevant Directorates to develop a hospital to Woden public transport and pedestrian plan.

Recommendation 87

7.18 The Committee recommends that the ACT Government, by the last sitting day of 2019, ensures the Minister for Health, table in the Legislative Assembly a detailed list of historical and projected milestones and their status for the Surgical Procedures, Interventional Radiology and Emergency project.

HOME BIRTH TRIAL

- 7.19 The Committee inquired into the homebirth trial, the number of participants in the homebirth trial, as well as evaluations of the trial. The Committee was advised that 28 babies have been born through the homebirth trial. Additionally, a mid-trial internal process review has been completed to evaluate the processes to ensure the systems were strong.⁸⁴⁵
- 7.20 The Committee was further advised that a formal evaluation will be going to tender in the next few months to have an external, independent evaluation of the outcomes of the services and that the external evaluation will be completed towards the end of the year and into early 2020, when a sufficient number of babies have been born through the trial.⁸⁴⁶
- 7.21 Noting the impending external evaluation of the homebirth trial, the Committee asked if the trial would continue during the evaluation. The Committee was advised that the trial was committed for approximately a three-year period. If families have been accepted into the trial, when the external evaluation commences, they will not be removed from the trial. However, the trial may not take additional women during the external review.⁸⁴⁷
- 7.22 Regarding the homebirth trial and external evaluation, the Minister added:
- I think that you could reasonably assume that this was quite a significant new service option, that you could safely assume that given that the trial was established around some very strict parameters, the government's intention is to continue that and we want the trial to be a success. The question will come about—I know we have had

⁸⁴⁵ *Proof Transcript of Evidence*, 20 June 2019, p. 515.

⁸⁴⁶ *Proof Transcript of Evidence*, 20 June 2019, p. 516.

⁸⁴⁷ *Proof Transcript of Evidence*, 20 June 2019, pp. 516-517.

representations on where people live and how close they might live. I think that is the one area that we will need to look at through the evaluation. We do not yet know.

So far it has gone really well. I believe that the feedback from the participants and the midwives is very strong. All of those things add to the government's strong interest in this. We need to do this work. As Katrina said, we cannot expand a trial at midpoint or at any time, otherwise we will compromise the potential future rollout of it.⁸⁴⁸

COMMITTEE COMMENT

- 7.23 The Committee notes the importance of providing options to women wishing to birth at home. The Committee also acknowledges, that to ensure the safety of the mother and the child, appropriate measures should be in place. The Committee believes that the homebirth trial has provided a safe process for families wishing to birth at home but believes it can be more inclusive.

Recommendation 88

- 7.24 The Committee recommends that the ACT Government continue with the homebirth trial while the external evaluation is taking place.**

Recommendation 89

- 7.25 The Committee recommends that the ACT Government, subject to the external evaluation of the homebirth trial, increase availability of home birthing options for local women.**

OUTPATIENT WAIT TIMES

- 7.26 The Committee noted that some outpatient clinics have long wait times to get an appointment. The Committee inquired into what the ACT Government is doing to address outpatient wait times. The Committee was advised that a timely care strategy has been implemented, which includes outpatient services. The Committee was also advised that a working group was recently established.⁸⁴⁹
- 7.27 The Committee was also informed of a number of strategies to manage demand and increase capacity:

⁸⁴⁸ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 517.

⁸⁴⁹ *Proof Transcript of Evidence*, 20 June 2019, p. 538.

Around managing demand, we are working with the services to identify the core service that that medical specialty is providing. We get a lot of referrals from GPs for conditions that probably do not really warrant tertiary specialist involvement. We are working closely with the Capital Health Network, particularly around the health pathways program, to ensure that GPs can better manage some of these patients in the primary healthcare centre before referral.

We are also working on a range of strategies around capacity. We have implemented a number of clinics where, for example, advanced practice nurses or extended scope physios are screening patients and often undertaking some of that early intervention to avoid needing to see a specialist.

We have also done quite a bit of work around follow-up appointments, particularly after surgery. Particularly with the advent of keyhole surgery, you do not need to come back to get your stitches out like you used to. We are working with the surgical teams to change their practices so that they only bring back patients for review if they really need to come back. We are also conducting a lot more phone clinics, just to check in on patients, again stop them physically having to come back.

One of the areas that we are now really starting to focus on is increasing the number of new patient referrals as a percentage of the total appointment load. At the moment, we are probably bringing back patients far too often. I liken it to the idea that we get these people on the bus but we keep them on the bus, yet we have all these people waiting at the bus stop. It is about how we get the interventions that these patients require and then hand them back into the primary care setting where they can be adequately looked after rather than using up appointments that we need to allocate to new patients.⁸⁵⁰

- 7.28 The Committee noted that one of the performance indicators that had been incorporated to reduce outpatient wait times was the new-to-review appointment ratios. The Committee subsequently asked if the length of time it takes to get the first appointment was also a performance indicator. CHS confirmed that this was an indicator that was monitored.⁸⁵¹

COMMITTEE COMMENT

- 7.29 The Committee notes that there are a number of performance indicators that have been incorporated into the health system to assist in the reduction of outpatient wait times. The Committee believes that the publication of this information, as well as the changes to the indicators over time would assist in better understanding the impacts of wait times for outpatient services

⁸⁵⁰ Ms Neill, *Proof Transcript of Evidence*, 20 June 2019, pp. 538-539.

⁸⁵¹ Ms McDonald, *Proof Transcript of Evidence*, 20 June 2019, pp. 539-540.

Recommendation 90

7.30 The Committee recommends that the ACT Government publish data on wait times for appointments with specialist outpatient clinics in the ACT.

PATIENT NAVIGATION SERVICES

- 7.31 The Committee noted that the Health Care Consumers Association have been asked to deliver a feasibility study into patient navigation services. The Committee asked if the feasibility study had been finalised.⁸⁵²
- 7.32 The Committee was advised that the feasibility study had been finalised last year, however, the ACT Government is still finalising their response to the study.⁸⁵³
- 7.33 In addition to the feasibility study, the Committee noted the election commitment for 12 nurse navigators. The Committee subsequently asked what the difference was between the patient navigation and nurse navigators.⁸⁵⁴
- 7.34 The Committee was informed in a Question Taken on Notice that:
- At Canberra Health Services (CHS), there are nurse navigators in several divisions. They are also called Care Coordinators. The roles vary between divisions, as they are tailored to the work of each division and the patients needs being served in each division. They perform duties to assist the flow of patients through the division from admission to discharge, including assisting with discharge planning, attending family meetings and providing clinical experience for support and advice to the patient care teams.
- (More broadly, patient navigation systems exist in different models, with the general aim of helping patients find their way through what has become an increasingly complex health care system. They are often focused on patients with chronic conditions. CHS has tailored the approach to best suit our organisation and our patients.⁸⁵⁵
- 7.35 In response to a Question Taken on Notice, the Committee was informed that the nurse navigators, who are located in the Divisions of Medicine, Critical Care and Rehabilitation, Aged and Community Services have been funded.⁸⁵⁶

⁸⁵² *Proof Transcript of Evidence*, 20 June 2019, p. 541.

⁸⁵³ *Proof Transcript of Evidence*, 20 June 2019, p. 541.

⁸⁵⁴ *Proof Transcript of Evidence*, 20 June 2019, p. 541.

⁸⁵⁵ *Answer to Question Taken on Notice E19-92*, answered 28 June 2019.

⁸⁵⁶ *Answer to Question Taken on Notice E19-92*, answered 28 June 2019.

COMMITTEE COMMENT

- 7.36 The Committee notes that the Health Care Consumers Association had finalised their feasibility study on patient navigation services last year. The Committee acknowledges the importance of aiding patients in navigating the health system. The Committee believes that the Government response to this study should be prioritised to ensure appropriate services are provided.

Recommendation 91

- 7.37 The Committee recommends that the ACT Government, following a report from the Health Care Consumers Association, prioritise work on developing a patient navigation service.**

Recommendation 92

- 7.38 The Committee recommends that the ACT Government, by the end of the last sitting day in October 2019, ensures that the Minister for Health report to the Legislative Assembly on the progress of the work towards developing a patient navigation service.**

MENTAL HEALTH, JUSTICE HEALTH AND ALCOHOL AND DRUG SERVICES (1.2)

- 7.39 CHS provides a range of Mental Health, Justice Health and Alcohol and Drug Services through the public and community sectors in hospitals, community health centres and other community settings, adult and youth correctional facilities and people's homes across the Territory. These services work to provide integrated and responsive care to a range of services including hospital-based specialist services, therapeutic rehabilitation, counselling, supported accommodation services and other community-based services.⁸⁵⁷

MATTERS CONSIDERED

- 7.40 Matters considered by the Committee in relation to Mental Health, Justice Health, and Alcohol and Drug Services:

⁸⁵⁷ ACT Budget 2018-19, *Budget Statements C, ACT Health Directorate*, p. 40.

- Winnunga Nimmityjah Aboriginal Health and Community Services (Winnunga Nimmityjah) at Alexander Maconochie Centre (AMC);⁸⁵⁸
- eating disorders (also discussed under YWCA);⁸⁵⁹
- mental illness and the justice system;⁸⁶⁰
- mental health staff;⁸⁶¹
- opioid treatment at AMC;⁸⁶²
- insecure work in mental health and justice health;⁸⁶³
- seclusion and mental health;⁸⁶⁴
- Ngunnawal Bush Healing Farm;⁸⁶⁵
- electro-convulsive therapy;⁸⁶⁶ and
- medicinal cannabis.⁸⁶⁷

KEY ISSUES

WINNUNGA NIMMITYJAH SERVICES AT AMC

- 7.41 Noting that the partnership between Winnunga Nimmityjah, ACT Corrective Services and CHS was first announce in December 2017 but operations did not begin until January 2019, the Committee sought advice on the delay in starting services.⁸⁶⁸
- 7.42 Minister Rattenbury, Minister for Corrections and Justice Health and Minister for Mental Health (the Minister), stated that:

There are a range of factors in doing something brand-new like this. There was quite a discussion about how the model of care would work. There was quite an extended period of negotiation. While I would not seek to speak for Ms. Tongs, the head of Winnunga, she and I had a couple of discussions about the fact that we needed to get it right, not get it done quickly. We probably all would have liked to see it happen a bit more quickly, but there was some back and forth.

⁸⁵⁸ *Proof Transcript of Evidence*, 20 June 2019, pp. 443-444; 448-451; *Answer to Question Taken on Notice E19-75*, answered 1 July 2019.

⁸⁵⁹ *Proof Transcript of Evidence*, 20 June 2019, pp. 444-447.

⁸⁶⁰ *Proof Transcript of Evidence*, 20 June 2019, pp. 451-452.

⁸⁶¹ *Proof Transcript of Evidence*, 20 June 2019, pp. 452-454.

⁸⁶² *Proof Transcript of Evidence*, 20 June 2019, pp. 454-456.

⁸⁶³ *Proof Transcript of Evidence*, 20 June 2019, pp. 456-458.

⁸⁶⁴ *Proof Transcript of Evidence*, 20 June 2019, pp. 458-459.

⁸⁶⁵ *Proof Transcript of Evidence*, 20 June 2019, pp. 521-524; *Answer to Question Taken on Notice E19-90*, answered 9 July 2019.

⁸⁶⁶ *Proof Transcript of Evidence*, 20 June 2019, pp. 460-462.

⁸⁶⁷ *Proof Transcript of Evidence*, 20 June 2019, pp. 542-543; *Answer to Question Taken on Notice E19-93*, answered 28 June 2019.

⁸⁶⁸ *Proof Transcript of Evidence*, 20 June 2019, p. 443.

We also needed to prepare a suitable space for Winnunga. As you may know, our health centre at the AMC is under considerable pressure—we have just commissioned a contract for an expansion of space—so we had to turn one of the previous health wards into a suitable space for Winnunga, at least for the short term, until we have the expansion of the health centre, so there was some physical work to be done as well.⁸⁶⁹

- 7.43 The Committee enquired further into the physical space provided to Winnunga Nimmityjah. The Minister advised the Committee that Winnunga Nimmityjah is operating out of what was formerly one of the health wards, which has been converted to provide the equipment they need. The Minister did acknowledge that Winnunga Nimmityjah could do with a better space, which will be provided when AMC expanded the health centre.⁸⁷⁰
- 7.44 The Committee advised the Minister that they were aware of approximately 90 inmates in the AMC who identified as Aboriginal and identified that they would like to be transferred to Winnunga Nimmityjah for health services. However, since Winnunga Nimmityjah became operational in January 2019, only 16 or 17 people had transferred to that services. The Committee sought clarification on the transfer rate.⁸⁷¹
- 7.45 In response, the Minister advised the Committee that from 7 January to 18 June 2019, there were 43 formal requests to transfer care to Winnunga Nimmityjah from Justice Services. Of the 43, 20 have been transferred and an additional three transfers with occur this week. 12 of the 43 were released prior to transfer. Eight of the 43 were not transferred and six are currently with Winnunga Nimmityjah for consideration. Two are also pending a Justice Health Services review for suitability of transfer.⁸⁷²
- 7.46 Noting that services provided by Winnunga Nimmityjah are between particular hours, the Committee asked if consideration was given to the access and timing of medication for detainees needing medication at certain times.⁸⁷³
- 7.47 The Minister informed the Committee that there are structures in place that provide for resolutions of these issues. Additionally, if a resolution could not be found it is escalated to managers.⁸⁷⁴
- 7.48 With regards to possible longer hours of operation, CHS advised the Committee that:
- In the operation of Winnunga health service within the justice health system, we are working in partnership. We have an operational committee that meets on a regular

⁸⁶⁹ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 443.

⁸⁷⁰ *Proof Transcript of Evidence*, 20 June 2019, pp. 443-444.

⁸⁷¹ *Proof Transcript of Evidence*, 20 June 2019, p. 448.

⁸⁷² Minister Rattenbury MLA, *Proof Transcript of Evidence*, 20 June 2019, pp. 448-449.

⁸⁷³ *Proof Transcript of Evidence*, 20 June 2019, p. 449.

⁸⁷⁴ *Proof Transcript of Evidence*, 20 June 2019, pp. 449-450.

basis every week to try to address issues of the creation of the service and the transfer of patients across.

As you understand, this is an evolving service. It is a brand-new service. We are really happy to have Winnunga providing that health service within the AMC and to work in partnership with them. As issues arise in terms of access to Winnunga services, we are happy to work with Winnunga on increasing the hours of service. But, as you would understand, Winnunga have to provide the medical staff and the nursing staff to actually provide that service.⁸⁷⁵

7.49 In addition to the hours of access to Winnunga Nimmityjah, the Committee also enquired into the transfer of paper records between the justice health system and Winnunga Nimmityjah.⁸⁷⁶

7.50 In answer to a Question Taken on Notice, the Committee was advised that the medical records at the AMC are not paper based, they are electronic.⁸⁷⁷

7.51 Further this, in the same Answer to a Question Taken on Notice the Committee was advised that:

In August 2017, the Mental Health, Alcohol and Drug Service, Justice Health Integrated Care eRecord (MAJICeR) was implemented into Mental Health, Justice Health and Alcohol and Drug Services.

This electronic clinical record system replaced the Mental Health Assessment, Generation and Information Collection (MHAGIC) and the paper based clinical records that were used by Alcohol and Drug Service and the Justice Health primary health team at the Alexander Maconochie Centre.

When a detainee's health care is transferred to Winnunga from Justice Health Services, the Winnunga team is provided access to MAJICeR for that detainee and a hardcopy 'transfer summary' and medication chart, which is also contained in MAJICeR, is provided. The combination of access to MAJICeR and the transfer summary provides a comprehensive handover of clinical information to Winnunga.⁸⁷⁸

COMMITTEE COMMENT

7.52 The Committee acknowledges that access to appropriate health services should be afforded to every individual residing in the ACT. The Committee also acknowledges the importance of ensuring Aboriginal and Torres Strait Islander inmates having access to Winnunga Nimmityjah Aboriginal Health and Community Services.

⁸⁷⁵ Ms McDonald, *Proof Transcript of Evidence*, 20 June 2019, pp. 450-451.

⁸⁷⁶ *Proof Transcript of Evidence*, 20 June 2019, p. 451.

⁸⁷⁷ *Answer to Question Taken on Notice E19-75*, answered 1 July 2019.

⁸⁷⁸ *Answer to Question Taken on Notice E19-75*, answered 1 July 2019.

Recommendation 93

7.53 The Committee recommends that the ACT Government, by the last sitting day in 2019, ensure the Minister for Corrections and Justice Health report to the Legislative Assembly on the progress to establish Winnunga Nimmityjah Aboriginal Health and Community Services at the Alexander Maconochie Centre.

Recommendation 94

7.54 The Committee recommends that the ACT Government, by the last sitting day in 2019, ensures the Minister for Corrections and Justice Health report to the Legislative Assembly on the progress to improve health facilities in the Alexander Maconochie Centre.

Recommendation 95

7.55 The Committee recommends that the ACT Government and Justice Health better engage with Winnunga Nimmityjah Aboriginal Health and Community Services in transitioning clients from Justice Health to Winnunga Nimmityjah Aboriginal Health and Community Services.

Recommendation 96

7.56 The Committee recommends that the ACT Government improve the process for handing detainees over to Winnunga Nimmityjah Aboriginal Health and Community Services so that by the end of 2019 all detainees who have a preference for using that health service be cared for by that service.

Recommendation 97

7.57 The Committee recommends that the ACT Government ensure that relevant paper based records be wholly handed over to Winnunga Nimmityjah Aboriginal Health and Community

Services so that they have access to 100 per cent of a detainees health record, so that no information can be missing from or missed by them.

EATING DISORDERS

7.58 The Committee enquired into budget initiatives allocated to addressing eating disorders in the ACT. The Minister advised that at the end of 2018 a petition was presented to the Legislative Assembly and subsequently referred to the Standing Committee on Health, Ageing and Community Services. Following the petition, the ACT Government released an eating disorder strategy:

This year the budget brings forward resources to start the implementation of that. It particularly focuses on establishing an eating disorder specialist clinical hub.

One of the things that really came through in the eating disorder strategy was the need to build expertise in our medical community in the ACT, to try to identify those clinicians who have an interest and perhaps create a group of people that someone with an eating disorder can go to. You may recall the terrible story of a former ACT Health staffer who had sought medical help and had been told, "Just go and have a steak and a beer and you'll be right, love." So, clearly, we have got some work to do to educate our own medical community about how to deal with it better.

That is the broad direction of the strategy, and the budget this year starts to make that investment. As you might have seen, the commonwealth government has also, through the election campaign, committed additional funds to supporting eating disorders in the ACT. We have now commenced those conversations with the commonwealth. I am pleased that they have recognised the strategy we have put in place. We will now seek to align those resources to the strategy we are rolling out.⁸⁷⁹

7.59 Noting the 2018 Eating Disorder Strategy, the Committee enquired into short-term initiatives the ACT Government is implementing from the Strategy. The Committee was advised that the ACT Government will initially establish an eating disorder specialist clinical hub and partnership with non-government organisations.⁸⁸⁰

7.60 As the Minister had informed the Committee that the Commonwealth Government had committed capital investment for eating disorder services, the Committee asked if the eating disorder specialist clinical hub would be a physical hub.⁸⁸¹

⁸⁷⁹ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 20 June 2019, pp. 444-445.

⁸⁸⁰ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 20 June 2019, pp. 444-445.

⁸⁸¹ *Proof Transcript of Evidence*, 20 June 2019, p. 445.

7.61 The Minister advised the Committee that the is not intended to be a physical hub. However, he did note that there is a need for a step-up, step-down where the capital investment from the Commonwealth could be used and indicated that:

Our initial thinking is that, with the gap in ACT services, the best place to use the capital infrastructure would be in what might be broadly called a step-up, step-down facility. I do not want to define it too clearly at this point. In thinking about the continuum of need for people with an eating disorder, some will need to go to hospital, but ideally that will be a very small group who are very unwell and need serious medical intervention.

We think the bigger gap is a step back from that point, and that an inpatient facility that is probably more in the step-up, step-down mode will be right. Whether that is where we would then base a whole lot of clinicians or whether it would be more residential in nature is the detailed work that needs to be done. It is not that we need physical space for expertise at this stage. That is my thinking at the moment, but we remain open on that.⁸⁸²

7.62 In addition to availability of treatment in the Territory, the Committee also asked about capturing data on people seeking treatment outside of the ACT. The Committee was informed that the ACT Government is collaborating with the InsideOut Institute in New South Wales (NSW) about NSW admissions, as well as collaborating with NSW Health to determine Canberra admissions. The Committee was subsequently advised that anecdotal evidence suggests that Canberra admissions in NSW are to private hospitals.⁸⁸³

7.63 The Committee noted that data is also not available about those seeking care in private hospitals. However, the Committee was advised that part of the budget commitment to the eating disorder clinical hub, is to obtain better data projections to develop future models of care.⁸⁸⁴

COMMITTEE COMMENT

7.64 The Committee notes that the ACT Government has recently published an eating disorder strategy that outlines goals to be achieved. The Committee also notes that the Commonwealth has invested capital funding for eating disorders.

Recommendation 98

7.65 The Committee recommends that, the ACT Government work with the Commonwealth Government on establishing a centre for eating disorders.

⁸⁸² Minister Rattenbury MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 445.

⁸⁸³ *Proof Transcript of Evidence*, 20 June 2019, p. 446.

⁸⁸⁴ *Proof Transcript of Evidence*, 20 June 2019, p. 446.

Recommendation 99

7.66 The Committee recommends that, the ACT Government, by the last sitting day of 2019, ensure the Minister for Mental Health report to the Legislative Assembly on the progress to establish a centre for eating disorders.

MENTAL HEALTH STAFF

7.67 The Committee noted that there were 129 assaults on mental health staff between January 2017 and June 2018. The Committee subsequently enquired into programs that have been incorporated to enhance nurse safety in mental health wards.⁸⁸⁵

7.68 The Committee was advised that each mental health facility has a strategy in place which is tailored to the patients that are being cared for at the time. A consultancy was also acquired to look at what is best practice both nationally and internationally in the management of occupational violence in health services. The consultation process will result in a strategy that has examined the right environment for patients and staff, the training across all services, information and expectations of consumers, patients and visitors, as well as access to the right risks assessments.⁸⁸⁶

COMMITTEE COMMENT

7.69 The Committee notes that a number of incidences of occupational violence have occurred in mental health services, as well as across health services generally. The Committee also acknowledges that a number of projects have commenced to implement strategies for dealing with and reducing occupational violence in health services.

Recommendation 100

7.70 The Committee recommends that, the ACT Government, by the last sitting day of 2019, ensure the Minister for Health report to the Legislative Assembly about strategies for tackling occupational violence in ACT public health facilities and the progress, in measurable terms, against those strategies.

⁸⁸⁵ *Proof Transcript of Evidence*, 20 June 2019, p. 452.

⁸⁸⁶ *Proof Transcript of Evidence*, 20 June 2019, pp. 453-454.

CANCER SERVICES (1.3)

7.71 CHS provides a range of screening, assessment, diagnostic, treatment and palliative care services. Services are provided in inpatient, outpatient and community settings.⁸⁸⁷

MATTERS CONSIDERED

7.72 Matters considered by the Committee in relation to Cancer Services, included:

- cancer services – clinical research;⁸⁸⁸
- chemotherapy co-payments; and⁸⁸⁹
- acute age care and cancer inpatient – infrastructure.⁸⁹⁰

KEY ISSUES

CLINICAL RESEARCH

- 7.73 The Committee enquired into clinical research regarding cancer that will be undertaken in the coming years. The Committee was advised that the Centre for Health Medical Research within the ACT Health has been involved in several cancer projects. In particular, that Committee was informed that the Centre for Health Medical Research has ministerial interest in the MoST (Molecular Screening and Therapeutics) clinical trials, which is run out of the Garvan Institute and the National Health and Medical Research Council's clinical control centre in Sydney.⁸⁹¹
- 7.74 The Committee was also advised of the palliative care research being led by Professor Chapman within the oncology area. This research is looking at cutting-edge ways of being able to improve how people die with dignity, how to improve their experiences and how to listen to them in terms of the dying process.⁸⁹²
- 7.75 The Committee was also advised that within the John Curtin School of Medical Research, ACT Health has a targeted drug discovery program that is funded jointly, to some degree. This program provides an avenue to look at a single sample from a person and see whether there is a raft of different drugs that may lead to a response.⁸⁹³

⁸⁸⁷ ACT Budget 2018-19, *Budget Statements C, ACT Health Directorate*, p. 41.

⁸⁸⁸ *Proof Transcript of Evidence*, 20 June 2019, pp. 495-497.

⁸⁸⁹ *Proof Transcript of Evidence*, 20 June 2019, p. 498.

⁸⁹⁰ *Proof Transcript of Evidence*, 20 June 2019, p. 498.

⁸⁹¹ *Proof Transcript of Evidence*, 20 June 2019, pp. 496-497.

⁸⁹² *Proof Transcript of Evidence*, 20 June 2019, pp. 496-497.

⁸⁹³ *Proof Transcript of Evidence*, 20 June 2019, p. 497.

7.76 Additionally the Committee was told that a memorandum of understanding has also been signed with the Peter MacCallum Cancer Centre in Melbourne, which allows ACT Health to share expertise and resources between the ACT and Peter MacCallum Cancer Centre. Within the University of Canberra, work has commenced in breast cancer research. Preclinical research into brain cancer has also commenced at the John Curtin School of Medical Research.⁸⁹⁴

7.77 The Committee noted that under the 'investing in medical health and research' budget line, one million has been allocated each year for three years. However, in 2022-23, no money has been allocated. Minister Fitzharris, Minister for Health and Minister for Medical and Health Research (the Minister) informed the Committee that:

That specific one will partly fund the work on the brain cancer mission that we have been involved with, but that particular initiative was an election commitment for \$3 million. At this point we have spread that over three years. As the office establishes itself as we make more progress with ANU and UC in terms of partnerships, we will be looking to what we do in future years. It is establishing a really good system-wide approach to research across the territory. This great research has been outlined, but it is having that more strategic approach that gives us the opportunity to have a more strategic look at all of these things over the next year or so.⁸⁹⁵

7.78 The Committee also enquired into research regarding melanoma. The Committee was informed that the new director of the John Curtin School of Medical Research is one of the leading melanoma researchers in the country, and is most likely to bring his research with him.⁸⁹⁶

SUBACUTE AND COMMUNITY SERVICES (1.4)

7.79 Following illness, injury or surgery, subacute services enable individuals to safely transition to community living. Community based services sees care delivered safely and closely to where people live.⁸⁹⁷

MATTERS CONSIDERED

7.80 Matters considered by the Committee in relation to Subacute and Community Services, included:

⁸⁹⁴ *Proof Transcript of Evidence*, 20 June 2019, p. 497.

⁸⁹⁵ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 20 June 2019, p. 497.

⁸⁹⁶ *Proof Transcript of Evidence*, 20 June 2019, pp. 498-499.

⁸⁹⁷ ACT Budget 2018-19, *Budget Statements C, ACT Health Directorate*, p. 41.

- acute age care and cancer inpatient – infrastructure;⁸⁹⁸
- aged-care services;⁸⁹⁹
- opioid treatment services in Canberra’s northside;⁹⁰⁰and
- dental health;⁹⁰¹

KEY ISSUES

DENTAL HEALTH

7.81 The Committee noted that the dental health accountability indicator is a target of 12 months for the mean waiting time for clients on the dental services waiting list. However, in 2018-19 the target was six months with estimated outcomes of eight months. The Committee sought advice on the increased mean waiting time.⁹⁰²

7.82 The Committee was advised that:

In the dental health program that initial target was set when the national partnership agreement funding came through from the commonwealth. In every other jurisdiction the target has always been 12 months. It was an ACT Health-initiated indicator to have a six-month target time. That was before my time, but historically there was an agreement that, when that indicator was changed from what was accepted nationally, if the national partnership agreement funding decreased then we would revert to the nationally accepted target, which was 12 months.

For a long time we had a target of six months and we were meeting that target for a very long time. When the funding was decreased we petitioned the minister for the dental health program to review the target and bring it in line with every other jurisdiction in the country, which is 12 months.⁹⁰³

7.83 The Committee enquired into the eligibility parameters of the denture program and were informed that applicants require a healthcare consumers card and must be over a certain age to access dentures. The Committee was also advised that dentures are made in house through the dental health program, but there is an external referral scheme as well.⁹⁰⁴

⁸⁹⁸ *Proof Transcript of Evidence*, 20 June 2019, p. 498.

⁸⁹⁹ *Proof Transcript of Evidence*, 20 June 2019, pp. 504-507.

⁹⁰⁰ *Proof Transcript of Evidence*, 20 June 2019, pp. 546-547; *Answer to Question Taken on Notice E19-96*, answered 28 June 2019.

⁹⁰¹ *Proof Transcript of Evidence*, 20 June 2019, pp. 554-555; *Answer to Question Taken on Notice E19-99*, answered 28 June 2019.

⁹⁰² *Proof Transcript of Evidence*, 20 June 2019, p. 554.

⁹⁰³ Mr Wood, *Proof Transcript of Evidence*, 20 June 2019, p. 554.

⁹⁰⁴ *Proof Transcript of Evidence*, 20 June 2019, p. 555.

7.84 In a response to a Question Taken on Notice, the Committee was advised that the denture wait times were 'approximately eight months' for those requiring full upper and lower dentures and 'approximately 12 months' for those requiring partial dentures.⁹⁰⁵

⁹⁰⁵ *Answer to Question Taken on Notice E19-99, answered 28 June 2019.*

8 JUSTICE AND COMMUNITY SAFETY DIRECTORATE

INTRODUCTION

8.1 The ACT 2019-20 Budget Statements D, Justice and Community Safety Directorate (JACS), states that the Directorate:

...seeks to maintain a fair, safe and peaceful community in the ACT where people's rights and interests are respected and protected. This is achieved through the objectives of:

- maintaining the rule of law and the Westminster style of democratic government;
- promoting the protection of human rights in the Territory;
- promoting a restorative approach to justice;
- providing effective offender management and opportunities for rehabilitation;
- protecting and preserving life, property and the environment; and
- providing for effective and cohesive emergency response and management.⁹⁰⁶

8.2 The Committee considered the following Outputs, Output Classes and Statements of Intent:

- Output Class1: Justice Services
 - Output 1.1: Policy Advice and Justice Programs
 - Output1.2: Legal Services to Government
 - Output 1.3: Legislative Drafting and Publishing Services
 - Output 1.4: Public Prosecution
 - Output 1.5: Protection of Rights
- Output Class 2: Corrective Services:
 - Output 2.1: Corrective Services
- Output Class 3: Courts and Tribunal
 - Output 3.1: Courts and Tribunal
- Output Class 4: Emergency Services
 - Output 4.1: Emergency Services
- EBT 1: ACT Policing

⁹⁰⁶ ACT Budget 2019-20, *Budget Statements D, Justice and Community Safety Directorate*, p. 1.

- EBT1: ACT Policing
- JACSD – Statutory Office Holders
 - Director of Public Prosecutions
 - Human Rights Commission
- Statement of Intent:
 - Legal Aid Commission (ACT)
 - Public Trustee and Guardian for the ACT.

POLICY ADVICE AND JUSTICE PROGRAMS (1.1)

- 8.3 Output 1.1, Policy Advice and Justice Programs, includes the provision of high quality policy, legislation, ministerial support and advice to portfolio Ministers, Cabinet and other agencies on justice and community safety matters. It also includes the administration of security coordination and emergency management policy, and innovative justice and crime prevention programs (including the Restorative Justice Program) across government and the community.⁹⁰⁷

MATTERS CONSIDERED

- 8.4 Matters considered by the Committee in relation to Policy Advice and Justice Programs included:
- staffing profile for JACS and associated agencies;⁹⁰⁸ and
 - impact of changes to safer families levy (also discussed under Public Prosecutions, Legal Aid and Safer Families).⁹⁰⁹

KEY ISSUES

IMPACT OF CHANGES TO SAFER FAMILIES LEVY

- 8.5 The Committee noted that the cessation of the safer families levy and asked why it had ceased. They were informed that:

The ceasing of those elements of the safer families funding package was a budget decision this year, to refocus the funding package into new initiatives to address safer families issues. A range of measures have either decreased over this year or are being

⁹⁰⁷ ACT Budget 2019-20, *Budget Statements D, Justice and Community Safety Directorate*, p. 9.

⁹⁰⁸ *Proof Transcript of Evidence*, 25 June 2019, p. 775.

⁹⁰⁹ *Proof Transcript of Evidence*, 25 June 2019, pp. 777-786.

sustained for 2019-20 and will cease after that. It is then a question for government as to how to realign resourcing to be able to, if it chooses to, maintain those programs.⁹¹⁰

- 8.6 The Committee then queried how cutting funding for positions equated to maintaining funding for positions:

As with any budget measure that government might undertake, if there is funding reallocated from one area to another, we follow that.

If there is a position that is not funded but is otherwise a priority to be maintained because a measure has changed, there are adjustments that are made within directorates.⁹¹¹

- 8.7 The Committee then asked for clarification on where this was in the budget papers:

You are saying that there may be redistributions elsewhere in the budget to cover those positions? That is what we are here to do, to address this. In the budget papers, using these figures, there are probably seven or eight positions that I can see being cut. Is the funding coming from elsewhere for that? It is not identified in the budget.⁹¹²

- 8.8 They were advised by the Directorate that:

No, it would not be identified in the budget. How the directorate would deal with the funding envelope with which it is provided by government is not necessarily reflected in budget papers because they talk only about the new initiatives and the changed initiatives. There is a body of work that goes on all the time about trying to adjust your priorities.⁹¹³

- 8.9 In this context the Committee queried the loss of front-line services that would result from ceasing this funding and how this affected personnel in the courts. After some discussion the Committee was advised that 'the reduction in 2019-20 is two FTEs across DPP and courts, and in future years it is 5.5 FTEs.'⁹¹⁴

- 8.10 The Committee noted that the removal of the levy would also affect other elements of the safer families package, including Policing and Legal Aid but were not advised as to how many personnel would be affected in these areas as it was not under the Directorate's ambit. However, the Committee did note in later discussions with Legal Aid there was concern that the '2.5 FTE' involved in providing the front-line domestic violence serve at the courts are not guaranteed from 2020-21⁹¹⁵ and in Policing it was noted in discussions the following day that:

⁹¹⁰ Mr Glenn, *Proof Transcript of Evidence*, 25 June 2019, pp. 777-778.

⁹¹¹ Mr Glenn, *Proof Transcript of Evidence*, 25 June 2019, p. 781.

⁹¹² Mr Hanson MLA, *Proof Transcript of Evidence*, 25 June 2019, p. 781.

⁹¹³ Mr Glenn, *Proof Transcript of Evidence*, 25 June 2019, p. 781.

⁹¹⁴ Ms Cvetkovski, *Proof Transcript of Evidence*, 25 June 2019, p. 785.

⁹¹⁵ *Proof Transcript of Evidence*, 25 June 2019, p. 785; Dr Boersig, *Proof Transcript of Evidence*, 25 June 2019, pp. 804-805.

The stronger police responses to family violence initiative specifically funded some support liaison officers. So it supplemented the family violence unit in ACT Policing to work with people who are considering, or going through the process of, applying for family violence orders.⁹¹⁶

- 8.11 Minister Ramsay, the Attorney-General, went on to explain that one of the reasons personnel could decrease was because after the initial spike in cases there could be a lowering in the number of cases:

It may well be—and it was talked about when the safer families levy was introduced—that with some of the work in the area of domestic and family violence prevention there would be likely to be some form of spike as the initial focus on it occurred. At the moment we are seeing whether, over this period of time, that is indeed a spike, and we can re-profile and redirect the attention of that funding. If not, if it is not a spike and the demand continues, the government will then reconsider how it will look at things in future budgets.⁹¹⁷

- 8.12 The Attorney-General then indicated that specific questions in relation to the collection and distribution of the overall monies for the safer families levy were probably best directed to the Minister for Prevention of Domestic and Family Violence.⁹¹⁸

COMMITTEE COMMENT

- 8.13 The Committee remains concerned about potential loss of front line and support services and associated staff as funding from the Safer Families Levy is withdrawn.

LEGAL SERVICES TO GOVERNMENT (1.2)

- 8.14 Output 1.2, Legal Services to Government, includes the provision of high quality and timely legal advice and representation for the Attorney General and Government.⁹¹⁹

MATTERS CONSIDERED

- 8.15 Matters considered by the Committee in relation to Legal Services to Government included:
- funding decrease for legal services – Solicitor-General;⁹²⁰

⁹¹⁶ Ms Wood, *Proof Transcript of Evidence*, 26 June 2019, p. 951.

⁹¹⁷ Minister Ramsay MLA, *Proof Transcript of Evidence*, 25 June 2019, pp. 783-784.

⁹¹⁸ Mr Ramsay MLA, *Proof Transcript of Evidence*, 25 June 2019, p. 784.

⁹¹⁹ ACT Budget 2019-20, *Budget Statements D, Justice and Community Safety Directorate*, p. 9.

⁹²⁰ *Proof Transcript of Evidence*, 25 June 2019, pp. 796-797.

- cannabis legalisation;⁹²¹ and
- costs of matters involving the ACT before the High Court.⁹²²

KEY ISSUES

CANNABIS LEGISLATION

8.16 The Committee asked a number of questions about the legalisation of cannabis and the potential conflict between ACT and Commonwealth laws.

8.17 The ACT Solicitor-General advised the Committee that:

As you might be aware, I provided some views at the committee hearing in relation to the operation of the proposed cannabis laws. Without reflecting on the advice that I have provided to government, there are a number of complex issues. The fact is that it is complex and there is a potential for conflict with commonwealth laws. The challenge in introducing the legislation is to frame it in such a fashion as to minimise the risk of such a conflict. It is made more difficult by the basis upon which the commonwealth laws are founded and, although not expressed as such, in fact have their constitutional power in international conventions. I addressed that at some length in the committee. The question is whether the ACT laws provide a relevant justification to provide an exemption under the commonwealth criminal laws. That is a matter that may be tested in due course. One cannot provide any certainty about it. All one can do is ensure that the law is framed as effectively as possible and in such a fashion as to reduce the prospect of conflict with commonwealth laws.⁹²³

8.18 He further stated that:

It has also got to be appreciated that, when one looks at it, there are two issues in relation to the operation of the commonwealth law. The first is whether the commonwealth law applies at all, and there is an argument that the ACT law itself operates as an excluding provision. The second is whether the person who is charged has got a reasonable excuse, the reasonable excuse being compliance with the ACT law. If one is looking at legal argument around the operation of the commonwealth law and interaction with the ACT law—those are the two areas where it will operate—that can arise through an attempt by the commonwealth to prosecute.⁹²⁴

⁹²¹ *Proof Transcript of Evidence*, 25 June 2019, pp. 798-801.

⁹²² *Proof Transcript of Evidence*, 25 June 2019, pp. 799-802; *Answer to Question Taken on Notice E19-297*, answered 4 July 2019.

⁹²³ Mr Garrisson, *Proof Transcript of Evidence*, 25 June 2019, pp. 798-799.

⁹²⁴ Mr Garrisson, *Proof Transcript of Evidence*, 25 June 2019, p. 799.

COSTS OF MATTERS INVOLVING THE ACT BEFORE THE HIGH COURT

- 8.19 In the context of the discussion about cannabis legislation the Committee asked about what would occur if a challenge to cannabis legislation were to proceed to the High Court.
- 8.20 The Committee was advised that likely costs in any matter brought before the High Court and or any other matter involving ACT and Commonwealth laws, are not possible to forecast, particularly as the legislation has not been finalised.⁹²⁵

In this instance, depending on how the legislation is framed, depending on the circumstances and how the matter might arise, it may be a relatively straightforward matter and may not take very long at all or it may involve an issue under the constitution, in which case notices have to be given to the other attorneys-general, which means that other jurisdictions may get interested. And that expands the scope of the case, expands its duration.⁹²⁶

- 8.21 As a comparison the Committee asked what it had cost to mount the same-sex marriage legal challenge and in an answer to a Question Taken on Notice it was indicated that:

The ACT Government Solicitor and Solicitor-General provided legal services in relation to the litigation before the High Court. Existing resources were deployed for those activities. The cost of services provided by external Counsel engaged by the ACT Government Solicitor was \$112,883.74. The Territory also paid the Commonwealth's legal costs of \$500,000.00.⁹²⁷

LEGISLATIVE DRAFTING AND PUBLISHING SERVICES (1.3)

- 8.22 Output 1.3, Legislative Drafting and Publishing Services, includes the provision high quality and timely legislative drafting and publishing services for ACT legislation and maintenance of the ACT legislation register.⁹²⁸

MATTERS CONSIDERED

- 8.23 Matters considered by the Committee in relation to Legislative Drafting and Publishing Services included:

⁹²⁵ Mr Garrisson, *Proof Transcript of Evidence*, 25 June 2019, pp. 800-801.

⁹²⁶ Mr Garrisson, *Proof Transcript of Evidence*, 25 June 2019, p. 801.

⁹²⁷ *Answer to Question Taken on Notice E19- 297*, answered 4 July 2019.

⁹²⁸ ACT Budget 2019-20, *Budget Statements D, Justice and Community Safety Directorate*, p. 10.

- increase in funding to support legislation register.⁹²⁹

KEY ISSUES

INCREASE IN FUNDING TO SUPPORT LEGISLATION REGISTER

- 8.24 The Committee asked the Directorate about the increase in funding for legislation and drafting services and were advised that:

The increase in funding relates to the higher depreciation of around \$339,000 for the ACT legislation register. There is a component for wage parameters, which is a normal technical adjustment every budget, Remuneration Tribunal increases for executives, and other net adjustments such as indexation.⁹³⁰

- 8.25 The Committee was further informed that the practical use of the funding is to 'provide the ongoing legislative drafting services to government and MLAs'⁹³¹ and that as the new legislation register comes on line 'the depreciation starts to come on to the balance sheets.'⁹³²

PUBLIC PROSECUTION (1.4)

- 8.26 Output 1.4, Public Prosecution, includes the prosecution of summary and indictable matters, at first instance and on appeal, provision assistance to the Coroner, and provision of witness assistance services.⁹³³

MATTERS CONSIDERED

- 8.27 Matters considered by the Committee in relation to Public Prosecution included:
- cessation of funding for implementation of law reform commission reports on family violence (also discussed under Policy Advice and Justice Programs, Legal Aid and Safer Families);⁹³⁴
 - funding to enable Courts to provide access to justice (safer families) for non-English speakers (also discussed under Policy Advice and Justice Programs, Legal Aid and Safer Families);⁹³⁵

⁹²⁹ *Proof Transcript of Evidence*, 25 June 2019, pp. 797-8.

⁹³⁰ Ms Cvetkovski, *Proof Transcript of Evidence*, 25 June 2019, p. 797.

⁹³¹ Ms Toohey, *Proof Transcript of Evidence*, 25 June 2019, p. 798.

⁹³² Mr Glenn, *Proof Transcript of Evidence*, 25 June 2019, p. 798.

⁹³³ ACT Budget 2019-20, *Budget Statements D, Justice and Community Safety Directorate*, p. 10.

⁹³⁴ *Proof Transcript of Evidence*, 25 June 2019, pp. 777-779.

⁹³⁵ *Proof Transcript of Evidence*, 25 June 2019, pp. 779-86.

- reclassification of grants for legal assistance services;⁹³⁶and
- support for vulnerable witnesses – intermediary schemes.⁹³⁷

KEY ISSUES

CESSATION OF FUNDING FOR IMPLEMENTATION OF LAW REFORM COMMISSION REPORTS ON FAMILY VIOLENCE

8.28 The Committee queried the cessation of funding and the loss of personnel under the Safer-Families – implementation of the joint Australian Law Reform Commission and New South Wales Law Reform Commission report on family violence, and were informed that it ‘was funding to employ additional staff to be involved in case management of the protection orders’⁹³⁸ and the funding is to cease from 2021 with a reduction of one staff member to occur in 2019-20.⁹³⁹

8.29 Further to this the Committee was informed that these positions included three staff, ‘a registrar, a registry officer, and a person to work within the IT team to look at the case management system but also to look at other online resources in that area.’⁹⁴⁰

8.30 The Committee was also informed that:

The main role of the registrar, under the funding, was to deal with interim orders applications. The usual process is that we have conferencing offices if we cannot get agreement between the parties as to arrangements to be made for a protection order. Then it goes before the registrar to make an interim order. If the party is not happy with the ruling made by the registrar, it can be reviewed up to a magistrate.⁹⁴¹

8.31 The Committee was also told that, in combination with legislative changes the work undertaken by these three personnel helped get things resolved at a lower level and helped deal with the steady increase of work:

‘There is greater awareness of protection orders and the issues around family violence throughout the community and it was to deal with that workload.’⁹⁴²

8.32 The Directorate responded that:

⁹³⁶ *Proof Transcript of Evidence*, 25 June 2019, p. 790.

⁹³⁷ *Proof Transcript of Evidence*, 25 June 2019, pp. 791-793.

⁹³⁸ Ms Williams, *Proof Transcript of Evidence*, 25 June 2019, p. 777.

⁹³⁹ Mr Kellow, *Proof Transcript of Evidence*, 25 June 2019, pp. 778-779.

⁹⁴⁰ Mr Kellow, *Proof Transcript of Evidence*, 25 June 2019, p. 778.

⁹⁴¹ Mr Kellow, *Proof Transcript of Evidence*, 25 June 2019, p. 778.

⁹⁴² Mr Kellow, *Proof Transcript of Evidence*, 25 June 2019, p. 778.

The funding will cease from 2021. The government has not taken a decision to cease the program or to not continue that process.⁹⁴³

SUPPORT FOR VULNERABLE WITNESSES – INTERMEDIARY SCHEMES

8.33 In the context of the Royal Commission into Institutional Response to Child Sexual Abuse the Committee asked the about the improved support for vulnerable witnesses. The Attorney-General indicated:

That is primarily relating to the intermediary scheme. Obviously, there are a large number of matters that have come out of the Royal Commission into Institutional Responses to Child Sexual Abuse. There were 307 recommendations that fell within the responsibility of the states and territories. We have endorsed, in principle, following through on all of those. A number of those are in areas of health and education, to make sure an appropriate culture is set. There are also a number of matters that sit within the criminal justice responsibility.

We have legislated in a number of areas for those already. But in terms of the intermediary scheme, the work relates to vulnerable witnesses—in this particular circumstance, survivors of child sexual abuse. Obviously, a court appearance or a criminal justice appearance with the police, prosecution and all the way through to the court can be a particularly traumatic time. It can be at times a re-traumatising time.

One of the important things that have come out of the royal commission work is to make sure that when we are dealing with survivors we are doing so in a way that is tailored to their experience, knowing that people remember circumstances differently. They hear questions differently. They may use different language around matters. So it is important to try to make sure that the communication is aided and they are not asked to squeeze into, effectively, a criminal justice system that operates in its own way. Ms Greenland can probably fill that out further. But the intermediary scheme is about communications experts, to enable those people’s testimony, information or evidence to be heard.⁹⁴⁴

8.34 The Directorate continued indicating that:

As the attorney has mentioned, the Royal Commission into Institutional Responses to Child Sexual Abuse acknowledged that there was a real need to support vulnerable witnesses, and children in particular, in the way that they are able to give their best evidence. That is whether they are interacting with police and giving witness statements or in appearances in court.

The commission certainly looked quite closely at evidence from overseas and other jurisdictions in Australia that have implemented intermediary schemes. It pointed to

⁹⁴³ Mr Glenn, *Proof Transcript of Evidence*, 25 June 2019, p. 778

⁹⁴⁴ Minister Ramsay MLA, *Proof Transcript of Evidence*, 25 June 2019, pp. 790-791.

the benefit that has to achieving access to justice. It is achieved by allowing people to give their best evidence.

The initiative that is in the budget is going to allow for an intermediary scheme to commence at the beginning of next year. It will be located in the Victims of Crime Commissioner's office. That will be where it will be administered. Work has already commenced to recruit, train and have intermediaries available to be working from the beginning of next year in supporting children who are witnesses in child sexual abuse matters and also witnesses in homicide matters who are children.⁹⁴⁵

8.35 When asked how the funding helps police investigate child abuse the Directorate indicated that:

It will support police, when they are taking witness statements, to get the best evidence from child witnesses. There is allocation within the budget for work to be undertaken with ACT Policing. It will enable them to understand how to ask questions in a way which, as I say, gets the best evidence from children. The evidence from the royal commission was that the statements that are provided by witnesses, if they are not able to communicate coherently and clearly, can have a significant impact on the prospect of a conviction and prosecution.⁹⁴⁶

8.36 In response to the evidence behind such schemes the Committee was also told that such schemes have been operating in the UK for many years and that:

There has also been work undertaken and schemes in place in New South Wales and Victoria. There have been evaluations of those schemes. They have been very positive in terms of both the outcomes for the witnesses themselves and to some extent also the outcomes for the justice system in terms of providing a path through the justice system that allows for clear evidence to be given.

My understanding is that, certainly in New South Wales, even from the point of view of defence lawyers, they could see benefits in this too for the clarity of evidence that witnesses were able to give, and assisting in some respects to manage how they prepare their cases for their defendants.⁹⁴⁷

8.37 The Attorney-General also stated:

The crimes commissioner held a forum on intermediaries here last year. It was on the concept of the scheme. We were privileged to have one of the judicial officers who works most closely with that in New South Wales come down and talk that through. I think that was quite a striking experience for all of those people who were here,

⁹⁴⁵ Ms Greenland, *Proof Transcript of Evidence*, 25 June 2019, p. 791.

⁹⁴⁶ Ms Greenland, *Proof Transcript of Evidence*, 25 June 2019, p. 792.

⁹⁴⁷ Ms Greenland, *Proof Transcript of Evidence*, 25 June 2019, p. 793.

hearing the impact of how it was working not only in the court system but, most importantly, for those vulnerable witnesses. It was quite powerful.⁹⁴⁸

8.38 When asked if the processes will be trialled for other vulnerable witnesses the Directorate indicated that:

Yes, certainly, the intention is to start with child witnesses in sexual abuse matters and witnesses to homicide. But there is also the scope, potentially, to expand this to a range of other vulnerable witnesses. We will be looking fairly closely initially at what the demand is for services for that group, but there is the potential then to expand to other vulnerable witnesses, which could include adult witnesses with communication difficulties, for example.⁹⁴⁹

PROTECTION OF RIGHTS (1.5)

8.39 Output 1.5, Protection of Rights, is the provision of advocacy, complaints handling, advice, community awareness raising and other services in connection with the promotion and protection of rights especially for vulnerable members of society, through services provided by the ACT Human Rights Commission, including the Public Advocate of the ACT and Victim Support ACT. This output also includes services provided by the Privacy Commissioner.⁹⁵⁰

MATTERS CONSIDERED

8.40 Matters considered by the Committee in relation to Protection of Rights included:

- Victims of Crime Commissioner and Victims of Crime Charter of Rights (VOCCR),⁹⁵¹ and
- Privacy Commissioner's role and activities.⁹⁵²

KEY ISSUES

VICTIMS OF CRIME CHARTER OF RIGHTS

8.41 The Committee sought advice from Minister Rattenbury, Minister for Justice, Consumer Affairs and Road Safety (the Minister), on the current status of the Victims of Crime Charter of Rights (VOCCR). The Minister advised the Committee:

⁹⁴⁸ Minister Ramsay MLA, *Proof Transcript of Evidence*, 25 June 2019, p. 793.

⁹⁴⁹ Ms Greenland, *Proof Transcript of Evidence*, 25 June 2019, p. 793.

⁹⁵⁰ ACT Budget 2019-20, *Budget Statements D, Justice and Community Safety Directorate*, p. 10.

⁹⁵¹ *Proof Transcript of Evidence*, 25 June 2019, pp. 878-879.

⁹⁵² *Proof Transcript of Evidence*, 25 June 2019, pp. 879-890.

There has been a very active process of engagement with a range of community stakeholders, being led by the Victims of Crime Commissioner. For me, it has been really important to make sure that victims have a real say in how that charter is designed, what their expectations of it are and where they think things can be improved.⁹⁵³

8.42 The Minister continued:

.. as to your second question, yes, we would anticipate, subject to decision by government, that there would be legislation associated with the victims charter. At the moment there are governing principles for the treatment of victims of crime in the Victims of Crime Act. Those governing principles would be changed to accommodate the new descriptors in the victims charter. By way of timing, I would expect the charter to be coming for decision from government potentially later this year, with a view to having implementation in 2020.⁹⁵⁴

COMMITTEE COMMENT

8.43 The Committee notes that this matter was also raised in last year's Estimates report.

Recommendation 101

8.44 The Committee recommends that the ACT Government ensure that, with the Human Rights Commission, a program for public consultation and input to the Victims of Crime Charter of Rights be fully developed and publicly promoted to ensure that the community (especially victims and those affected by crime) are given the best opportunity to make an input into the drafting of the final version of the Victims of Crime Charter of Rights.

CORRECTIVE SERVICES (2.1)

8.45 Output 2.1, Corrective Services, provides safe and secure custody for detainees with a strong focus on the delivery of rehabilitative, educational and vocational programs, effectively managing un-sentenced offenders and community based corrections programs, and providing advice and services to the ACT justice system.⁹⁵⁵

⁹⁵³ Minister Rattenbury, MLA, *Proof Transcript of Evidence*, 25 June 2019, p. 878

⁹⁵⁴ Minister Rattenbury, MLA, *Proof Transcript of Evidence*, 25 June 2019, p. 878.

⁹⁵⁵ ACT Budget 2019-20, *Budget Statements D, Justice and Community Safety Directorate*, p. 11.

MATTERS CONSIDERED

8.46 Matters considered by the Committee in relation to Corrective Services included:

- dress codes;⁹⁵⁶
- climate change strategies for Corrective Services;⁹⁵⁷
- works to outdoor areas allowing access by female inmates;⁹⁵⁸
- access by female detainees at Alexander Maconochie Centre (AMC) to restricted area;⁹⁵⁹
- ACT bail support program;⁹⁶⁰
- new Reintegration Centre (RC);⁹⁶¹
- disability strategy in ACT Corrective services;⁹⁶²
- issues raised by female inmates of AMC;⁹⁶³
- approach to hunger strikes;⁹⁶⁴
- record and incidence of assaults on guards;⁹⁶⁵
- emergency response planning and strategy;⁹⁶⁶ and
- role and performance of intelligence unit.⁹⁶⁷

KEY ISSUES

WORKS TO OUTDOOR AREAS ALLOWING ACCESS BY FEMALE INMATES;

8.47 The Committee sought advice in relation to the nature and effect of works to outdoor areas at Alexander Maconochie Centre (AMC), and was informed that:

The works that were undertaken have been completed. We have recently undertaken further works to ensure security in the female detainees area, but the works we committed to doing have been completed.⁹⁶⁸

8.48 They were also informed that:

⁹⁵⁶ *Proof Transcript of evidence*, 25 June 2019, pp. 857-858.

⁹⁵⁷ *Proof Transcript of evidence*, 25 June 2019, pp. 858-859.

⁹⁵⁸ *Proof Transcript of evidence*, 25 June 2019, p. 859.

⁹⁵⁹ *Proof Transcript of evidence*, 25 June 2019, pp. 859-862.

⁹⁶⁰ *Proof Transcript of evidence*, 25 June 2019, p. 862.

⁹⁶¹ *Proof Transcript of evidence*, 25 June 2019, pp. 862-65; *Answer to Question Taken on Notice E19-315*, answered 3 July 2019.

⁹⁶² *Proof Transcript of evidence*, 25 June 2019, pp. 866-7.

⁹⁶³ *Proof Transcript of evidence*, 25 June 2019, pp. 867-8.

⁹⁶⁴ *Proof Transcript of evidence*, 25 June 2019, pp. 868-9.

⁹⁶⁵ *Proof Transcript of evidence*, 25 June 2019, pp. 870-1.

⁹⁶⁶ *Proof Transcript of evidence*, 25 June 2019, pp. 871-2.

⁹⁶⁷ *Proof Transcript of evidence*, 25 June 2019, pp. 872-3.

⁹⁶⁸ Mr Peach, *Proof Transcript of evidence*, 25 June 2019, p. 859.

The exercise areas are accessible at the end of the unit all day. The area outside of the unit, which is the green area, at this moment in time they are getting access to that three hours per day.⁹⁶⁹

ACCESS BY FEMALE DETAINEES AT AMC TO RESTRICTED AREA.

8.49 As a result of apparently ineffective uncertain physical access barriers, the Committee was advised of the circumstances surrounding access by three female inmates to the male area of the AMC. The exchange between the committee and officials is quoted below:

Mr Peach: On 29 April three female detainees did access a restricted area. They did not access the remand area of the prison; they accessed what we would consider an out-of-bounds area between the two different units.

MRS JONES: It has been stated to me that two of those three came back fairly quickly and that one of them did not; is that correct?

Mr Peach: It is correct, yes.

MRS JONES: And during the period when the other detainee was out she allegedly engaged in sexual activity with one of the male detainees; is that correct?

Mr Peach: We have information that a male and a female detainee came into contact. We have nothing to support the allegation that there was sexual activity between the two. Both detainees have been interviewed and both have refuted the claim that there was any sexual activity. We are currently finalising an internal management review of the incident to ascertain how the incident occurred and what we can do to prevent this from happening into the future.

MRS JONES: While the detainees were in contact with each other, was there any period of time where they were not in view of security cameras?

Mr Peach: They were not in view of the cameras for a period of approximately 14 minutes.

MRS JONES: Since this issue, has a lock been put on the gate to the exercise area? Was it unlocked, or was there no lock?

Mr Peach: The fence that we are talking about that the ladies scaled was nothing more than a demarcation fence.

MRS JONES: They scaled it?

Mr Peach: Yes. It was a pool fence, for want of better words.

MRS JONES: A little fence.

Mr Peach: Yes. It was purely there as a mark to stop them from accessing the area. It was never intended as a management fence. Previously they had been accessing the

⁹⁶⁹ Mr Peach, *Proof Transcript of evidence*, 25 June 2019, p. 859.

area unsupervised. Since then, obviously, we do not allow the ladies out into the area unsupervised.⁹⁷⁰

- 8.50 The Committee was also told that management of AMC and Corrective Services are conducting a detailed inquiry and investigation of the circumstances and possible outcomes of any such contact, and the need to remedy problems suggested by the incident, including the placement of adequate barrier fencing, and CCTV with proper coverage.⁹⁷¹

COMMITTEE COMMENT

- 8.51 The Committee considers the situation and incident described to it during the hearings with Corrective Services raised two importance concerns: the need for proper fencing and barriers at AMC and the need to ensure that CCTV is adequately placed to ensure proper coverage of blind spots.

Recommendation 102

- 8.52 The Committee recommends that the ACT Government ensure a review is conducted by ACT Corrective Services of fencing and barriers at the Alexander Maconochie Centre to ensure compounds are safe and secure.**

Recommendation 103

- 8.53 The Committee recommends that the ACT Government ensure that provision of Closed Circuit Television cameras inside the Alexander Maconochie Centre is reviewed to identify how to ensure reduction of the current number of blind spots in the Alexander Maconochie Centre.**

NEW REINTEGRATION CENTRE

- 8.54 The Committee sought advice on the new Reintegration Centre (RC) at AMC, and was advised by Minister Rattenbury, Minister for Corrections and Justice Health (the Minister), that the RC had the following planned features:

To go to the big picture, over the last couple of years we undertook a feasibility study on future accommodation needs at the AMC. As I have said publicly and as we spoke about in question time recently, through that the government made an explicit

⁹⁷⁰ *Proof Transcript of Evidence*, 25 June 2019, pp. 859-60.

⁹⁷¹ *Proof Transcript of Evidence*, 25 June 2019, pp. 859-61.

decision not to expand the high security element of the AMC but instead to put a greater emphasis on justice reinvestment.

However, given how little spare capacity we have at the AMC but also the fact that at the moment everybody at the AMC is in a high security jail, we took the decision to commission the reintegration centre as an essentially low security facility. It is outside the wire. It will be built, if you know the site at all, where the transitional release centre is. It will be built in that part of the jail.⁹⁷²

8.55 The Minister also indicated that:

It will be 80 additional beds. We are about to commence more detailed design work whereby we will be engaging with a series of our stakeholders in workshops to talk through issues of both design and operational questions to maximise the impact of that new facility.⁹⁷³

8.56 The Committee noted the RC is costed at \$35 million at present and Corrective Services further clarified that:

The \$35 million is actually the projected build cost. As you will be aware, we have received approximately \$990,000 for the planning stage. The \$35 million is the projected build cost.⁹⁷⁴

8.57 They were also informed that the RC would include:

... an additional four units, some ancillary buildings to support the services that we will be providing, new accommodation for administration workers there and also some refinements to the gate area there.⁹⁷⁵

8.58 When asked who would use it the Committee was informed by the Minister that:

Our anticipation is that quite a few of the occupants of the new buildings would come from within the existing AMC. We have a significant cohort of people who could well be classified as minimum security, who are either towards the end of their sentence or are at a point where the reintegration centre will work for them. Each person will be individually risk-assessed. We anticipate that a significant cohort would come from within the AMC.⁹⁷⁶

⁹⁷² Minister Rattenbury MLA, *Proof Transcript of Evidence*, 25 June 2019, p. 862.

⁹⁷³ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 25 June 2019, p. 862.

⁹⁷⁴ Mr Peach, *Proof Transcript of Evidence*, 25 June 2019, p. 863.

⁹⁷⁵ Mr Peach, *Proof Transcript of Evidence*, 25 June 2019, p. 863.

⁹⁷⁶ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 25 June 2019, p. 863.

COMMITTEE COMMENT

8.59 The Committee considers that, at this planning stage, the RC should continue, given the proposed functions it will fulfil in ACT corrective services administration. It is important, however, that the Legislative Assembly be kept updated on its progress.

Recommendation 104

8.60 The Committee recommends that the ACT Government, through the Minister, provide an update to the Legislative Assembly by the final sitting of 2019, on when and how the new Reintegration Centre is to operate in a location outside the perimeter of the Alexander Maconochie Centre.

COURTS AND TRIBUNALS (3.1)

8.61 Output 3.1, Courts and Tribunal, provides high quality support to judicial officers and tribunal members in the ACT Courts and Tribunal and high quality services to the public using the courts and tribunal.⁹⁷⁷

8.62 The Committee heard evidence that outlined reasons for estimating and publishing timelines for determination of matters before ACT courts involving the following matters:

- ACT Civil and Administrative Appeals Tribunal (ACAT) workloads and budget following 2016 review and changes;⁹⁷⁸
- ACAT responsibilities for Compulsory Third Party (CTP) scheme matters;⁹⁷⁹
- funding and administrative arrangements for the ACT Drug and Alcohol Court;⁹⁸⁰
- time taken by ACT Courts to determine matters;⁹⁸¹
- savings - new courts public-private partnership (new courts);⁹⁸² and
- new court buildings.⁹⁸³

⁹⁷⁷ ACT Budget 2019-20, *Budget Statements D, Justice and Community Safety Directorate*, p. 11.

⁹⁷⁸ *Proof Transcript of Evidence*, 25 June 2019, pp. 775-776.

⁹⁷⁹ *Proof Transcript of Evidence*, 25 June 2019, pp. 776-777.

⁹⁸⁰ *Proof Transcript of Evidence*, 25 June 2019, pp. 786-90.

⁹⁸¹ *Proof Transcript of Evidence*, 25 June 2019, pp. 793-95.

⁹⁸² *Proof Transcript of Evidence*, 25 June 2019, p. 795.

⁹⁸³ *Proof Transcript of Evidence*, 25 June 2019, pp. 795.-796

KEY ISSUES

ACT CIVIL AND ADMINISTRATIVE APPEALS TRIBUNAL (ACAT) WORKLOADS AND BUDGET FOLLOWING 2016 REVIEW AND CHANGES

8.63 The Committee asked for advice on the extent of any impacts that resulted from the change to limits on civil disputes (\$10,000 to \$25,000) in 2016, including any consequent change to ACAT workloads and budgets.

8.64 In response, the committee was advised that;

There has been an increase in the work of ACAT, but I think the increased jurisdiction really provided the tribunal with an opportunity to revisit some of its procedures, in particular to have a more nuanced approach to the proportionate management of matters. The tribunal introduced different tiers of managing but with an emphasis on alternative dispute resolution and conferencing at an early stage. We are trying to resolve matters by agreement or to at least focus the particular issues in dispute before they go before a member. It has led to an increase in work, but equally it has been matched by us being a bit clever about how those matters are dealt with.⁹⁸⁴

8.65 When the Committee raised concerns that the necessary resources had not been provided, they were advised that the changes:

...coincided with the restructure, as you have alluded to. The tribunal now has a body of full-time members which provide the president with some flexibility to manage the work—particular members who have been assigned broad responsibility for different areas of jurisdiction. And of course we have a pool of sessional members whom we can bring in as required. We are just going through a large number of those members whose current appointments are coming to an end. We are going through a process of renewal, in consultation with government about the make-up of the tribunal into the future.⁹⁸⁵

ACAT RESPONSIBILITIES FOR COMPULSORY THIRD PARTY (CTP) MATTERS

8.66 The Committee asked for advice on the changes that will be necessary in ACAT following passage of legislation to establish a new compulsory third party (CTP) insurance scheme in the ACT; a change which will mean a considerable workload increase - in the long term – for ACAT as the tribunal responsible for CTP litigation. The Committee was advised that:

From the midyear review we were given some funding to engage a legal officer to start working through the processes with the president. We also have some money to look

⁹⁸⁴ Mr Kellow, *Proof Transcript of Evidence*, 25 June 2019, p. 776.

⁹⁸⁵ Mr Kellow, *Proof Transcript of Evidence*, 25 June 2019, p. 776.

at what enhancements may need to be made to the case management system to support that new jurisdiction. There was a fair bit of movement with the legislation as it was being developed, and then through the Assembly, so while we were watching closely the real work has only really started in the last four weeks. We have someone now working through that.

While ultimately it is a matter for the president as to how the business will be managed, it is my expectation that we will follow what we have done in the civil area—to have heavy use of conferencing and triaging to assess which matters may be able to be resolved quickly, preferably through some sort of alternative dispute resolution mechanism, through to those which may require a hearing before a member.

We need to work through the legislation. There are different limits on the evidence that can be considered. There are some areas of the jurisdiction where the tribunal is really reviewing that same material that was reviewed by the insurer and their internal review processes. There will be some new evidence, so we need to work through what guidance we can give to applicants coming to the tribunal in terms of what material they need to present and to make clear the parameters around that review process.⁹⁸⁶

8.67 In the context of ACAT's workload the Committee asked about the capacity of ACAT to deal with CTP matters involving medical treatments in a timely manner and were informed that:

We have a number of areas within ACAT which are time sensitive and the president is well aware of those. We will get that greater knowledge as we work through the legislation, but we are very conscious of the need to have matters resolved quickly. That is why we are looking at the use of alternative dispute resolution and other mechanisms that can try and streamline that process.⁹⁸⁷

8.68 The Attorney-General also indicated that:

There is \$4.3 million in this year's budget to help deliver the changes to the motor accident insurance scheme, specifically in the area of ACAT. I met with the president of ACAT recently, who is working on the appropriate way of recruiting new members to ACAT. A number of presidential members have terms that expire soon, so there is a process. I have been speaking to the president about making sure that ACAT is well resourced for those new changes.⁹⁸⁸

8.69 In response to additional concerns from the Committee that 'the insurance companies would effectively be represented because their employees would be sufficiently qualified and

⁹⁸⁶ Mr Kellow, *Proof Transcript of Evidence*, 25 June 2019, p. 776.

⁹⁸⁷ Mr Kellow, *Proof Transcript of Evidence*, 25 June 2019, p. 777.

⁹⁸⁸ Minister Ramsay, *Proof Transcript of Evidence*, 25 June 2019, pp. 776-777.

therefore this would make it very unfair for the normal person' who is not represented⁹⁸⁹ the Committee was informed:

There is always debate about the role of representation within tribunals—and courts for that matter. Ultimately the tribunal has very broad powers and discretions to try and achieve the best outcome for the applicants and the respondents. Information will be provided to help guide people through and the registrars will make sure people understand the role of the tribunal and the sorts of material it can consider.

For a lot of the matters it will be relatively straightforward. Some may have greater complexity. There are always different views as to the point that legal or other representation assists that process. We are keen to have a process which is quick and fair, particularly in those matters which are time sensitive, where they relate to treatment options and so on.⁹⁹⁰

COMMITTEE COMMENT

- 8.70 The Committee is conscious that the introduction of a new and quite different scheme of CTP insurance coverage in the ACT, including new avenues for any resolution of claims in the courts, means that the tribunal involved (in this case ACAT) requires a high degree of realistic planning and funding to ensure matters are satisfactorily dealt with.

Recommendation 105

8.71 The Committee recommends that the ACT Government review the resourcing needs of ACT Civil and Administrative Appeals Tribunal in 2020, in light of Compulsory Third Party insurance changes and the increased demand on ACT Civil and Administrative Appeals Tribunal resources.

TIME TAKEN BY ACT COURTS TO DETERMINE MATTERS

- 8.72 The Committee sought advice on what appeared - at 12 months - to be longer than reasonable time estimates for the determination of cases in the courts of the ACT.
- 8.73 The Committee was advised that:

The 12 months is really picked up from the international framework of court excellence, which draws upon all of the jurisdictions here; it has members from the United States, the United Kingdom and the Singapore courts and so on. Other courts use slightly different parameters. The Federal Court of Australia uses 18 months as its benchmark.

⁹⁸⁹ Ms Le Couteur MLA, *Proof Transcript of Evidence*, 25 June 2019, p. 777.

⁹⁹⁰ Mr Kellow, *Proof Transcript of Evidence*, 25 June 2019, p. 777.

The important thing is to see how quickly matters are progressing. As the statistics show, the bulk of the matters are being done within that 12 months. It depends very much on the nature of the matters. Things can ebb and flow in terms of complexity. It has been noted before that the criminal work of the Supreme Court in recent years has become far more complicated than it used to be, with the nature of the offences—homicides, serious assaults and so on.

It is about trying to put forward a measure. If we were achieving well over 100 per cent for 12 months, it would suggest there is a lot of stretch in 12 months and we would want to try to set a more ambitious target. But it is really to give some indication about timeliness in 12 months, which seems to be the accepted standard in most jurisdictions at the moment.⁹⁹¹

8.74 The Committee was also informed that this was the first year that the indicators had been in place and indicated that:

The Chief Justice was keen to set the targets for the Supreme Court with a fair bit of stretch. The actual information that I had given her, for example, for the civil was 55 per cent of matters being resolved in 12 months. That was as at 2016-17. To be frank, I was a bit nervous when she said 85 per cent, but it is the stretch that she wanted to put in; so we are working hard to move towards that

As is the case with all indicators and accountability matters in the budget papers and annual reports, we do review them to make sure they are real, that they are useful and that they indicate how the courts and tribunal are travelling. Where appropriate, we revise those indicators. We will have a couple of years tracking against the current targets, but we would certainly be keen to review that to see how we are going and to make sure they have some meaning—that there is some sort of benchmark that we are measuring against.⁹⁹²

8.75 The Attorney-General also informed the Committee that the aim of legal administration, with regard to time taken to resolve legal cases, includes the use in the ACT of such methods and approaches as criminal case conferencing:

Again, with the criminal case conferencing, obviously, not only is there a time saving that comes through that but there is a significant flow-on resourcing impact, a savings impact, for example, with the DPP and others. Obviously, if you are not needing to move to anywhere near the same number of trials, that frees up prosecutorial, or in other cases defence, resources to be able to move through. It becomes de facto budget savings or at least enables a reallocation of resources and takes some significant pressures off the DPP and others. The marked steps up that have happened in the last

⁹⁹¹ Mr Kellow, *Proof Transcript of Evidence*, 25 June 2019, p. 793.

⁹⁹² Mr Kellow, *Proof Transcript of Evidence*, 25 June 2019, pp. 794-795.

few years and the efficiency of the courts have had a great impact on the courts themselves; also, there have been those flow-on effects in other areas.⁹⁹³

COMMITTEE COMMENT

8.76 The Committee is aware of community concerns, often echoed by the profession, that matters coming before the ACT courts should be resolved more quickly than they are, and notes that setting timelines for resolution of matters can lend support to the view that such timelines as 12 months simply become the accepted norm and are taken up as performance goals.

8.77 The committee considers this matter should continue to be a focus for Government.

Recommendation 106

8.78 The Committee recommends that the ACT Government continue to work to reduce the delays in determining ACT court proceedings.

NEW COURTS BUILDING

8.79 The committee discussed the progress in stage 2 of the new courts building project, and its likely completion date.

8.80 Advice received by the Committee was that:

Stage 2 commenced once we moved into stage 1 in October last year. It is progressing well. It will be completed in three component parts, the first of which will be in a week or two. That is the transfer of the existing custody operations from under the Magistrates Court into part of the new custody environment in the base of the old Supreme Court building. The second completion event is the whole of the heritage building being refurbished, which includes the drug and alcohol court and the additional non-jury court. The third part is the reconfiguration of the space that custody will vacate under the Magistrates Court.⁹⁹⁴

8.81 It was also indicated that:

The progress at the moment is tracking in accordance with the contractor's program, which has the completion of the heritage building refurb in October-November and the total completion of stage 2 works by the end of the calendar year.⁹⁹⁵

⁹⁹³ Minister Ramsay, MLA, *Proof Transcript of Evidence*, 25 June 2019, p. 795.

⁹⁹⁴ Mr Esau, *Proof Transcript of Evidence*, 25 June 2019, p. 796.

⁹⁹⁵ Mr Esau, *Proof Transcript of Evidence*, 25 June 2019, p. 796.

COMMITTEE COMMENT

- 8.82 Estimates committees have commented on the delayed progress to completion of the new Courts building in previous Budget years. The Committee, while welcoming the advice set out above, regards the completion of this important project as a matter to be pursued.

Recommendation 107

- 8.83 The Committee recommends that the ACT Government, bearing in mind the ongoing delay in completing the new courts building, prepare a revised and updated timeline on the project, to be provided to the Legislative Assembly at least once each quarter until the project is completed.**

EMERGENCY SERVICES (4.1)

- 8.84 Output 4.1, Emergency Services, provides the following:
- Prevention and Mitigation: Measures taken in advance of an emergency aimed at decreasing or eliminating its impact on the community and the environment.
 - Preparedness: Measures to ensure that, should an emergency occur, communities, resources and services are capable of responding to and coping with the effects.
 - Response: Strategies and services to control, limit or modify an emergency to reduce its consequences.
 - Recovery: Strategies and services to return the ACT Emergency Services Agency to a state of preparedness after emergency situations and to assist with community recovery.⁹⁹⁶

MATTERS CONSIDERED

- 8.85 Matters considered by the Committee in relation to Emergency Services included:
- roles for new firefighters and number of firefighters;⁹⁹⁷
 - figures on possible retirements for fire service;⁹⁹⁸
 - new appointments to the ambulance service;⁹⁹⁹

⁹⁹⁶ ACT Budget 2019-20, *Budget Statements D, Justice and Community Safety Directorate*, p. 12.

⁹⁹⁷ *Proof Transcript of Evidence*, 25 June 2019, pp. 826-827.

⁹⁹⁸ *Proof Transcript of Evidence*, 25 June 2019, pp. 827-829; *Answer to Question Taken on Notice E19-222*, answered 5 July 2019.

⁹⁹⁹ *Proof Transcript of Evidence*, 25 June 2019, pp. 828-829, *Answer to Question Taken on Notice E19-306*, answered 5 July 2019.

- ambulance levies;¹⁰⁰⁰
- ambulance response times;¹⁰⁰¹
- prioritisation of ambulance responses;¹⁰⁰²
- ambulance crewing levels;¹⁰⁰³
- training for firefighters on light rail incidents;¹⁰⁰⁴
- MANNERS program;¹⁰⁰⁵and
- mental health and Post-Traumatic Stress Disorder (PTSD) support for staff.¹⁰⁰⁶

KEY ISSUES

ROLES FOR NEW FIREFIGHTERS AND NUMBER OF FIREFIGHTERS

8.86 The Committee enquired as to what roles the 26 new firefighters will be assigned once they are recruited. They were informed that:

The additional firefighters who will be recruited as part of colleges 42 and 43 will primarily be to replace front-line staff who are retiring. After their 20-week training program—the first college will commence next February—they will join their colleges at front-line fire stations across Canberra.¹⁰⁰⁷

8.87 In the context of recruitment the Committee then asked how they were looking to bring more women into firefighting and were informed that:

The ESA has a women in emergency services strategy. We have a target of recruiting 50 per cent men and 50 per cent women, should those candidates meet the required standard. So far we have not got to 50-50. With the three recruit colleges that we have commenced since that strategy was put in place, we have managed to recruit 25 per cent women. There is room for improvement but it is still a lot better than we have achieved in the past. We are going to be doubling our efforts to get more women in colleges 42 and 43.¹⁰⁰⁸

¹⁰⁰⁰ *Proof Transcript of Evidence*, 25 June 2019, pp. 829-834; *Answer to Question Taken on Notice E19-314*, answered 2 July 2019.

¹⁰⁰¹ *Proof Transcript of Evidence*, 25 June 2019, p. 834.

¹⁰⁰² *Proof Transcript of Evidence*, 25 June 2019, pp. 834-837.

¹⁰⁰³ *Proof Transcript of Evidence*, 25 June 2019, pp. 840-841; *Answer to Question Taken on Notice E19-310*, answered 15 July 2019.

¹⁰⁰⁴ *Proof Transcript of Evidence*, 25 June 2019, pp. 837-838; *Answer to Question Taken on Notice E19-311*, answered 5 July 2019.

¹⁰⁰⁵ *Proof Transcript of Evidence*, 25 June 2019, pp. 842-843; *Answer to Question Taken on Notice E19-307*, answered 5 July 2019.

¹⁰⁰⁶ *Proof Transcript of Evidence*, 25 June 2019, pp. 841-843; *Answer to Question Taken on Notice E19-309*, answered 5 July 2019.

¹⁰⁰⁷ Mr Brown, *Proof Transcript of Evidence*, 25 June 2019, p. 827.

¹⁰⁰⁸ Mr Brown, *Proof Transcript of Evidence*, 25 June 2019, p. 827.

8.88 When pressed as to the modelling of retirement in the current cohort of firefighters, ACT Fire and Rescue indicated that:

We have. It is difficult to get exact numbers because many people who are about to leave the organisation do not make their intentions clear. However, we believe that once we recruit these additional two colleges, by the end of 2020 we should be very close to our funded establishment.¹⁰⁰⁹

8.89 Further to this they explained that 'funded establishment' is the 'number of positions. We are funded to fill all our front-line positions. In the case of Fire and Rescue, it is 338 officers and firefighters.'¹⁰¹⁰

Recommendation 108

8.90 The Committee recommends that the ACT Government ensure there is an ongoing program of recruiting additional firefighters in the ACT to ensure the funded establishment of personnel is met.

PRIORITISATION OF AMBULANCE RESPONSES

8.91 The Committee noted that often the priority rating given to a callout can be changed and asked how that occurs. They were advised By Minister Gentleman, Minister for Police and Emergency Services (the Minister), that not only can the call centre change the priority but so can the paramedic crew:

We have looked at the functionality of the ability for them to look at priority changes on their way out. Current practice is for priority one cases to be initially graded by the call taker; that is in the clinical dispatch guidelines. The case may be subsequently re-graded by a paramedic communication centre clinician.

Under the Australian road rules an ambulance crew must consider whether, based on the information provided by the Comcen, the case is reasonable to treat as a priority one. If the ambulance crew do not consider the information reasonable, they are required to seek clarification from the Comcen. If there is no additional information, the crew is able to re-grade the case to priority two.¹⁰¹¹

8.92 Following this explanation there was extensive discussion about the practicalities of this approach and the full conversation has been replicated below for completeness:

¹⁰⁰⁹ Mr Brown, *Proof Transcript of Evidence*, 25 June 2019, p. 827.

¹⁰¹⁰ Mr Brown, *Proof Transcript of Evidence*, 25 June 2019, p. 827.

¹⁰¹¹ Minister Gentleman MLA, *Proof Transcript of Evidence*, 25 June 2019, p. 834.

Mr Wren: In respect of the first part of the question, if the clinician believes that the case should remain as a priority one, then it will remain as a priority one. There is a capacity for the clinician to override the crew's decision. But generally speaking, this—

MRS JONES: But aren't they generally off to the next case by that stage?

Mr Wren: No, not necessarily. That does not happen all that often. The main reason that this happens is that the case has gone out to the crew as a priority one based on the first allocation of priority, if you like. The crew have seen this. They have started the case as a priority one and they have read further information on the mobile data terminal and decided that it may not necessarily meet the criteria. They will then check back. If there is no additional information, they are permitted to downgrade the case.

MRS JONES: So they are in disagreement with the clinician.

Mr Wren: Sorry?

MRS JONES: So they are in disagreement with the clinician?

Mr Wren: No, they are in agreement with the clinician if—

MRS JONES: So it is done in consultation with the clinician—

Mr Wren: Yes.

MRS JONES: that the priority one gets downgraded; always?

Mr Wren: Yes, unless the clinician does not involve themselves in it, which occasionally they will not.

MRS JONES: Explain to me how the clinician could be not involving themselves in a downgrade.

Mr Wren: That may be the situation where they are looking at another case or talking to another caller.

MRS JONES: So they are on to the next case. Then it is up to the drivers—

ACTING CHAIR: Paramedics.

MRS JONES: Yes, okay.

Mr Wren: Yes, they are all paramedics.

MRS JONES: who are on their way to a case to downgrade it—

Mr Wren: Yes.

MRS JONES: and the clinician may not see that because they may be busy doing something else—just to clarify.

Mr Wren: That is correct. It can happen like that occasionally. However, can I also say that the crews are able to upgrade cases as well? That does not happen as frequently—

MRS JONES: No, I am sure it does not.

Mr Wren: but it does happen.¹⁰¹²

8.93 In an Answer to a Question Taken on Notice the Committee was informed that the number of Priority 1 cases excluded from reporting because the priority was changed is 891 for 2017-18 and 907 for 2018-19 (up to 25 June 2019).¹⁰¹³

8.94 In an Answer to a Question Taken on Notice the Committee was informed that

In 2015, the ACT Ambulance Service (ACT AS) conducted an analysis of cases re-graded by ambulance crews after initial Priority 1 allocation. The internal work was led by the current Chief Officer of ACT AS, who advises that the following information was considered:

- Across several months in the latter half of 2015, 30 cases were selected at random.
- Case information sent to the crew was analysed, and an assessment made on whether,
- based on this information, the decision to re-grade might represent a risk to the patient.
- For the cases selected, no risks were identified as a result of the decision to re-grade the case.¹⁰¹⁴

COMMITTEE COMMENT

8.95 The Committee considers detail on these events should be collected as data for future use by the ambulance service.

Recommendation 109

8.96 The Committee recommends that the ACT Government ensure the Emergency Services Agency collect data on when emergency incident priority classifications are upgraded or downgraded and that the officers making decisions to upgrade or downgrade priority classifications are recorded.

AMBULANCE LEVIES

8.97 During its hearings with the Emergency Services Agency (ESA) the Committee discussed the level of ambulance levies in the ACT, and the collection of fees for service from ambulance users.

¹⁰¹² *Proof Transcript of Evidence*, 25 June 2019, pp. 835-836.

¹⁰¹³ *Answer to Question Taken on Notice E19-312*, answered 5 July 2019.

¹⁰¹⁴ *Answer to Question Taken on Notice E19-312*, answered 5 July 2019.

8.98 The Committee was told that exemptions and waivers of the payment of ambulance fees are provided for and extended in a large range of cases where an ambulance user is unable to afford (or is not insured for) the fee.

We do actually issue exemptions, if that is what your question is around. When people incur a fee for the Ambulance Service, there are exemptions, and we do issue exceptions, especially in some hardship cases.¹⁰¹⁵

8.99 The Ambulance Service detailed how requests for exemption and waiver are dealt with:

There is a range of reasons. If it is financial stress, there is a process that is followed whereby people are offered an opportunity to pay in instalments over a period of time, if that can be facilitated. Beyond that, if people really are genuinely experiencing severe financial hardship and can demonstrate that, generally by a third-party report from a support service or something of that nature that will be considered very favourably.¹⁰¹⁶

8.100 The Committee were informed in an Answer to a Question Taken on Notice that 'the amount of ambulance user charges issued for the 2018-19 financial year to end May 2019 is \$4.48 million.'¹⁰¹⁷

8.101 The Committee emphasised that there was a cohort of the ACT Community who can't afford private insurance but are not eligible for Centrelink but still have to pay the levy. The questions how someone in that situation should have to pay what is to be \$982 from 1 July 2019.

8.102 The Minister advised the committee that:

Those who are in any financial hardship have a provision within the Ambulance Service to seek a waiver, as we have heard. There are a number of groups within our community that do not have to pay for the Ambulance Service: school students, pensioners or concession card holders, people in incidents involving motor vehicles on an ACT road or road related area, good Samaritans, persons in lawful custody, minors under care orders, deceased persons, victims of domestic violence, and people in financial hardship or exceptional circumstances.¹⁰¹⁸

8.103 The Directorate further stated that:

As we said before through the chief officer, there are arrangements to pay it off over time if they have a capacity. But there is a whole range of exceptional circumstances including just the discretion of the opinion of the chief officer where he can waive the fee.

¹⁰¹⁵ Mr Pryce, *Proof Transcript of Evidence*, 25 June 2019, p. 830.

¹⁰¹⁶ Mr Wren, *Proof Transcript of Evidence*, 25 June 2019, pp. 830-831.

¹⁰¹⁷ *Answer to Question Taken on Notice E19-314*, answered 2 July 2019.

¹⁰¹⁸ Minister Gentleman MLA, *Proof Transcript of Evidence*, 25 June 2019, p. 831.

I assure the committee that ACTAS has a heart. In the ones I have seen where people have sought exemption for various reasons, we have offered a waiver or have worked with them to lessen their burden. At the end of the day, ACTAS provides a service to support people at a time of critical need, and I want to make it clear that this is definitely not a decision at that point of providing the emergency service or getting them to treatment.¹⁰¹⁹

8.104 They went on to also inform the Committee that:

To pick up on what I said before, we will have a look at the website wording again and see whether we can improve that to make it clearer. The intent is not around crippling people with financial burden and hardship after they have suffered some health emergency. Equally, we will take on board the views expressed and look again at the notices we provide to people following an ambulance service to make sure that they understand that there is a provision if exceptional circumstances exist.

I am pretty confident that that is already there, but we will look again at whether we can make that more prominent or more upfront in the face of people so they do not get bill shock just after they have just been through a medical emergency and probably been to hospital.¹⁰²⁰

COMMITTEE COMMENT

8.105 The Committee considers the matter of the affordability of the ambulance levy be given serious consideration by Government, as the current arrangement regarding ambulance fees needs review.

Recommendation 110

8.106 The Committee recommends that the ACT Government undertake an analysis of the socioeconomic status of people who are required pay the current ambulance fee.

Recommendation 111

8.107 The Committee recommends that the ACT Government consider discontinuing charging an ambulance fee to ambulance users who do not have private insurance.

¹⁰¹⁹ Mr Pryce, *Proof Transcript of Evidence*, 25 June 2019, p. 832.

¹⁰²⁰ Mr Pryce, *Proof Transcript of Evidence*, 25 June 2019, p. 833.

Recommendation 112

8.108 The Committee recommends that the ACT Government ensure the ACT Ambulance Service review its current public information regarding financial exemption applications from payment of ambulance services to ensure that public information is accurate.

AMBULANCE CREWING LEVELS

8.109 During its hearings with the Emergency Services Agency the Committee discussed the budget allocation for scoping service delivery and models of care for the ACT Ambulance service and were informed that:

The proposal is that we will engage the services of an experienced consultant to look at some options that we can implement, rather than just sending two paramedics in a large truck to every case. There has been quite a lot of work done interstate, and we would like to leverage off that.¹⁰²¹

The use of the consultant is to allow us to have an evidence-based model and to inform our decision-making, optimise the number of ambulance personnel we have, and make sure we provide the right crewing levels to the right jobs.¹⁰²²

8.110 In this context the Committee asked what the minimum crew levels are currently allocated for each shift and were informed that:

This was the subject of considerable change and review over recent years. Rather than having an absolute, set number, we moved to a model that allows a little bit more flexibility. The reality is that we still aim to have a minimum of 10 ambulance crews on, as a minimum. The minimum is considered to be an overnight number, and during the course of the day we put additional crews on to meet demand because the demand increases across the peak of the day.¹⁰²³

8.111 In response to a query in relation to how many shifts have fallen below minimum crew level the Committee was advised of the following in an Answer to a Question Taken on Notice:¹⁰²⁴

Month	Number of Shifts	Number Below Minimum Crewing	Percentage of Shifts Below Minimum Crewing
October 2018	62	8	12.9%

¹⁰²¹ Mr Wren, *Proof Transcript of Evidence*, 25 June 2019, p. 840.

¹⁰²² Ms Whelan, *Proof Transcript of Evidence*, 25 June 2019, p. 841.

¹⁰²³ Mr Wren, *Proof Transcript of Evidence*, 25 June 2019, p. 840.

¹⁰²⁴ *Answer to Question Taken on Notice E19-310*, answered 15 July 2019.

		(3 day, 5 night shifts)	
November 2018	60	11 (1 day, 10 night shifts)	18.3%
December 2018	62	1 (0 day, 1 night shifts)	1.6%
January 2019	62	3 (2 day, 1 night shifts)	4.8%
February 2019	56	1 (0 day, 1 night shifts)	1.8%
March 2019	62	4 (1 day, 3 night shifts)	6.5%
April 2019	60	2 (0 day, 2 night shifts)	3.3%
May 2019	62	4 (0 day, 4 night shifts)	6.5%

Recommendation 113

8.112 The Committee recommends that the ACT Government ensure the Emergency Services Agency review the effectiveness of the ambulance minimum crewing levels 12 months after any changes are made.

ACT POLICING (EBT 1)

8.113 Payment to ACT Policing (the ACT branch of the Australian Federal Police) for the provision of police services to the ACT Community. These services include the protection of persons and property, crime prevention and detection, maintaining peace and good order and the enforcement of ACT laws.¹⁰²⁵

¹⁰²⁵ ACT Budget 2019-20, *Budget Statements D, Justice and Community Safety Directorate*, p. 12.

MATTERS CONSIDERED

8.114 Matters considered by the Committee in relation to ACT Policing included:

- public safety in Canberra;¹⁰²⁶
- additional police officers (Sworn and unsworn);¹⁰²⁷
- crime-related community safety statistics;¹⁰²⁸
- police station upgrades;¹⁰²⁹
- ACT Policing master accommodation and services plan;¹⁰³⁰
- ACT Policing Futures program;¹⁰³¹ and
- roadside drug test capabilities.¹⁰³²

KEY ISSUES

ADDITIONAL POLICE OFFICERS

8.115 The Committee was advised by the Minister that:

Through this budget we have begun transitioning towards a police services model for the ACT community with the recruitment of over 60 new police personnel over the coming years. That model will see ACT Policing deliver a more visible, connected and efficient police service. The new investment will support policing to deliver a system-wide approach towards crime prevention, disruption and response activities supporting our efforts to reduce, of course, our recidivism target of 25 per cent by 2025.¹⁰³³

8.116 The Committee then asked how many will be sworn officers and was informed that:

I think, of the 60-odd FTE that we talked about, by the end the vast majority will be operational and the vast majority of those will be sworn police officers. At this point I could not say exactly how many because there will be particular positions that might be either a sworn police officer or an unsworn officer in particular skill sets. But the vast majority will be.¹⁰³⁴

¹⁰²⁶ *Proof Transcript of Evidence*, 25 June 2019, p. 844.

¹⁰²⁷ *Proof Transcript of Evidence*, 25 June 2019, pp. 844-845; *Answer to Question Taken on Notice E19-304*, answered 12 July 2019.

¹⁰²⁸ *Proof Transcript of Evidence*, 25 June 2019, pp. 846-848.

¹⁰²⁹ *Proof Transcript of Evidence*, 25 June 2019, pp. 849-852.

¹⁰³⁰ *Proof Transcript of Evidence*, 25 June 2019, pp. 851-852.

¹⁰³¹ *Proof Transcript of Evidence*, 25 June 2019, pp. 852-853; *Answer to Question Taken on Notice E19-302*, answered 3 July 2019.

¹⁰³² *Proof Transcript of Evidence*, 25 June 2019, pp. 853-854.

¹⁰³³ Minister Gentleman MLA, *Proof Transcript of Evidence*, 25 June 2019, p. 844.

¹⁰³⁴ Assistant Commissioner Johnson, *Proof Transcript of Evidence*, 25 June 2019, p. 844.

8.117 When pressed as to how this would be broken down the Committee were informed that 'it is about 68 or 69 FTE in total. I would say probably 60 would be sworn' and that specific skills sets would be a consideration.¹⁰³⁵

I think the best example would be operationalised intelligence. One of the first things we are working on this year is to set up the operationalised intelligence centre, which basically gives us 24/7 intelligence capability and support of operations. They could, and most of them probably will, come from the sworn ranks. Some of them might be recruited externally as specialist intelligence people who may not be. Some of the exact numbers will be a bit dependent on opportunity, who might be interested and other things. There is a good example. At least one of them is planned to be a psychologist. That will be one who probably will not be a police officer. Again, it is hard to be sure on the figures but I would have thought certainly into the 50s, if not up into the 60s, will be sworn police officers.¹⁰³⁶

8.118 The Assistant Commissioner also indicated that:

The final year of the budget measure will see the full number. It will build from here on through. This year, I think you can see in the budget lines, it is about \$2.2 million, which obviously will be less in terms of people, but it gives us a chance to plan and be sure that we have got ourselves ready for future recruitment. Obviously to be ready and have recruits come online from even next financial year we will have to have them in the college in January.¹⁰³⁷

COMMITTEE COMMENT

8.119 The Committee notes the significant additional staffing proposed in the 2019-20 Budget for ACT Policing, and notes the advice provided on the breakup of new and proposed sworn officers for that period. The Committee considers clarity as to the breakdown of the figures regarding officer numbers is required.

Recommendation 114

8.120 The Committee recommends that the ACT Government provides clarity on the breakdown of the number of additional sworn, operational and professional ACT Policing personnel that will be employed under the initiatives contained in the 2019-20 ACT Budget.

¹⁰³⁵ Assistant Commissioner Johnson, *Proof Transcript of Evidence*, 25 June 2019, p. 845.

¹⁰³⁶ Assistant Commissioner Johnson, *Proof Transcript of Evidence*, 25 June 2019, p. 845.

¹⁰³⁷ Assistant Commissioner Johnson, *Proof Transcript of Evidence*, 25 June 2019, p. 846.

ACT POLICING FUTURES PROGRAM

8.121 In response to a query about the completion of the ACT Policing Futures Program the Committee were informed that:

I guess there are a number of parts to futures, much of which has already been delivered. An example is the unified operations communications phone. The platforms that it provides us with are being delivered as we speak. There are some other things that are already being delivered. We are on the futures journey already.

In respect of the transformation to the services model, quite a bit of planning is already in place. But we are now at the point where, without the certainty of funding and planning over the next four years, yes, we are at the point where we have a broad plan, absolutely, but it is now just delivering it, to be fair.¹⁰³⁸

8.122 In response to a Question Taken on Notice the Committee was advised that the Final Report that analyses ACT Policing's future operating environment could not be provided as it 'remains Sensitive: Cabinet.'¹⁰³⁹

COMMITTEE COMMENT

8.123 The Committee highlights the importance of development of ACT Policing Futures Program. The information provided to the Committee requires some updating for completeness and timeliness.

Recommendation 115

8.124 The Committee recommends that the ACT Government provide the Legislative Assembly with an update on the progress, findings and recommendations of the ACT Policing Futures Program by the final sitting period of 2019.

ROADSIDE DRUG TESTING CAPABILITIES

8.125 The Committee sought advice on the current model and effectiveness for roadside drug testing by ACT Policing. The Committee was informed that:

Drug testing is carried out using basically a saliva swab in a scientific process that allows that to happen. Certain police officers are trained in the use of it. Not everyone is trained. It is done on the side of the road; it takes longer than a breath test. We did, up to 31 March this financial year, 766. We think that by the end of the year it will

¹⁰³⁸ Assistant Commissioner Johnson, *Proof Transcript of Evidence*, 25 June 2019, p. 852.

¹⁰³⁹ *Answer to Question Taken on Notice E19-302*, answered 2 July 2019.

actually be more like a thousand-odd, which is a step up from the year before, which was about 800. And that is a step up from the year before, which was about 600.¹⁰⁴⁰

8.126 The Assistant Commissioner further indicated that:

It is primarily [conducted by] traffic operations, and as people come and go, with the training, they do not lose it. If they go back into general duties, for example, or somewhere else, we will inevitably have more people trained. There is a cost that goes with the tests. We have to be reasonably prudent with the use of the test. They are certainly more expensive than doing alcohol testing. There is more prudence around their use, but, yes, we will have more people trained.¹⁰⁴¹

COMMITTEE COMMENT

8.127 The Committee considers roadside drug testing to be of major importance in road safety and security, as well as important in drug use interception and prevention.

Recommendation 116

8.128 The Committee recommends that the ACT Government provide greater resources to ACT Policing to review and improve roadside drug testing capabilities.

JACS STATUTORY OFFICERS

DIRECTOR OF PUBLIC PROSECUTIONS

8.129 The Office of the ACT Director of Public Prosecutions (DPP) was created by the Director of Public Prosecutions Act 1990. The principal functions of the DPP are to institute and conduct criminal prosecutions before the Magistrates Court and Supreme Court of the Australian Capital Territory.¹⁰⁴²

MATTERS CONSIDERED

8.130 The Committee discussed the following matters with the Director of Public Prosecutions:

- DPP capacity to address organised crime and the Criminal Confiscation of Assets unit;¹⁰⁴³

¹⁰⁴⁰ Assistant Commissioner Johnson, *Proof Transcript of Evidence*, 25 June 2019, p. 853.

¹⁰⁴¹ Assistant Commissioner Johnson, *Proof Transcript of Evidence*, 25 June 2019, p. 854.

¹⁰⁴² Office of the ACT Director of Public Prosecutions, <https://www.dpp.act.gov.au/>, accessed 8 July 2019.

¹⁰⁴³ *Proof Transcript of Evidence*, 25 June 2019, pp. 808-809.

- recruitment of new staff and new professional prosecution staff;¹⁰⁴⁴
- increased costs associated with complex matters dealt with by DPP;¹⁰⁴⁵
- funding for less serious matters;¹⁰⁴⁶
- resolution of Daniel Jones case;¹⁰⁴⁷ and
- increase in number of serious matters;¹⁰⁴⁸

HUMAN RIGHTS COMMISSION

8.131 The Human Rights Commission (HRC) promotes the human rights and welfare of all people living in the ACT. The role of the Commission is to:

- Handle complaints in relation to health, disability and community services, and complaints under discrimination law.
- Increase awareness of the rights and responsibilities of service users and service providers, and encourage service improvement.
- Provide advice to government and others regarding their human rights obligations.
- Provide advocacy for children, young people and adults experiencing vulnerability.
- Advocate and provide support for victims of crime.¹⁰⁴⁹

8.132 The Commissioners under the HRC include:

- Human Rights Commissioner;
- Victim of Crime Commissioner;
- Public Advocate and Children and Young People Commissioner; and
- Discrimination, Health Services, Disability and Community Services Commissioner.¹⁰⁵⁰

MATTERS CONSIDERED

8.133 Matters discussed the following matters with the Human Rights Commission:

- amalgamation of Human Rights Commission and Victims of Crime Commission;¹⁰⁵¹

¹⁰⁴⁴ *Proof Transcript of Evidence*, 25 June 2019, pp. 809-810.

¹⁰⁴⁵ *Proof Transcript of Evidence*, 25 June 2019, pp. 810-811.

¹⁰⁴⁶ *Proof Transcript of Evidence*, 25 June 2019, pp. 809-810.

¹⁰⁴⁷ *Proof Transcript of Evidence*, 25 June 2019, p. 811.

¹⁰⁴⁸ *Proof Transcript of Evidence*, 25 June 2019, pp. 809-810.

¹⁰⁴⁹ Human Rights Commission, <https://hrc.act.gov.au/>, accessed 8 July 2019.

¹⁰⁵⁰ Human Rights Commission, <https://hrc.act.gov.au/>, accessed 8 July 2019.

¹⁰⁵¹ *Proof Transcript of Evidence*, 25 June 2019, pp. 817-819.

- increase in budget and personnel for Victims of Crime Commissioner;¹⁰⁵²
- possible divergent view between Human Rights Commissioner (HRC) and Victims of Crims Commissioner (VOCC);¹⁰⁵³
- support for Older Persons;¹⁰⁵⁴
- right to education issues;¹⁰⁵⁵ and
- Victims of Crime Commissioner.¹⁰⁵⁶

KEY ISSUES

POSSIBLE DIVERGENT VIEW BETWEEN HRC AND VOCC

8.134 The Committee asked whether there is any divergence of views between the HRC and the VOCC.

8.135 In an Answer to a Question Taken on Notice the HRC indicated that:

In April 2016, the Human Rights Commission was expanded to include the Public Advocate and the Victims of Crime Commissioner. Each Commissioner is appointed as an independent statutory office holder with different areas of authority. Section 13 of the Human Rights Commission Act requires that commission members act in a way that promotes the collegiate nature of the Commission.

The current Victims of Crime Commissioner is a lawyer and frequently speaks publicly and advocates for particular issues or outcomes in her individual capacity.

The Commission does not keep specific records of when individual Commissioners take 'divergent' views on particular issues. In terms of human rights, all ACT Government agencies, as Public Authorities under the Human Rights Act 2004, must act and make decisions consistently with human rights. Section 15 of the Human Rights Commission Act reinforces this obligation for Commissioners. All Commissioners strive to fulfil their duties compatibly with human rights, including in the public positions they take on key issues.

The co-location of statutory office holders within the Commission provides a dynamic opportunity for the exploration of challenging policy issues. The Commission's success in advocating for law and service reform is often due to its ability to speak with authority on critical issues, putting a position informed by a diverse range of expertise. This is a practical strength of the Commission structure. The Commission's public

¹⁰⁵² *Proof Transcript of Evidence*, 25 June 2019, pp. 817-819.

¹⁰⁵³ *Proof Transcript of Evidence*, 25 June 2019, pp. 817-81; *Answer to Question Taken on Notice E19-300*, answered 1 July 2019.

¹⁰⁵⁴ *Proof Transcript of Evidence*, 25 June 2019, pp. 817-819.

¹⁰⁵⁵ *Proof Transcript of Evidence*, 25 June 2019, p. 820.

¹⁰⁵⁶ *Proof Transcript of Evidence*, 25 June 2019, pp. 820-1.

position on issues is enhanced and informed by the expertise and experience of all Commissioners, and is not developed or determined by a single Commissioner or the President in isolation.

On some occasions, Commissioners choose to provide an independent position rather than contribute to a collective Commission statement. A recent example of this is the separate submissions from the PACYPC (Public Advocate and Children and Young People Commissioner) and the Discrimination, Disability, Health Services Commissioner to the 'Our Booris, Our Way' consultation. There are also Commission submissions where a specific Commissioner takes the lead in developing a Commission statement, such as the Victim of Crime Commissioner's work on the Commission's August 2018 submission to the ACT Government's Victims Charter of Rights Consultation.

Consensus positions are developed with collective input and agreement, of Commissioners. Commissioners retain the right to exercise an independent view where a consensus view cannot be reached. The Victims of Crime Commissioner speaks freely and independently on issues as they arise, and contributes to joint positions as she considers appropriate.¹⁰⁵⁷

OFFICE OF THE INSPECTOR OF CORRECTIONAL SERVICES

8.136 The Office of the Inspector of Correctional Services is established to provide independent oversight of ACT Correctional and Youth Justice facilities, focusing on continual improvement and prevention of ill-treatment.

MATTERS CONSIDERED

8.137 The Committee discussed the following matters with the Inspector:

- Healthy Prisons review;¹⁰⁵⁸
- critical Incident reviews during the current year;¹⁰⁵⁹
- Government response to reviews;¹⁰⁶⁰
- staffing expertise and arrangements;¹⁰⁶¹ and
- inmate dietary arrangements at AMC.¹⁰⁶²

¹⁰⁵⁷ Answer to Question Taken on Notice E19-300, answered 1 July 2019.

¹⁰⁵⁸ Proof Transcript of Evidence, 25 June 2019, pp. 823-824.

¹⁰⁵⁹ Proof Transcript of Evidence, 25 June 2019, p. 823.

¹⁰⁶⁰ Proof Transcript of Evidence, 25 June 2019, p. 824.

¹⁰⁶¹ Proof Transcript of Evidence, 25 June 2019, p. 824.

¹⁰⁶² Proof Transcript of Evidence, 25 June 2019, pp. 824-5.

LEGAL AID COMMISSION (ACT)

8.138 The Commission is established by the *Legal Aid Act 1977*. The primary purpose of the Commission is to provide vulnerable and disadvantages Australians with access to justice through a range of legal aid services. These services are delivered through in-house legal, paralegal and non-legal staff and private legal practitioners.¹⁰⁶³

MATTERS CONSIDERED

8.139 The Committee discussed the following matters with the Legal Aid Commission:

- effect of reduction in Legal Aid reserves;¹⁰⁶⁴
- elder Abuse;¹⁰⁶⁵
- establishment and funding of Older Persons ACT Legal Service (OPALS);¹⁰⁶⁶
- funding affected changes to Safer families and domestic violence services (also discussed under Public Prosecutions, Policy Advice and Justice Programs and CSD);¹⁰⁶⁷
- impact of the new Drug and Alcohol Court;¹⁰⁶⁸ and
- clients with disabilities.¹⁰⁶⁹

KEY ISSUES

EFFECT OF REDUCTION IN LEGAL AID RESERVES

8.140 The Committee sought advice on the level of funding overall for Legal Aid, and the effect of reductions in Legal Aid reserves

8.141 The Committee was advised by Legal Aid that:

The cash reserves is an ongoing significant issue for us. As an independent organisation we accrue a whole range of liabilities, particularly to private practitioners, which we have to make good. If we were to close for any reason, we would also make good in relation to staff. I say “close for any reason” because, as part of the national partnership agreement, in the out years until the federal budget this year we had no funding from the commonwealth. There is now funding from the commonwealth and

¹⁰⁶³ ACT Budget 2019-20, *Budget Statements D, Justice and Community Safety Directorate*, p. 50.

¹⁰⁶⁴ *Proof Transcript of Evidence*, 25 June 2019, pp. 803-4.

¹⁰⁶⁵ *Proof Transcript of Evidence*, 25 June 2019, p. 804; *Answer to Question Taken on Notice E19-298*, answered 3 July 2019.

¹⁰⁶⁶ *Proof Transcript of Evidence*, 25 June 2019, p. 804; *Answer to Question Taken on Notice E19-299*, answered 3 July 2019.

¹⁰⁶⁷ *Proof Transcript of Evidence*, 25 June 2019, pp. 804-6.

¹⁰⁶⁸ *Proof Transcript of Evidence*, 25 June 2019, p. 807.

¹⁰⁶⁹ *Proof Transcript of Evidence*, 25 June 2019, p. 803.

that is nearly half our resources. So, yes, there is a real issue for the board of commissioners.

We have had a range of discussions about what that level should be, and some advice also in relation to that. The figure of around \$4 million in cash reserves seemed to be appropriate for a whole range of reasons. We are struggling to maintain that. There is a variety of reasons for that, partly the more recent reduction in funding from the statutory interest account, which is run by the Law Society, although that has come good in this past financial year, thankfully. In our current year, we are looking at around breaking even. But the prospect for the out years is not looking promising. It is increasing from about \$500,000 deficits to up to about \$700,000 deficits in some of the out years.¹⁰⁷⁰

COMMITTEE COMMENT

8.142 The Committee is concerned that the growth in demand, and the development of new areas of focus involving domestic violence and rights and protections for older persons can only result in greater pressure on Legal Aid funds and reserves.

Recommendation 117

8.143 The Committee recommends that the ACT Government urgently work with Legal Aid ACT and its Board of Commissioners to ensure its cash reserves and operating deficits are sustainable.

FUNDING AFFECTED CHANGES TO SAFER FAMILIES AND DOMESTIC VIOLENCE SERVICES

8.144 Similar concerns arose for the Committee in relation to the considerable reductions to Legal Aid in relation to front-line services in the domestic violence service. They noted that there was 'changes to the budget around the safer families program. Some of them seem to affect legal aid directly. There is a reduction of \$313,000 in 2020-21, another reduction of \$321,000 in 2021-22 and another reduction of \$329,000 in 2022-23.'¹⁰⁷¹

8.145 The Committee expressed concerns that there appeared to be a high chance that there would be a reduction in FTE staff for an essential element of Legal Aid's support for clients.

8.146 Legal Aid agreed that it 'would have a big impact on our clients' and advised the Committee that:

¹⁰⁷⁰ Dr Boersig, *Proof Transcript of Evidence*, 25 June 2019, p. 803.

¹⁰⁷¹ Mrs Jones MLA, *Proof Transcript of Evidence*, 25 June 2019, p. 804.

We have got a year to discuss this. I have met with the attorney. The case around the needs of front-line services is very well made. We have got the data to support it. I am hoping that whilst the money is no longer in the levy money it is found elsewhere in the budget. Thankfully we have got a year to try to negotiate that. The stats are very strong.¹⁰⁷²

COMMITTEE COMMENT

8.147 Bearing in mind the loss of frontline staff at Legal Aid ACT and bearing in mind the serious impact this may have on large number of predominantly women clients, resourcing this area of support for persons in need, particularly those subject to domestic violence, is a matter of high priority. The Committee is concerned that Legal Aid's funding difficulty will not be recognised and overcome in a timely manner.

Recommendation 118

8.148 The Committee recommends that the ACT Government conduct an urgent review of the effect of reducing funding to the Legal Aid Commission so as to at least maintain current funding in support of staff dealing with domestic violence matters.

ESTABLISHMENT AND FUNDING OF OLDER PERSONS ACT LEGAL SERVICE (OPALS)

8.149 The Committee were informed about the status of the Older Persons ACT Legal Service (OPALS) and were advised that:

The statistics around that are proving the dramatic need for assistance in that area. I think that that is just tapping the issues around elder abuse and needs of people over 65. Clearly, we are going to, around Australia and particularly in the ACT, given our demographics, have to address that issue more thoroughly. The OPALS service was a welcome response by the government. We have developed that. We have now got a full-time officer involved in that from the beginning of this year.¹⁰⁷³

8.150 In relation to the number of calls the service receives, the Committee was advised that;

We took over what was known as the APRIL line at the beginning of the year. I think annually they were getting between 80 and 100. We are now getting well over 400 this year. I will get the exact details, but that is my recollection of it. That is fantastic because it means that the message is getting out to people.¹⁰⁷⁴

¹⁰⁷² Dr Boersig, *Proof Transcript of Evidence*, 25 June 2019, p. 805.

¹⁰⁷³ Dr Boersig, *Proof Transcript of Evidence*, 25 June 2019, p. 804.

¹⁰⁷⁴ Dr Boersig, *Proof Transcript of Evidence*, 25 June 2019, p. 804.

8.151 The Committee was also informed that Legal Aid had received great support from ACT Libraries in relation to the OPALS program:

I would like in that context to put on record the cooperation of the libraries. We now work with them on their mobile service so that some of our material is going out with them in their mobile libraries to people who are stuck at home. There was a bookmark developed. Carol Benda, who is here, developed this bookmark. That has just been patented by the Australian Human Rights Commission.¹⁰⁷⁵

COMMITTEE COMMENT

8.152 The Committee draws the attention of the Legislative Assembly to the development of OPALS and considers that priority is given to the service by the ACT Government.

Recommendation 119

8.153 The Committee recommends that the ACT Government ensure the Older Persons ACT Legal Service be reviewed in 2020 to ensure it is adequately resourced with the increasing demand for its services.

PUBLIC TRUSTEE AND GUARDIAN FOR THE ACT

8.154 The Public Trustee and Guardian (PTG) provides rights, choices, security and justice for all people in the ACT community.¹⁰⁷⁶

MATTERS CONSIDERED

8.155 Matters considered by the Committee in relation to the Public Trustee and Guardian included:

- risk management;¹⁰⁷⁷
- role of PTG in tenancy estates;¹⁰⁷⁸
- intestate matters where there is no family;¹⁰⁷⁹
- GreaterGood;¹⁰⁸⁰
- Self-funding model;¹⁰⁸¹and

¹⁰⁷⁵ Dr Boersig, *Proof Transcript of Evidence*, 25 June 2019, p. 804.

¹⁰⁷⁶ ACT Budget 2019-20, *Budget Statements D, Justice and Community Safety Directorate*, p. 77.

¹⁰⁷⁷ *Proof Transcript of Evidence*, 25 June 2019, pp. 813-4.

¹⁰⁷⁸ *Proof Transcript of Evidence*, 25 June 2019, pp. 813-4.

¹⁰⁷⁹ *Proof Transcript of Evidence*, 25 June 2019, pp. 813-4.

¹⁰⁸⁰ *Proof Transcript of Evidence*, 25 June 2019, pp. 814-5.

¹⁰⁸¹ *Proof Transcript of Evidence*, 25 June 2019, pp. 815-6.

- Rates of return on funds held and invested.¹⁰⁸²

KEY ISSUES

GREATERGOOD

8.156 The Committee asked about why the trust fund GreaterGood was set up and what it is intended to achieve. They were advised by the PTG that:

...it was set up by the Public Trustee and Guardian in 2003. I think it is true to say that immediately prior to that, the Public Trustee and Guardian had been appointed as trustee for the ACT bushfire recovery appeal. Looking back on that, I think it was evident that the Public Trustee and Guardian had all of the assets and mechanisms in-house to establish itself as what the taxation office calls a public ancillary fund. A public ancillary fund is also a deductible gift for a recipient category 2 and a registered charity.

With some consultation with the community and with the department at the time, the Public Trustee and Guardian went ahead and established itself as a foundation with all of those accreditations. It was primarily set up to address a shortfall when conducting will interviews with clients. Very often the question of charity or philanthropy will come up in a will interview. Either they will promote the question or we do. People will seek advice on what is a... good mechanism, a better mechanism, than just throwing cash at a charity. Essentially, GreaterGood is an endowment fund. It retains the capital; it invests the funds for growth; and it distributes the net income—so net of fees—that we pay external fund managers every year. I think it is true to say that we have distributed about \$10.5 million to charities operating in the ACT since 2003. We have in the order of \$21 million in assets in GreaterGood at the moment.¹⁰⁸³

8.157 The Committee was also advised that the decision about who the fund goes to is ‘totally directed by the testator...or settled’¹⁰⁸⁴ and in instances where the body they wanted the funds to go to no longer existed ‘it is a standard provision in that deed that the board—the Public Trustee and Guardian GreaterGood board—will make a decision based around the requirement that it should go to a like charity.’¹⁰⁸⁵

8.158 In that context the Committee asked if it was possible for people to donate to GreaterGood without specifying where the money is to go and were advised that:

¹⁰⁸² *Proof Transcript of Evidence*, 25 June 2019, pp. 815-6.

¹⁰⁸³ Mr Taylor, *Proof Transcript of Evidence*, 25 June 2019, p. 815.

¹⁰⁸⁴ Mr Taylor, *Proof Transcript of Evidence*, 25 June 2019, p. 815.

¹⁰⁸⁵ Mr Taylor, *Proof Transcript of Evidence*, 25 June 2019, p. 815-816.

It can do so, yes, although the nature of GreaterGood is that it is a low cost, low budget organisation distributing most of its benefit. So the board does not see itself as having a role in determining social need or good. Generally, the conversation would be that we would like you to distribute it, for example, for rural education. As to how that might be done, that would be a lot easier for the board to determine than a blanket cause.¹⁰⁸⁶

INTESTATE MATTERS WHERE THERE IS NO FAMILY

8.159 The Committee asked what happens when a private rental tenant dies intestate, with no relatives and were advised that:

The Public Trustee and Guardian is not automatically the person who undertakes the administration of estates or intestate estates. We may. That may happen through the courts. Generally speaking, we have quite a bit of that going on with the ACT housing trust; we work very closely with ACT Housing. Where you have a tenant who has died and does not have a representative appointed, the question is: how are those assets dealt with on the person's death? There has been a recent case involving that which highlighted that we do not have an automatic role in dealing with people in that situation.¹⁰⁸⁷

8.160 In this context the Committee asked why the ACT Police needed the authorisation from the Public Trustee in such circumstances and were told that:

There is an arrangement with ACT Policing that they will call us when there is what is commonly called a police call-out. If there was a death under unknown circumstances that might be subject to a coronial, they will call us to do things like secure the premises and see whether there was information around relating to family. There might be a will, et cetera. We go along and do that, but we do not necessarily administer the estate. There is a legal line drawn between doing that and intermeddling in an estate.¹⁰⁸⁸

8.161 Further to this the Committee was informed that:

I should preface that by saying that we do, very often, administer the estates of people who die intestate, on appointment by the court, or we can voluntarily seek to administer the estate ourselves. And there are some very difficult situations along the lines that we have perhaps alluded to. But the reality is that the legislation does not make it a responsibility of the Public Trustee and Guardian to administer the estates where there is nobody there to do that or they have not left a will. It even goes a step further: there are quite often situations where families will not bury their own family

¹⁰⁸⁶ Mr Taylor, *Proof Transcript of Evidence*, 25 June 2019, p. 816.

¹⁰⁸⁷ Mr Taylor, *Proof Transcript of Evidence*, 25 June 2019, p. 814.

¹⁰⁸⁸ Mr Taylor, *Proof Transcript of Evidence*, 25 June 2019, p. 814.

because of the cost. We have had a number of those situations during the year, where we have been urged to take on the burial of a family member where the other members of the family would not do so.¹⁰⁸⁹

8.162 When asked if changes to the law were needed in order to clarify the lines of responsibility in such situations the Committee were told that additional funding would be needed in order to facilitate the involvement of the PTG:

Sure; that would be a start. But then, of course, the public trustee would have to be funded to do these kinds of things. Those estates are generally what we might call non-viable, and the public trustee is a largely self-funding entity. We receive \$518,000 a year in community service obligations. That has not been reviewed for over 10 years. I would suggest that we are now subsidising the community service obligations to the extent of about 500 per cent.¹⁰⁹⁰

Recommendation 120

8.163 The Committee recommends that the ACT Government make it the clear responsibility of the Public Trustee and Guardian to administer the affairs if someone dies intestate with no obvious relatives and fund the Public Trustee and Guardian to do this as a community service obligation.

¹⁰⁸⁹ Mr Taylor, *Proof Transcript of Evidence*, 25 June 2019, p. 814.

¹⁰⁹⁰ Mr Taylor, *Proof Transcript of Evidence*, 25 June 2019, pp. 814-815.

9 ENVIRONMENT, PLANNING AND SUSTAINABLE DEVELOPMENT DIRECTORATE

INTRODUCTION

9.1 The ACT 2019-20 Budget Statements E, *Environment Planning and Sustainable Development Directorate* (EPSDD) states that the Directorate:

...promotes the orderly growth of our city, strengthens the Territory's response to climate change, provides an integrated planning and land use system that contributes to the sustainable development and future of the ACT and manages the Territory's parks and reserves.

The Directorate's aim is to 'Shape Canberra's Future'. We deliver on this vision through our Strategic Plan 2019-22 and the Directorate's four strategic objectives, which provide a blueprint for the Directorate's priorities and performance management. The objectives require the Directorate to plan and deliver a compact and efficient city that balances the needs of the environment, our heritage and our culture, and that we do this while building resilience against climate change and other change stressors

The Directorate is responsible for developing and implementing key ACT Government and spatial plans (including the Territory Plan), climate change, housing policy, building policy, the Indicative Land Release Program, management plans for reserves and urban renewal initiatives.¹⁰⁹¹

9.2 The Committee considered the following Outputs, Output Classes and Statements of Intent:

- Output Class 1: Planning:
 - Output 1.1: Planning Delivery;
 - Output 1.2: Planning and Building Policy.
- Output Class 2: Environment:
 - Output 2.1: Environment;
 - Output 2.2: Conservation and Land Management;
 - Output 2.3: Heritage.
- Output Class 3: Climate Change and Sustainability:
 - Output 3.1: Climate Change and Sustainability:
- Output Class 4: Land Strategy and Urban Renewal:

¹⁰⁹¹ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 1.

- Output 4.1: Land Strategy;
- Output 4.2: Urban Renewal.
- Output Class 5: Loose Fill Asbestos Insulation Eradication:
 - Output 5.1: Loose-fill Asbestos Insulation Eradication Scheme.
- Output Class 6: Public Housing Renewal Taskforce:
 - Output 6.1: Public Housing Renewal Taskforce.
- Output Class EBT: Office of the Commissioner for Sustainability and the Environment.
- Statement of Intent:
 - City Renewal Authority;
 - Suburban Land Agency

PLANNING DELIVERY (1.1)

9.3 Output 1.1, Planning Delivery, facilitates and manages growth and change within the ACT though development assessment and leasehold management, with the overarching objective of promoting and facilitating economically productive, sustainable, attractive, safe and well-designed urban and rural environments in the ACT.¹⁰⁹²

MATTERS CONSIDERED

- 9.4 Matters considered by the Committee in relation to Planning Delivery included:
- multiple Development Applications;¹⁰⁹³
 - densification along Light Rail corridors;¹⁰⁹⁴
 - development of Western Edge Study;¹⁰⁹⁵
 - development potential of Western Edge as compared to Kowen Forrest;¹⁰⁹⁶
 - Development Application Backlog;¹⁰⁹⁷
 - Strata Reform Consultative Group;¹⁰⁹⁸
 - insecure work/staffing arrangements;¹⁰⁹⁹

¹⁰⁹² ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 8.

¹⁰⁹³ *Proof Transcript of Evidence*, 26 June 2019, pp. 886-892; *Answer to Question Taken on Notice E19-324*, answered 15 July 2019.

¹⁰⁹⁴ *Proof Transcript of Evidence*, 26 June 2019, pp. 892-893.

¹⁰⁹⁵ *Proof Transcript of Evidence*, 26 June 2019, pp. 893-894.

¹⁰⁹⁶ *Proof Transcript of Evidence*, 26 June 2019, p. 895.

¹⁰⁹⁷ *Proof Transcript of Evidence*, 26 June 2019, pp. 895-899.

¹⁰⁹⁸ *Proof Transcript of Evidence*, 26 June 2019, pp. 900-903; *Answer to Question Taken on Notice E19-325*, answered 2 July 2019.

¹⁰⁹⁹ *Proof Transcript of Evidence*, 26 June 2019, pp. 903-904.

- entertainment precincts;¹¹⁰⁰
- Merit Track Classification;¹¹⁰¹
- upgrade of DA app finder to include DA's where consultation period lapsed;¹¹⁰²and
- rezoning and deconcessionalisation.¹¹⁰³

KEY ISSUES

MULTIPLE DEVELOPMENT APPLICATIONS

9.5 The Committee noted that 'some developers appear to be using multiple DAs to substantially change a development after it has been approved, to take out features that objectors wanted and put back in things that the objectors may have objected to'¹¹⁰⁴ and queried what could be done to stop this. In response the Directorate stated:

We are very mindful of that as a potential strategy...It is more challenging if the amendments are considered individually to be minor and able to be dealt with by the certifier, for example, a change in glazing. What we are doing in that respect is looking at how we can require those particular matters to come back through the planning process. We are also including conditions. There are certain aspects of developments that we think are important design elements. We are clearly marking those on the plans and including conditions. Even if it is considered ordinarily to be minor and able to be dealt with as exempt, we are saying we think it is important enough that it needs to come back to the planning authority.

In relation to some of those, we are also then requiring an assessment by the Government Architect if they are important design features. We are certainly mindful of the issue and working on how we can address that, and it will be a case of incremental change. We will try new avenues, and, if it works, that is great; if we think we can refine it, we will continue to refine it. But we are very mindful of that as a potential problem.¹¹⁰⁵

9.6 In further questioning the Committee made specific reference to the Geocon Republic Development and traffic access changes. Initially the Directorate provided some general information about such amendments to Development Application:

If an approval is in place, Ms Le Couteur, and a proponent builds not in accordance with the approved plan, and then seeks to amend that DA, we are not stuck at all. We

¹¹⁰⁰ *Proof Transcript of Evidence*, 26 June 2019, pp. 904-909.

¹¹⁰¹ *Proof Transcript of Evidence*, 26 June 2019, p. 909.

¹¹⁰² *Proof Transcript of Evidence*, 26 June 2019, pp. 909-911.

¹¹⁰³ *Proof Transcript of Evidence*, 26 June 2019, pp. 912-913.

¹¹⁰⁴ Ms Le Couteur MLA, *Proof Transcript of Evidence*, 26 June 2019, p.886.

¹¹⁰⁵ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, pp. 886-887.

can, and we have, refused those types of applications. It is then incumbent on the proponent to build as per the approved plan. It is open to proponents—we do not want to close it off completely—to seek amendments. That is simply because, as they start construction, things can change. They may need to make some adjustments, but that will undergo a detailed and thorough assessment. As I said, we are now incorporating conditions of approval where we think particular aspects are critically important to the success of the development.¹¹⁰⁶

- 9.7 The Directorate then provided some more specific information about access related changes and how the Directorate works with Transport Canberra and City Services (TCCS) on the issue:

In terms of the changes proposed, we are currently assessing that. As I understand it, it is to do with the access point. That can still change during construction. If deemed to be appropriate, and that is where we would rely on our colleagues in Transport Canberra and City Service ... to provide us with the frank and fearless advice, we will then consider that and make a decision, which could be to approve—they may be able to build a really strong case—or, alternatively, they do not and we would refuse that, and they will need to build in accordance with the approved plans.¹¹⁰⁷

- 9.8 The Committee then asked about the community's capacity to make comments on proposed amendments to development applications and were informed that:

... depending on the nature of the amendment proposed, it can be renotified. If it is minor internal changes, that would not necessarily be publicly notified. But more significant changes are publicly notified.¹¹⁰⁸

- 9.9 When inquiring as to how this public notification process occurred the Committee were informed that:

The general answer is that the Planning and Development Act allows discretion to the planning authority to undertake renotification of an amendment application. Generally our test would be whether anybody who made a representation, or anybody else, would be detrimentally affected by what is proposed. That would be the first test.

The second test could relate to the extent of the changes; whether the change is so significant that it warrants that further notification process. If it is internal arrangements, most of the time we would probably not renotify that. If it is minor changes to things like building materials or finishes, we probably will not notify. But if it impacts things like access, solar access for an adjoining neighbour or the interface with a neighbour, we are more likely to notify.

¹¹⁰⁶ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, p. 887.

¹¹⁰⁷ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, pp. 888-889.

¹¹⁰⁸ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, p. 889.

We also look at what was initially said and the original consideration of the act. We look at two things there: the number of representations or the actual representations received—not necessarily a quantum—to see what they were and what the issues were to inform us of whether this is something that is important to renotify. Then the other aspect is to look at entity advice received, whether that will change the substance of what we have approved initially.¹¹⁰⁹

9.10 The Committee then sought to clarify who exactly is told as part of this notification process and whether that included purchasers of properties off the plan and were informed that ‘there is no statutory mechanism for that. We encourage people to look at websites and even our DA phone app to see if it is renotified. But the short answer is no.’¹¹¹⁰

9.11 Minister Gentleman, Minister for Planning and Land Management (the Minister), went on to explain that:

We are looking at these aspects through the strata reform process to ensure that we can inform those purchasers of any option changes and whether we need to legislate that position as well.¹¹¹¹

9.12 Further to this the Committee also asked about how much discretion there is in relation to whether an amendment to a development application is renotified or not. The Directorate indicated that:

The legislation allows that discretion and there are standard operating procedures in place for the development assessment team for a range of our activities. We would go back to the original decision to see whether this was a point of contention for the original decisions. That is a fairly clear indicator that you would want to renotify if we had submissions dealing with that issue. Particularly if our assessment team had identified it themselves as an issue, not through public notification, we would probably want to renotify.

If it was internal to the building—sometimes it is simply a slight adjustment to the electrical substation—it might not necessarily impact and it would probably be a change to internal arrangements for the basement car park.

We go through a range of considerations to understand whether somebody might be materially impacted. We have a range of professionals who apply their professional judgement, and that is what we expect of them.¹¹¹²

9.13 In this context the Committee asked how many developments have had amended development applications and if they went out for public consultation. In an Answer to a

¹¹⁰⁹ Mr Cilliers, *Proof Transcript of Evidence*, 26 June 2019, p. 890.

¹¹¹⁰ Mr Cilliers, *Proof Transcript of Evidence*, 26 June 2019, p. 890.

¹¹¹¹ Minister Gentleman MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 891.

¹¹¹² Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, p. 891.

Question Taken on Notice the Directorate provided information (summarised in the table below) that indicated three Geocon developments, Republic – Belconnen; Wova – Phillip and Grand Central – Phillip, had amended multiple Development Applications for each site, albeit not all had been lodged:¹¹¹³

Site	Number of DAs (in addition to original)	Number of Notifications (in addition to original)
Republic	6 for Stage 1 3 for Stage 2 At least 9 for Stage 3	1 for each Stage
Wova	5	1
Grand Central	4	1

Recommendation 121

9.14 The Committee recommends that the ACT Government change relevant planning and leasing legislation to ensure that off-the plan apartment buyers are notified of any proposed changes to the Development Application for their building and be given the option of cancelling their contract without penalty if substantial changes are approved to their unit or the overall development.

Recommendation 122

9.15 The Committee recommends that the ACT Government renotify all amendments to Development Applications.

DEVELOPMENT APPLICATION BACKLOG

9.16 The Committee asked the Directorate about what steps it was taking to address the backlog of Development Applications. Initially they were informed that there were a number of factors

¹¹¹³ Answer to Question Taken on Notice E19-324, answered 15 July 2019.

that had contributed to the backlog, including changes in dwelling type, number of persons in a household, less detached dwellings, more multistorey developments, population growth, added complexity in dwellings, more multi-use dwellings and a greater community interest in development applications.¹¹¹⁴ They also stated that:

The reasons for the backlog relate to the quantum of DAs, the scale of DAs and the complexities, but also the level of community interest in DAs we have found. That all contributed to it. The last two, the complexity and community interest, mostly related to infill development. There are now a greater number of people affected by these more complex DAs and there is a greater impact on infrastructure that we need to be more carefully concerned about because it is existing infrastructure that needs to be either upgraded or accommodated within development.¹¹¹⁵

9.17 The Directorate stated that there were a number of reforms made to 'try and get though the large amount of work' that:¹¹¹⁶

Fundamentally, we commenced a stage assessment process in August 2018, last year. The number in the backlog peaked around October. As part of the stage assessment process—I will walk you through the stage assessment process in a sec—we reviewed and refined the stage assessment process again in April. We trialled it between August and April and then bedded it down in April this year.

We also implemented target overtime sessions. We engaged some very limited staff, additional staff on short-term contract arrangements, where it was particularly hard to find those sorts of people whilst maintaining our independence as the planning authority. They are mostly retired assessing officers, for example.

We have also spent some time revising our assessment templates, combining three templates into a single template to reflect our stage assessment; and we have revised our notices of decision to make them less complex. That was also in response to a request from industry—industry is concerned about the complexity of our notices of decision—for notices to be more plain English notices of decision that are easily understood. Then, obviously, there is the budget that resulted in the additional positions. That is what we have done.¹¹¹⁷

9.18 The Directorate went on to explain that the stage assessment process entailed six stages which were based on the 'statute considerations and the steps in the Planning and Development Act':¹¹¹⁸

¹¹¹⁴ *Proof Transcript of Evidence*, 26 June 2019, pp. 895-896;

¹¹¹⁵ Mr Cilliers, *Proof Transcript of Evidence*, 26 June 2019, p. 896.

¹¹¹⁶ Mr Rutledge, *Proof Transcript of Evidence*, 26 June 2019, p. 896.

¹¹¹⁷ Mr Cilliers, *Proof Transcript of Evidence*, 26 June 2019, p. 896.

¹¹¹⁸ Mr Cilliers, *Proof Transcript of Evidence*, 26 June 2019, p. 896.

The first stage would be pre-assessment and review. Fundamentally, we ask the question: is the land suitable? That is a question we have to ask in terms of the act; it goes back to not just permissibility but zone objectives and those sorts of things. The second stage is basically consideration of entity advice, again a requirement under the act. The third stage is for consideration of representations. The fourth stage is the technical assessment against the Territory Plan; we actually look at the drawings, assess them against code requirements and see whether they comply.

The fifth stage is a sort of in-between stage, what we call the preliminary decision-making stage. Before we start drafting and making a decision, we have a senior officer look at the DA: take a step back and look at all the previous stages, what the recommendations were and what the decision should be. That stage also gives you the opportunity to escalate it to the major projects review group or to the landscape review panel if there are any issues in relation to that.

The last stage is the drafting of the actual notice of decision and the final decision by a delegate. In addition to that, we have bundled our pre-lodgement services with our gateway team. They undertake a range of duties: things like inquiries, pre-lodgement advice, pre-application meetings and completeness checks. I have also introduced the role of coordinator. This particular person's role is to make sure that a DA keeps on progressing through those stages. Then there is a small team responsible for post-decision review. They are things like ACAT reviews and those sorts of things.¹¹¹⁹

9.19 Further to this they spoke about the reasons for undertaking such an approach, including the volume of work; the need for consistency in decision making; the need to identify pressure points and trends, and vulnerable DAs that can be handled more efficiently; and the wellbeing of staff.¹¹²⁰

9.20 They also spoke of the challenges they have had to face:

The challenges we have with the stage assessment process are largely in relation to communication. Applicants or industry were used to contacting a single DA assessing officer. Now, it is very difficult. What am I doing about that? We have centralised the communication part with our gateway team, and we currently have two duty planners at any stage. This has led to what I referred to earlier: the need for a coordinator to maintain a level of fairness. The way we are dealing with overdue DAs is to deal with the old ones first; obviously that leads to some complaints from people whose DAs are getting older while we are dealing with them. Another challenge is dealing with amendment applications. We discussed that earlier. Something else is that the quality of applications and documentation we receive still, in some cases, leaves—¹¹²¹

¹¹¹⁹ Mr Cilliers, *Proof Transcript of Evidence*, 26 June 2019, pp. 896-897.

¹¹²⁰ *Proof Transcript of Evidence*, 26 June 2019, pp. 896-898.

¹¹²¹ Mr Cilliers, *Proof Transcript of Evidence*, 26 June 2019, pp. 897-898.

9.21 Feedback on and outcomes of the new process were also provided to the Committee:

Let me go to the feedback we have. Let me go to proponents that did make a change, particularly proponents who, as Mr Cilliers said, were used to ringing up the single assessing officer, to the point where they were sometimes ringing the assessing officer so often that they had no time to do any assessment because they were kept talking to the one proponent. Centralising those phone calls has allowed the assessors to work in teams on each of the stages. I think, too, you will have seen in the budget that the government has made a major change to staffing, so we will be able to put on an initial six new assessing officers out of this budget. And we have done a change to the fees so that it will be, in effect, industry funded.¹¹²²

We keep a close eye on the success of our stage assessment process because it is a new thing. In October, 462 DAs at that given point were under assessment. We are currently down to the 350 mark. It does show that it works. We would like to be around the 200 to 240 mark for it to be a healthy level of work.¹¹²³

9.22 Noting the extra workload and overtime that had been required, the Committee asked for additional details as to what the targeted overtime involved and were informed that:

It peaked in about February this year. We asked officers if they would voluntarily agree to overtime twice a week—that was totally voluntary—and some on Saturdays as well. That would have been for about two to three hours. We would focus on particular backlogs within the stage system.

A stage system exposed where bottlenecks were. For example, with entity advice, we had a significant bottleneck there for quite a few months. We would take the overtime staff and get them to focus on that particular stage, and get that moving through the system to the next stage. It could also be where we see a bundle of applications in the same area that are similar; we would ask them to deal with the same issue, just for efficiency purposes.¹¹²⁴

9.23 The Directorate also indicated that this need for overtime is likely to be reduced with the addition of new permanent officers and that they were:

...sure we will not need to do overtime. We have efficient processes in place now, and, with the additional staff, as Mr Cilliers said, we hope to get those DAs assessed in a quality and timely manner.¹¹²⁵

¹¹²² Mr Rutledge, *Proof Transcript of Evidence*, 26 June 2019, p. 898.

¹¹²³ Mr Cilliers, *Proof Transcript of Evidence*, 26 June 2019, p. 898.

¹¹²⁴ Mr Cilliers, *Proof Transcript of Evidence*, 26 June 2019, p. 899.

¹¹²⁵ Mr Rutledge, *Proof Transcript of Evidence*, 26 June 2019, p. 899.

ENTERTAINMENT PRECINCTS

- 9.24 The Committee noted that there had been an urban sounds discussion paper released in 2016 and asked the Directorate when and what the Directorate would be doing in response to the options discussed in the paper. In response the Directorate stated that:

...we have taken the urban sounds project and we have started to split that work out, similar to what we have done with the strata reform work. There are a lot of things that we can do but not all of it fits within one portfolio neatly. We are now starting to work through where each of those actions neatly fits and what can be done in the short, medium and longer terms and not wait for a package of reforms that can be undertaken and that might take 12 months; things that we can do now. We are looking to see what we can do now.¹¹²⁶

- 9.25 The Committee were then informed by the Directorate that in relation to the entertainment precinct area they had been working with a number of other Directorates of what could be done through processes involving zoning, leasing conditions, strata reforms, and noise regulations as well as:

...looking at other jurisdictions and what they do. The City of Sydney has done work in this area, on the night-time economy and those sorts of things, previously. We are also looking at what other jurisdictions do as well.¹¹²⁷

- 9.26 The Committee, noting that it was now 2019 and the paper came out in 2016, asked why things that could have been done quickly had not been done, and were informed that:

Given the work we have been doing, we are now at a point that we can make changes as opposed to these were always easy things to do. The work has been done and we can now give effect to some of those things.¹¹²⁸

- 9.27 The Committee then asked what some of these things were, and were informed that in addition to possible amendments to noise requirements and the possible identification of an overlay of an entertainment precinct there were more broader issues:

The broader planning issues are a bit more complex in terms of whether we look at zoning, changes to zoning and leases. That is a bit more complex and we will probably look at that a bit more through the planning review work that we are doing on the Territory Plan and looking at zones.

On the strata reform work, we have been looking at whether there is anything through strata reforms and building management plans—those sorts of things—that we can

¹¹²⁶ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, p. 905.

¹¹²⁷ Dr Brady, *Proof Transcript of Evidence*, 26 June 2019, p. 905.

¹¹²⁸ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, p. 906.

incorporate there. Again, some of it is about making people aware that they are in a different precinct and the noise levels might be different.¹¹²⁹

9.28 When pressed as to whether there would be an announcement soon the Directorate indicated that:

I think the short answer is that we will settle our advice to the minister. Then that would be a decision for the minister in terms of what we are recommending. I do not think I would look to make announcements around what and when until we have settled that advice. But we are talking short term.¹¹³⁰

9.29 Specifically noting noise levels as a significant concern, the Committee asked about the ability for buildings to be constructed in such a way as to cope with noise. They were advised that the Building Code as part of the National Construction Code, sets the requirement for building. The Directorate also stated:

We can certainly look at that and we can work with our colleagues on the Australian Building Codes Board. If we got to the point where we thought there was a variation that was critically important, we could explore that with the minister. But I think we would need to do some more policy thinking around that in terms of the impact of having different building requirements in the ACT in relation to noise. Noise is certainly an issue that is being considered by the Building Codes Board at the moment.¹¹³¹

9.30 The Committee also sought further elaboration on how noise is measured and were informed that:

The measurements of noise are often at the boundary of a use. There are different measures for what is called a city precinct area or more a suburban area. We have been talking with the EPA about whether different levels should be used perhaps in some of the inner city, more urban areas, where there probably are different noise levels. At the moment, some of the levels cut off at 10 pm; so we have been asking whether on a Friday night or a Saturday night they could be extended to midnight, for example.¹¹³²

9.31 The Minister also added that:

As another action, I will be also writing, of course, to the design review panel to ask them to consider acoustic measures when reviewing development proposals.¹¹³³

¹¹²⁹ Dr Brady, *Proof Transcript of Evidence*, 26 June 2019, p. 907.

¹¹³⁰ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, pp. 908-909.

¹¹³¹ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, pp. 907-908.

¹¹³² Dr Brady, *Proof Transcript of Evidence*, 26 June 2019, p. 908.

¹¹³³ Minister Gentleman MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 908.

Recommendation 123

9.32 The Committee recommends that the ACT Government release within three months an update for the community on work following the 'Urban Sounds Discussion' paper.

Recommendation 124

9.33 The Committee recommends that the ACT Government finalise work to protect live music and activity within Canberra promptly, with the first stages to be completed during 2019.

PLANNING AND BUILDING POLICY (1.2)

9.34 Output 1.2, Planning and Building Policy, provides high quality professional services in strategic land planning; administering the Territory Plan; planning for land release; developing policies for high quality urban design; and policies for buildings, building services, equipment and appliances, and the building and construction industry.¹¹³⁴

MATTERS CONSIDERED

9.35 Matters considered by the Committee in relation to Planning and Building Policy included:

- building quality reforms;¹¹³⁵
- Disciplinary Register (also discussed under EPSDD);¹¹³⁶
- building inspectors (also discussed under EPSDD);¹¹³⁷ and
- EER Schemes¹¹³⁸

KEY ISSUES

BUILDING QUALITY REFORMS

9.36 The Committee asked the Directorate as to the status of the 43 reforms since the change of minister and were informed that:

¹¹³⁴ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 8.

¹¹³⁵ *Proof Transcript of Evidence*, 19 June 2019, pp. 382-384, 390-391.

¹¹³⁶ *Proof Transcript of Evidence*, 19 June 2019, pp. 384-385.

¹¹³⁷ *Proof Transcript of Evidence*, 19 June 2019, pp. 386-387.

¹¹³⁸ *Proof Transcript of Evidence*, 19 June 2019, pp. 388-390.

What we will do now is make sure that there are at least 15 of those reforms completed by the end of this financial year, which is the end of next week, and we are committed to following through on all of those. I think they are important reforms. I know you are aware of those reforms. I think the most recent steps in relation to the documentation guidelines and the codes of practice are strong demonstrations of not only the government's commitment to implementing those reforms but also the effect that they are likely to have on lifting the quality of building, and not only the quality of building but the quality of confidence that people have.

I think one of the important things for people in the ACT to have is a high level of confidence that buildings are high quality—and our buildings are generally very high quality. The way those reforms are going, I think, continues to build that confidence.¹¹³⁹

- 9.37 Whilst it was noted that the government was seeking to draw together both building policy and building regulatory oversight into one portfolio the Committee asked the Directorate what outcomes were being sought from the implementation of the reforms. Minister Ramsay, the Minister for Business and Regulatory Services (the Minister) stated that:

It will obviously depend on each of the various reforms. There are going to be different outcomes from each of the reforms. I said earlier that we have a threefold purpose: the highest quality building; a high level of confidence in the building sector by the general population; and a strong regulatory response for those increasingly few occasions where that is necessary.

With some of the reforms—for example, the documentation guidelines—one of the key outcomes is that it will be very clear, everyone will know what documentation is required, the building will match the documentation and it will be easy to follow through. That obviously means a higher level of quality of the building and a level of confidence in that.¹¹⁴⁰

- 9.38 The Directorate further stated that:

... the 43 reforms all pretty much work together, so there is not just one reform that will improve the whole building system. They all fit together. Some of them have less visible outcomes than others. In the documentation guidelines it will be much clearer for designers through to certifiers that this is what is expected of all the documentation that accompanies any building and follows through in the inspections.

Another thing we are doing is a code of practice. The first one we will see is for certifiers, surveyors. That, again, clearly documents what is expected of them and what is required of them. A lot of these things are already in existence but we are making it very clear to people. We have done some work on licences and training programs. We

¹¹³⁹ Minister Ramsay MLA, *Proof Transcript of Evidence*, 19 June 2019, pp. 382-383.

¹¹⁴⁰ Minister Ramsay MLA, *Proof Transcript of Evidence*, 19 June 2019, p. 390.

are improving training for people as they go through to get their licences as builders. We have modified exams. As I said, all these things are working together to make improvements.¹¹⁴¹

9.39 In relation to codes of practice and fairer practices the Directorate also informed the Committee that:

The codes of practice, in particular, are looking not just to improve the level of verification and oversight of what is actually happening on building sites by both the builder and the building surveyor but also to get better consistency. At the moment there is a lot of discretion in some of the provisions of our act and there are a lot of differences of interpretation about what is required at particular stages of work and what needs to be verified and certified. So we are looking for improved consistency and, where people are not doing what we think would be a minimum, to at least bring people up to that bar.

There are some reforms about fairer practices within the industry. Some relate to contracting: from a consumer side, people understanding their rights and obligations under the contract better; and from an industry side, reducing the impacts of, say, insolvencies and unfair payment terms. There is dispute resolution as well. A lot of the work that we are doing is to, firstly, prevent disputes and complaints coming through to Access Canberra. Access Canberra, as well, is looking to reduce things post occupancy rather than addressing them at the time. The dispute resolution processes that we are working on are to, where there is an issue, have alternative dispute resolution processes where people can resolve those more rapidly. Throughout the entire building process we are looking to see improvements and increased responses to problems in those particular areas.¹¹⁴²

9.40 Comment was also made in relation to the possible impact of the reforms by of Access Canberra as the regulator:

Given the significant exposure the regulator has had and the focus the government has placed on this particular aspect of regulation, we have seen an increase in complaints recently. Those complaints are not just for activity that is happening now. They are for problems people might have had for a while, but they now feel there is an avenue they can pursue to get them corrected. But through time we will expect to see the complaint numbers trending down. We recognise that this is a long-term indicator as well. Some of the complaints we might get on any given day might be for a building that was constructed eight years ago, for instance, but we are starting to see some of those quality impacts coming through. It will be a slow-moving indicator, but certainly

¹¹⁴¹ Dr Brady, *Proof Transcript of Evidence*, 19 June 2019, pp. 390-391.

¹¹⁴² Ms Morris, *Proof Transcript of Evidence*, 19 June 2019, p. 391.

we are focused on the impact from the reforms and also from the regulatory activities that we have underway.¹¹⁴³

ENVIRONMENT (2.1)

9.41 Output 2.1, Environment, help to protect the ACT's natural environment through the:

- implementation of programs responding to natural resource management as part of the Commonwealth's *National Landcare Program*;
- manage, review and implement legislation/action and plans to help protect land and species;
- sustainable use of water, including through implementation of Striking the Balance, ACT's Water Strategy;
- establish and support an ACT and region catchment management governance framework;
- administer the annual funding of the ACT Environment Grants Program (also discussed under Landcare ACT and Environment);
- promotion and involvement of the community in caring for the ACT's natural environment; and
- develop, review and implement legislation, policies and standards to protect the natural and built environments.¹¹⁴⁴

MATTERS CONSIDERED

9.42 Matters considered by the Committee in relation to Environment included:

- funding of local Landcare groups (also discussed under Landcare ACT);¹¹⁴⁵
- Upper Murrumbidgee Waterwatch program;¹¹⁴⁶ and
- water quality in the lakes.¹¹⁴⁷

¹¹⁴³ Mr Pepper, *Proof Transcript of Evidence*, 19 June 2019, p. 391.

¹¹⁴⁴ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 9.

¹¹⁴⁵ *Proof Transcript of Evidence*, 27 June 2019, pp. 1009-1012.

¹¹⁴⁶ *Proof Transcript of Evidence*, 27 June 2019, p. 1012.

¹¹⁴⁷ *Proof Transcript of Evidence*, 27 June 2019, pp. 1015-1017; *Answer to Question Taken on Notice E19-353*, answered 5 July 2019.

KEY ISSUES

FUNDING OF LOCAL LANDCARE GROUPS

- 9.43 The Committee noted from discussions held at the Community and Industry Groups hearing on 14 June 2019 that the local Landcare groups had each been funded about \$30,000 less than they had asked for. The Committee asked why this was the case.
- 9.44 In response Minister Gentleman, the Minister for Environment and Heritage (the Minister), stated:
- We funded the groups last time to look at opportunities for themselves to do a new business model in how they engage and operate to be financially responsible...
- They did that work. They came to us and said, "For this year we still need some funding to continue." We have delivered that within the directorate.¹¹⁴⁸
- 9.45 The Conservator, provided further details on the funding arrangements for the Landcare groups:
- The \$90,000 for each catchment group is for providing that core support to enable the catchment groups to deliver more across the ACT. In addition to that funding, we have also been able to resource those catchment groups with funding for particular programs, which is what they have been delivering. Frogwatch and Waterwatch are two programs and areas of activity that the catchment groups historically have invested in, and we have continued to invest in those areas as well. That grows the pie of resource to the catchment groups. In addition there are some 20 new healthy waterways infrastructure projects coming onto the books of the ACT.¹¹⁴⁹
- 9.46 In response to a question on whether the Government would maintain the \$90,000 funding for each of the groups going forward, The Conservator replied that while it would be good to maintain this level of funding:
- ...the land catchment groups have historically been funded by the commonwealth, and the commonwealth has reduced its investment into those areas. The ACT government is really enabling and keeping these catchment groups moving. We are looking at novel approaches to that; hence the conversation about Frogwatch and other things.¹¹⁵⁰
- 9.47 In the context of this discussion, the Conservator also mentioned that the catchment groups are recipients of the Government's environmental grants. Additionally, the Conservator noted ongoing Government investment in an education program for the management of waterways

¹¹⁴⁸ Minister Gentleman MLA, 27 June 2019, p. 1009.

¹¹⁴⁹ Mr Walker, *Proof Transcript of Evidence*, 27 June 2019, p. 1010.

¹¹⁵⁰ Mr Walker, *Proof Transcript of Evidence*, 27 June 2019, p. 1011.

'and ensuring the community are not putting inappropriate things down the stormwater drain'. He noted that 'the catchment groups are now picking up that responsibility and the funding to deliver that program. That was an in-house program delivered by the Directorate; we are now giving catchment groups some investment to enable them to take that partnership on'.¹¹⁵¹

Recommendation 125

9.48 The Committee recommends that the ACT Government continue to deliver community education programs on the importance of keeping leaves out of storm water drains and plastic out of waste water streams and other catchment clean-up messages.

WATER QUALITY IN THE LAKES

9.49 The Committee noted a report by the University of Canberra on dealing with algal blooms in the ACT and asked what the Government's response to this is.

9.50 The Directorate informed the Committee that the \$93.5 million ACT healthy water ways project is made up of \$85 million in Commonwealth funding and \$8.5 million in Territory funding. The funding is focused on 20 infrastructure projects and a range of other works including the research by the University of Canberra. The Committee was also told that the University's research was 'done on two aspects of water quality research, one looking at Lake Tuggeranong...and also looking at nutrient dynamics in our urban wetlands and ponds'.¹¹⁵²

9.51 The Directorate explained further that:

In relation to Lake Tuggeranong, the University of Canberra work has firstly looked at better quantifying the nutrient dynamics in the Lake Tuggeranong catchment as well as in the lake itself to determine the relativities. I guess the advice from the University of Canberra is that Lake Tuggeranong has a high nutrient loading from its catchment but, as Ian was just alluding to, over the 30 or so years that the lake has been there, there has been an accumulation of sediments and now it has got issues with temperature stratification of the lake which allows for nutrient release from the sediments that have built up over time.

...

When the lake is stratified you get low-dissolved oxygen at the bottom of the lake and that can allow the phosphates that are in the sediments to be released, and that provides a source of food, if you like, for the blue-green algae. The University of Canberra advice is that, in terms of the approach to dealing with trying to reduce blue-

¹¹⁵¹ Mr Walker, *Proof Transcript of Evidence*, 27 June 2019, p. 1012.

¹¹⁵² Mr Kendall, *Proof Transcript of Evidence*, 27 June 2019, p. 1016.

green algae and lake closures, it needs to be an approach that looks at cleaning up the catchment, and the infrastructure works that have been implemented are a big part of that.¹¹⁵³

9.52 On the results of the University's research, the Directorate explained:

They have tested a range of additives, three different additives, as well as a number of controls. They are still assessing the efficacy of those additives. But in terms of the products that are being tested there, one is a product called Phoslock, which is a type of bentonite clay that can lock up the phosphates; effectively it caps the phosphates in the bottom of the lake. One is a product called Diatomix; that is a different type of algae, if you like, that can out-compete the blue-green algae. The third additive is hydrogen peroxide, which specifically targets the blue-green algae as opposed to good algae or other plants and animals.¹¹⁵⁴

Recommendation 126

9.53 The Committee recommends that the ACT Government continue to research algal bloom spread in our lakes and to trial and monitor new products as they become available so that the number of days lakes are closed to recreational use is reduced and ultimately eliminated.

CONSERVATION AND LAND MANAGEMENT (2.2)

9.54 Output 2.2, Conservation and Land Management, incorporates the planning and management of the ACT's parks, reserves, unleased public land and plantations, including associated community infrastructure. The land manager role includes management of land for recreational use; conservation management; including management of national parks, nature reserves; fire management; and pest and weed control as well as the management of the Territory's softwood plantation and oversight of rural production areas.¹¹⁵⁵

MATTERS CONSIDERED

9.55 Matters considered by the Committee in relation to Conservation and Land Management included:

¹¹⁵³ Mr Kendall, *Proof Transcript of Evidence*, 27 June 2019, p. 1016.

¹¹⁵⁴ Mr Kendall, *Proof Transcript of Evidence*, 27 June 2019, pp. 1016-1017.

¹¹⁵⁵ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 10.

- feral horses,¹¹⁵⁶
- Ingledene Forest – replanting and recreational use,¹¹⁵⁷
- Ingledene Forest – bushfire prevention;¹¹⁵⁸
- harvesting of Kowen Forest;¹¹⁵⁹
- fire risk at Ingledene Forest;¹¹⁶⁰
- number of trees to be planted;¹¹⁶¹
- helicopter deer cull;¹¹⁶²
- Kangaroo Management Plan;¹¹⁶³
- remediation of the Molonglo sewerage treatment plant;¹¹⁶⁴
- Golden Sun Moth (also discussed under City Renewal Authority),¹¹⁶⁵ and
- Pink-tailed Worm-lizard.¹¹⁶⁶

KEY ISSUES

FERAL HORSE

9.56 The Committee asked about the Government’s actions to protect the ACT’s water catchment areas from feral horses.

9.57 The Minister replied that:

We have gone through a really detailed plan of management for pest animals, particularly in our catchment areas. I really want to congratulate PCS in particular for the work they have done in looking after those pristine catchment areas that contain our water for the ACT. They have done a great job to ensure that we have as few animals as possible, particularly hoofed animals, in the area. We have had a process for the removal of horses over a number of years and also a process for the removal of sambar deer.¹¹⁶⁷

¹¹⁵⁶ *Proof Transcript of Evidence*, 27 June 2019, pp. 989-991; 1000; *Answer to Question Taken on Notice E19-347*, answered 5 July 2019; *Answer to Question Taken on Notice E19-349*, answered 5 July 2019.

¹¹⁵⁷ *Proof Transcript of Evidence*, 27 June 2019, pp. 991-992; *Answer to Question Taken on Notice E19-348*, answered 5 July 2019.

¹¹⁵⁸ *Proof Transcript of Evidence*, 27 June 2019, pp. 991-992.

¹¹⁵⁹ *Proof Transcript of Evidence*, 27 June 2019, pp. 991-992.

¹¹⁶⁰ *Proof Transcript of Evidence*, 27 June 2019, p. 993.

¹¹⁶¹ *Proof Transcript of Evidence*, 27 June 2019, p. 993.

¹¹⁶² *Proof Transcript of Evidence*, 27 June 2019, pp. 1000-1001.

¹¹⁶³ *Proof Transcript of Evidence*, 27 June 2019, pp. 1002-1006; *Answer to Question Taken on Notice E19-351*, answered 5 July 2019.

¹¹⁶⁴ *Proof Transcript of Evidence*, 27 June 2019, pp. 1006-1009.

¹¹⁶⁵ *Proof Transcript of Evidence*, 27 June 2019, pp. 1012-1013.

¹¹⁶⁶ *Proof Transcript of Evidence*, 27 June 2019, pp. 1013-1015.

¹¹⁶⁷ Minister Gentleman MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 990.

9.58 In response to the ACT's contribution to the feral horse count across the Australian Alps, The Conservator informed the Committee:

The ACT is part of the broader collaboration across Victoria and New South Wales. Of course, the ACT deals with the Australian Alps. That arrangement has been in place for many years. We continue to support that memorandum of understanding with those organisations, including the commonwealth government. We have contributed to the monitoring of horses in the Australian Alps and we continue to do that. That work involves a whole range of different techniques for monitoring, from using remote cameras through to aerial surveys. Collectively, that information becomes available and goes on to the Australian Alps website. The information is then publicly available.¹¹⁶⁸

Recommendation 127

9.59 The Committee recommends that the ACT Government publish details about the ACT's contribution to feral horse counts across the Australian Alps region.

INGLEDENE FOREST – REPLANTING AND RECREATIONAL USE

9.60 In response to a question on why the Government is replanting Ingledene Forest, the Minister informed the Committee that:

It is an important opportunity for us to look after that area that was burnt out in the 2003 bushfires. Since then we have had just a little bit of management of that particular area. We have seen invasive weeds come into the area. We have seen misuse by different groups wanting to provide themselves with some entertainment on weekends, for example. We want to ensure that we can manage that particular area.¹¹⁶⁹

9.61 To this, he added:

I asked EPSDD to look at what we could do in managing it in a sense both for the environment but also in an economic sense. The opportunity to replant Ingledene means that we will have an industry occurring in the area that pays for itself. We have some carbon sequestration that is available in that process as well but, more importantly, a better recreational area, particularly for mountain bikers.¹¹⁷⁰

¹¹⁶⁸ Mr Walker, *Proof Transcript of Evidence*, 27 June 2019, p. 990.

¹¹⁶⁹ Minister Gentleman MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 991.

¹¹⁷⁰ Minister Gentleman MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 991.

9.62 The Minister also noted that the replanting of Ingledene Forest and the provision of mountain biking tracks within the forest provides an alternative location for mountain bikers to use during times when harvesting occurs at Kowen Forest.¹¹⁷¹

9.63 In the context of this discussion, The Conservator informed the Committee ‘about the concept planning around mountain bikes’:

In the year ahead we are investing in developing a concept plan for mountain biking in the ACT. This mountain bike concept plan will provide the iconic experience for mountain bikers across the ACT and link a number of the trails and networks. From the Stromlo Forest Park to Kowen and other areas we are working with the mountain bike fraternity to create an iconic experience in the ACT that links networks and trails already in existence but really tries to elevate and promote those sorts of in-nature activities.¹¹⁷²

9.64 The Conservator also informed the Committee that the planting of Radiata pines at Ingledene Forest provides:

...a recreational hub for the community with mountain bike riding, walking and horse riding. Those sorts of activities can be accommodated very well in pine plantation or replanted areas where they do not have the same impact on many of our more natural areas, like Namadgi National Park, where some of those activities are constrained because of the impact they would have on the environment.¹¹⁷³

COMMITTEE COMMENT

9.65 The Committee notes statements by the Minister and Directorate officials that Ingledene Forest will serve as a recreational hub for the mountain bike, trail walking, and horse riding communities. To ensure that the Forest can be utilised by as much of the community as possible, the Committee believes Government must consult closely with community groups when designing and planting Ingledene and other forest areas.

Recommendation 128

9.66 The Committee recommends that the ACT Government work closely with the recreational mountain bike, mountain trail walking and horse riding communities when replanting and redeveloping Ingledene and other forest areas so that such areas can be used to the maximum benefit of ACT residents.

¹¹⁷¹ Minister Gentleman MLA, *Proof Transcript of Evidence*, 27 June 2019, pp. 991-992.

¹¹⁷² Mr Walker, *Proof Transcript of Evidence*, 27 June 2019, p. 992.

¹¹⁷³ Mr Walker, *Proof Transcript of Evidence*, 27 June 2019, p. 992.

Recommendation 129

9.67 The Committee recommends that the ACT Government work toward a rotation programme, to ensure that bike trails in both Ingledene and Kowen Forest are maintained and usable even during periods of timber harvesting.

INGLEDENE FOREST – BUSHFIRE PREVENTION

9.68 The Committee sought comment from the Minister on the steps the Government has taken to mitigate the fire risk at Ingledene Forest following the replant.

9.69 The Minister replied that:

...of course we are doing it within our bushfire operational plans. I think it has only caught fire once, in 2003. I cannot remember a fire in Ingledene prior to that. It is to the east of the main Namadgi ranges and east of Gudgenby River so there are a couple of breaks that assist us naturally with looking at fire.

But we have moved a long way since 2003 in addressing bushfires. With our aerial capability and our raft teams we have a much better application of bushfire management than we had in 2003. I am comfortable that whilst we are introducing new forest we will have the opportunity to be able to ensure that the bushfire risk is mitigated.¹¹⁷⁴

9.70 In response to a further question, the Minister told the Committee that 500,000 *Pinus Radiata* will be planted as well as a native species.¹¹⁷⁵

COMMITTEE COMMENT

9.71 The Committee believes that the experiences of the catastrophic 2003 bushfires should be borne in mind by the Government when planning the planting of new forest areas. The Committee urges Government to ensure that the Territory's bush-fire management plans are up-to-date and in-line with best practice.

Recommendation 130

¹¹⁷⁴ Minister Gentleman MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 993.

¹¹⁷⁵ Minister Gentleman MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 993.

9.72 The Committee recommends that as new forests are replanted, the ACT Government updates bushfire operational plans to ensure best practice and close management of new areas to reduce their fire risk to safe levels.

KANGAROO MANAGEMENT PLAN

9.73 The Committee asked about the Kangaroo Management Plan and was informed by the Minister that:

The conservator looks after that plan. There is a funding element of \$37,000 for the implementation of the survey and the monitoring requirements of the kangaroo management plan. That was in the 2018-19 budget. This was in addition to funding for the operational aspects of the conservation cull undertaking.¹¹⁷⁶

9.74 In response to a question on the kangaroo cull, The Conservator provided the Committee with the following information:

The program this year is the largest program that we have undertaken. It is planned to remove some 4,000 kangaroos from key areas where biomass and the animals that native vegetation supports are being impacted. That is the key message for this group. While kangaroo management in itself is an activity, the key purpose of that kangaroo management activity is to enable native grasses and native woodlands to recover and the species that are dependent on those ecosystems to continue to survive in the ACT. That is why we undertake kangaroo management work.¹¹⁷⁷

9.75 He added:

We also survey the community to get their view of kangaroo management. Some 80 per cent of the community highly value the activity of kangaroo management. They recognise that it is an important step that we need to do in the ACT. Again, the reason we undertake this conservation work is for the benefit of a suite of threatened species.¹¹⁷⁸

9.76 The Committee also asked questions about collisions between motorists and kangaroos; it wanted to know if the Directorate had data on this. The Conservator replied the Directorate does keep data and provided the following details:

In the last financial year, we have run into some 3,000 animals in our cars, so there is a fair impact across the community in managing kangaroos that have been hit by cars.¹¹⁷⁹

¹¹⁷⁶ Minister Gentleman MLA, *Proof Transcript of Evidence*, 27 June 2019, pp. 1002-1003.

¹¹⁷⁷ Mr Walker, *Proof Transcript of Evidence*, 27 June 2019, p. 1003.

¹¹⁷⁸ Mr Walker, *Proof Transcript of Evidence*, 27 June 2019, p. 1003.

¹¹⁷⁹ Mr Walker, *Proof Transcript of Evidence*, 27 June 2019, p. 1004.

9.77 In response to a related question later in the hearing, The Conservator indicated that the Directorate has ‘good information that...provides a good visual representation of where kangaroo-car accidents are occurring’.¹¹⁸⁰

COMMITTEE COMMENT

9.78 The Committee believes that data on kangaroo-vehicle collisions available to the Directorate could be better used to keep motorists informed about collision hotspots.

Recommendation 131

9.79 The Committee recommends that the ACT Government make publicly available, a database or a heatmap of collisions between kangaroo and vehicles.

GOLDEN SUN MOTH

9.80 The Committee asked for an overview of the conservation status of the Golden Sun Moth.

9.81 The Directorate provided the Committee with the following information:

The golden sun moth is listed under the Nature Conservation Act and has been for quite a while. We have a number of listed species which we provide actions for, and it is one of our species that is commonwealth listed as well as ACT listed. It is quite an interesting species because 10 years ago it was highly rare and we thought it was purely in native grasslands. With research and a lot of information that has come about in the past 10 years we have found golden sun moth in a lot of other areas and we have actually found it in Chilean needle grass. So we have this complex area of a listed threatened species occurring in areas where a listed weed grows, but that is what it likes.¹¹⁸¹

PINK-TAILED WORM LIZARD

9.82 The Committee noted the development of housing near the Molonglo River peninsula at Coombs and asked about the impact of this development of the pink-tailed worm-lizard.

9.83 The Minister responded that ‘we are providing as much habitat as we can in the Molonglo River reserve for the pink-tailed worm-lizard’.¹¹⁸² The Conservator added to this response, noting that:

¹¹⁸⁰ Mr Walker, *Proof Transcript of Evidence*, 27 June 2019, p. 1005.

¹¹⁸¹ Dr Margaret Kitchen, *Proof Transcript of Evidence*, 27 June 2019, p. 1012.

¹¹⁸² Minister Gentleman MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1014.

...providing habitat is the key means by which we can conserve pink-tailed worm-lizards and their habitat. The peninsula and the reserve itself provide suitable habitat. We have a national environment significance plan we are bound to follow, so we continue to implement that work and monitor and undertake activities to conserve the species there.¹¹⁸³

9.84 The Committee then asked a follow-up question on whether the species is protected in areas designated for development. The Conservator replied:

Like all development proposals, there is an assessment done pre-development about what values are there, and if there are any values there then yes, they can potentially be relocated to other areas. That is part of the work that the developers would be required to do consistent with their development applications and processes there.¹¹⁸⁴

HERITAGE (2.3)

9.85 Output 2.3, Heritage, administers the heritage provisions of the *Heritage Act 2004* and assists in the conservation of the ACT's heritage assets to ensure their recognition, registration and conservation. The area also provides administrative and operational support to the ACT Heritage Councils; administers the annual funding of the ACT Heritage Grants Program, the Canberra and Region Heritage Festival and Capital Works projects as they relate to heritage conservation works.¹¹⁸⁵

MATTERS CONSIDERED

9.86 Matters considered by the Committee in relation to Heritage included:

- illegal removal of heritage-listed Aboriginal scarred trees from Wanniasa;¹¹⁸⁶
- heritage application process;¹¹⁸⁷
- Lanyon Homestead;¹¹⁸⁸

KEY ISSUES

ILLEGAL REMOVAL OF HERITAGE-LISTED ABORIGINAL SCARRED TREES FROM

¹¹⁸³ Mr Walker, *Proof Transcript of Evidence*, 27 June 2019, p. 1014.

¹¹⁸⁴ Mr Walker, *Proof Transcript of Evidence*, 27 June 2019, p. 1014.

¹¹⁸⁵ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 10.

¹¹⁸⁶ *Proof Transcript of Evidence*, 27 June 2019, pp. 993-1000.

¹¹⁸⁷ *Proof Transcript of Evidence*, 27 June 2019, pp. 1001-1002.

¹¹⁸⁸ *Proof Transcript of Evidence*, 27 June 2019, p. 1006.

WANNIASSA

- 9.87 The Committee noted that two heritage-listed Aboriginal scarred trees had been illegally removed from Government land in Wanniasa. The Committee asked if Government staff or contractors had been involved in the removal.
- 9.88 ACT Heritage, provided the Committee with the details of the incidents:
- ...the two trees were located within close proximity to each other, one within the school and one within the parkland adjacent to the school. Both matters were subject to an investigation by Access Canberra and parks and conservation. I cannot disclose the outcomes of that due to privacy laws, but in one instance we know the offender and in the other instance we do not so the approaches to remediating both the sites and responding to both those cases is different.¹¹⁸⁹
- 9.89 In response to further questioning, ACT Heritage told the Committee that one of the trees had been removed by a Government contractor, but the removal had not been approved by the ACT Government. The Committee was also told that the contractor had self-reported the removal and that the action 'was not malicious; there was no intent'.¹¹⁹⁰
- 9.90 The Directorate explained further that the contractor had been engaged to remove trees in the area according to a tree management plan. The contractor had 'misunderstood the plan and inadvertently removed one of the trees that they should not have removed'.¹¹⁹¹
- 9.91 When asked about the consequences for offences under the *Heritage Act 2004*, ACT Heritage indicated that:
- At present, the options are very black and white: it is either education or prosecution. Obviously prosecution is quite a lengthy process, subject to DPP review and uptake. The Minister recognised that and has asked EPSDD to look at amending the compliance area in the legislation so that we can have a greater toolkit for situations like this.¹¹⁹²
- 9.92 Later in the hearing, the Directorate, provided more information on enforcement of the Heritage Act:
- In matters under the Heritage Act the onus of proof on the territory is to prove intent; that there was an intent to damage. That is a very difficult hurdle to meet, in the way the act is constructed. As my colleague Ms Moore said earlier, there is work going on, in terms of modifications and amendments to the Heritage Act, to bring in different tests for investigators, when they look at those things. Over many years of doing this

¹¹⁸⁹ Ms Moore, *Proof Transcript of Evidence*, 27 June 2019, p. 993.

¹¹⁹⁰ Ms Moore, *Proof Transcript of Evidence*, 27 June 2019, p. 994.

¹¹⁹¹ Mr Ponton, *Proof Transcript of Evidence*, 27 June 2019, p. 994.

¹¹⁹² Ms Moore, *Proof Transcript of Evidence*, 27 June 2019, p. 995.

type of work in my previous roles, the element of intent with respect to heritage has been a difficult hurdle to get over within the jurisdiction.¹¹⁹³

- 9.93 When asked if there was a strict liability offence within the Heritage Act, the Directorate responded that ‘there is a strict liability offence within the Act but it is not replicated in the Magistrates Court Act, so it does not have effect’.¹¹⁹⁴
- 9.94 The Committee asked what had happened to the trunks of the felled trees and was informed that one had been mulched while the other was salvaged.¹¹⁹⁵ When informed that the mulched tree was the one cut down by the Government contractor, the Committee sought an explanation as to how the contractor could mulch the tree while also self-reporting the mistake to fell the tree in the first place. The Minister responded that ‘I think we will find that out once the investigation is complete.’¹¹⁹⁶
- 9.95 Later in the hearing, the Committee was informed that both incidents occurred in 2017 and that the Directorate was notified about the one involving the contractor immediately. It learned about the other incident six months after it occurred.¹¹⁹⁷
- 9.96 The Committee asked when the investigations would be completed and was informed that ‘we would hope that by the end of this year the matters will be closed in their entirety’.¹¹⁹⁸ The Committee also asked whether the Minister would undertake to present the result of the investigation to the Legislative Assembly and was told he would.¹¹⁹⁹
- 9.97 In response to a question on what the Government intends on doing with the salvaged tree trunk, Ms Moore indicated that ‘we will be guided by the Representative Aboriginal Organisations [RAOs] and their desires for the future of the trunk’.¹²⁰⁰
- 9.98 Later in the hearing, ACT Heritage provided further information on how the Government intends to work with the RAOs in responding to the felling of the two trees:

On both of those sites there will be an interpretation or a reflective outcome. One is being driven by Education and with the other one we will be working with the RAOs about their wishes. That is what we spoke about before: whether they want to see it back in its location or somewhere else, much like we have done down at the Namadgi visitor centre. That is still ongoing at this point.¹²⁰¹

¹¹⁹³ Mr Simmons, *Proof Transcript of Evidence*, 27 June 2019, p. 997.

¹¹⁹⁴ Mr Simmons, *Proof Transcript of Evidence*, 27 June 2019, p. 997.

¹¹⁹⁵ Ms Moore, *Proof Transcript of Evidence*, 27 June 2019, p. 996.

¹¹⁹⁶ Minister Gentleman MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 996.

¹¹⁹⁷ Ms Moore, *Proof Transcript of Evidence*, 27 June 2019, p. 1000.

¹¹⁹⁸ Ms Moore, *Proof Transcript of Evidence*, 27 June 2019, p. 1000.

¹¹⁹⁹ Minister Gentleman MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1000.

¹²⁰⁰ Ms Moore, *Proof Transcript of Evidence*, 27 June 2019, p. 996.

¹²⁰¹ Ms Moore, *Proof Transcript of Evidence*, 27 June 2019, p. 999.

COMMITTEE COMMENT

9.99 The Committee recognises that scarred trees are important cultural artefacts for the Territory's Aboriginal communities. The Committee believes that any actions to rectify the loss of the two felled scarred trees, including the handling of the remaining tree trunk, the commemoration of the sites, or the broader education of the population on the significance of scarred trees, must be led first and foremost by the Territory's Aboriginal peoples. The Committee believes that Government should report any actions taken in this space to the Legislative Assembly.

9.100 The Committee believes that the investigation into the illegal felling of the two Aboriginal scarred trees in Wanniasa has taken an exorbitantly excessive amount of time.

9.101 The Committee also believes that legal loopholes exist which undermine the effective enforcement of the provisions of the *Heritage Act 2004*. The Committee believes that the effective enforcement of the Act is vital for protecting the Territory's heritage and strongly urges the Government to remove these loopholes to the enforcement of the Act.

Recommendation 132

9.102 The Committee recommends that the ACT Government expedite efforts to remove any judicial, legislative, or other loopholes to the enforcement of offenses arising from damage caused to heritage protected places, items, or objects.

Recommendation 133

9.103 The Committee recommends that the ACT Government expedite the investigation into the two felled scarred trees from 2017, and report back to the Legislative Assembly on the outcome of that investigation.

Recommendation 134

9.104 The Committee recommends that the ACT Government consult with local Aboriginal groups about the appropriate way to rectify the loss of the two scarred trees illegally felled in Wanniasa, including the appropriate handling of the salvaged tree trunk, and report any actions to the Legislative Assembly within six months.

HERITAGE APPLICATION PROCESS

9.105 In response to a question about changes to the processing of heritage applications, the Minister informed the Committee:

We have looked at speeding up the process of heritage applications, so we have extra staff on board now. I am very pleased to see that the number of applications has reduced quite dramatically. Back in 2008 we had some 320 on the list and we are down to 88. I am very pleased by the hard work the council has done, and it has also worked hard in the tribunal, which is very good. We hope to manage those numbers into the future and that is why we have provided the extra staff.¹²⁰²

9.106 In answer to a follow-up question, the Minister told the Committee that one extra FTE staff member would be added to the Directorate to 'help with managing nominations and working through that to expedite the process associated with listings'.¹²⁰³

9.107 The Committee noted that a recommendation made in 2017-2018 Budget Estimates report concerning the inclusion of more accountability indicators of heritage matters was not implemented by Government.¹²⁰⁴ The Committee asked why this was the case.

9.108 ACT Heritage replied that the Heritage Council considered introducing an accountability indicator on nominations but found that it could not quantify this 'because it was outside of the Council's control as to who it would be and when and how a nomination would be received'.¹²⁰⁵

9.109 Further to this they stated to the Committee that:

You could not control meeting a quota of nominations received and therefore a quota of nominations processed. Also, each nomination is incredibly different. One nomination might be for a single dwelling or a single object, and one nomination might equate to a suburb of places. The level of time and investment by the Heritage Council to make a decision on the nomination varies vastly depending on the nature of that nomination. So making a strategic indicator would not give a true representation; you would not be able to report against it, because a lot of it is outside the control of the government or the council.¹²⁰⁶

¹²⁰² Minister Gentleman MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1001.

¹²⁰³ Mr Walker, *Proof Transcript of Evidence*, 27 June 2019, p. 1001.

¹²⁰⁴ See: Select Committee on Estimates 2017-2018, *Appropriation Bill 2017-2018 and Appropriation (Office of the Legislative Assembly) Bill 2017-2018*, July 2017, Recommendation 95, https://www.parliament.act.gov.au/_data/assets/pdf_file/0003/1090164/Estimates-2017-18-FINAL-REPORT.pdf, viewed 4 July 2019.

¹²⁰⁵ Ms Moore, *Proof Transcript of Evidence*, 27 June 2019, pp. 1001-1002.

¹²⁰⁶ Ms Moore, *Proof Transcript of Evidence*, 27 June 2019, p. 1002.

COMMITTEE COMMENT

9.110 While recognising the difficulties associated with quantifying an accountability indicator for Heritage applications, the Committee believes that Government can do more to provide transparency on the number of Heritage application nominations processed by the Heritage Council.

Recommendation 135

9.111 The Committee recommends that the ACT Government action the Heritage recommendations outlined in the report of the Select Committee on Budget Estimates 2017-18, or at a minimum develop a reporting mechanism or accountability indicator for the annual number of Heritage Application nominations processed.

CLIMATE CHANGE AND SUSTAINABILITY (3.1)

9.112 Output 3.1, Climate Change and Sustainability develop and provide advice in relation to:

- the ACT's climate change agenda;
- investments in renewable electricity to achieve the government's 100 per cent renewable electricity target and delivery of local industry development strategies;
- frameworks to ensure the ACT's energy systems (electricity, fuel and liquid fuel(s) are reliable, sustainable and affordable;
- measures to help households manage their energy better to reduce emissions and costs, including administration of the Actsmart programs;
- the ACT Zero Emissions Government framework; and
- administration of the Energy Efficiency (Cost of Living) Improvement Scheme.¹²⁰⁷

MATTERS CONSIDERED

9.113 Matters considered by the Committee in relation to Heritage included:

- solar panel quality;¹²⁰⁸
- energy efficiency programs;¹²⁰⁹

¹²⁰⁷ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, pp. 10-11.

¹²⁰⁸ *Proof Transcript of Evidence*, 24 June 2019, p. 752.

¹²⁰⁹ *Proof Transcript of Evidence*, 24 June 2019, pp. 752-754.

- ensuring that Government buildings use electricity and not gas as their main source of power;¹²¹⁰
- number of zero-emission vehicles in the ACT Government fleet;¹²¹¹
- plans to ban the sale of new petrol and diesel cars;¹²¹²
- impact on the workforce of the shift towards electric vehicles;¹²¹³
- plan for achieving 2025 emissions reduction target;¹²¹⁴
- cost associated with making a 65 per cent reduction in emissions by 2030;¹²¹⁵
- hydrogen refuelling stations;¹²¹⁶
- Actsmart;¹²¹⁷and
- large-scale generation certificates;¹²¹⁸

KEY ISSUES

ENERGY EFFICIENCY PROGRAMS

9.114 The Committee noted that the ACT is close to having 100 per cent renewable electricity and inquired about what the Government is doing in terms of energy efficiency programs.

9.115 Minister Rattenbury, Minister for Climate Change and Sustainability (the Minister), acknowledged the importance of promoting energy efficiency for people to have cost-effective homes and to ensure that electricity usage is kept as low as possible and provided the following information on actions Government will take in this space:

Around accounting for greenhouse emissions and what we prioritise next, we are currently undertaking a review of the energy efficiency improvement scheme. We have had a range of public consultations on that... One will be that we will change how we measure the energy efficiency improvement scheme [EEIS] from an emissions basis to a draws basis, or an energy unit basis, so that you can still gauge activities effectively. But also within the EEIS you have seen a number of products where you can no longer transition to a more efficient gas product. You can now no longer access gas products,

¹²¹⁰ *Proof Transcript of Evidence*, 24 June 2019, pp. 754-755.

¹²¹¹ *Proof Transcript of Evidence*, 24 June 2019, pp. 755-758.

¹²¹² *Proof Transcript of Evidence*, 24 June 2019, pp. 758-759.

¹²¹³ *Proof Transcript of Evidence*, 24 June 2019, p. 759.

¹²¹⁴ *Proof Transcript of Evidence*, 24 June 2019, pp. 759-760.

¹²¹⁵ *Proof Transcript of Evidence*, 24 June 2019, pp. 760-763.

¹²¹⁶ *Proof Transcript of Evidence*, 24 June 2019, pp. 763-766.

¹²¹⁷ *Proof Transcript of Evidence*, 24 June 2019, pp. 766-771.

¹²¹⁸ *Proof Transcript of Evidence*, 24 June 2019, pp. 772-773.

because we are encouraging people to go down the all-electric path. That is the broad direction we are going in in that scheme.¹²¹⁹

9.116 The Committee asked if the Government would be assisting people in transitioning from inefficient to more efficient electrical heaters through the EEIS.

9.117 The Directorate informed the Committee that:

When we did some community consultation around the extension of the EEIS, what came through loud and clear was about what we can do to help people with either inefficient gas or inefficient electric. So the government has agreed to extend the scheme to 2030, because it is a very popular scheme, and then that will line up with our interim targets. The focus of that is now becoming, as much as efficient electricity, getting off gas.¹²²⁰

9.118 Further to this the Directorate provided additional information on the Government's review of the EEIS:

Due to the 100 per cent renewable electricity target, we will be changing to an energy metric, which means there will be more uptake of efficient electric replacements in the future. There are also opportunities for low income households to save on energy through an energy efficiency improvements in public housing program, which will replace inefficient electric heaters with more efficient electric reverse cycle air conditioners.¹²²¹

9.119 In explaining why some public housing tenants have not been able to transition to a split system since the initiative was announced in the 2018-19 budget, the Directorate indicated that:

I think what has happened is they focused on gas to electric first and then they are transitioning into the electric to electric reverse cycle. So they should be eligible now.¹²²²

Recommendation 136

9.120 The Committee recommends that the ACT Government extend the energy efficient improvement scheme to include replacing electric resistance heaters with split system reverse cycle systems.

¹²¹⁹ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 753.

¹²²⁰ Mr Rutledge, *Proof Transcript of Evidence*, 24 June 2019, p. 753.

¹²²¹ Ms Harmer, *Proof Transcript of Evidence*, 24 June 2019, pp. 753-754.

¹²²² Ms Harmer, *Proof Transcript of Evidence*, 24 June 2019, p. 754.

ZERO-EMISSION VEHICLES

9.121 In response to a question on the number of zero-emissions vehicles the ACT Government has in its vehicle fleet, the Directorate informed the Committee that the ACT Government currently has 17 electric vehicles.¹²²³

9.122 In reply to a follow-up question on the number of electric bikes in the ACT Government's fleet, the Directorate explained:

We used eight in the trial which finished in 2018. What we found from that trial was that they were effective and they were used. It has been an interesting thing with the e-bikes that what we have seen is that often people try the e-bikes as part of the fleet and then they go out and purchase their own e-bike for private use. It has actually been an interesting promotional tool for e-bike retailers across the territory.¹²²⁴

9.123 The Committee inquired about Government actions to widen the number of zero-emission vehicles in the ACT. The Minister replied that the Government has 'adopted the target to have the ACT Government fleet, basically all the vehicles, to be zero vehicles within three year'. He noted that this would be subject to vehicles being fit-for-purpose; some job categories, such as park rangers, would still require use of conventional vehicles.¹²²⁵

9.124 The Minister explained three ways such actions within Government are important in terms of widening the use of electric vehicles more generally among the population:

One is that people will see more vehicles around, which I think is part of the public education process. The second is that, as vehicles come out of the lease cycle they will become available as second-hand vehicles. The third is that the ACT government committing to this target has generated real interest from the car-making sector. We have had all the major car importers and makers in Australia come and see us to talk about being involved in this arrangement. I think what it is doing is giving some market confidence to make it worth it for them to import vehicles. The great barrier in Australia still is that there are not many vehicles available.¹²²⁶

9.125 The Committee also asked about electric bikes and scooters, particularly mentioning safety concerns around collisions with pedestrians.

9.126 The Minister responded that:

As you, I am sure, are aware, there is real tension out there between pedestrians and cyclists, as there is between cyclists and cars and the like. What we are doing is trying

¹²²³ Mr Mozqueira, *Proof Transcript of Evidence*, 24 June 2019, p. 755.

¹²²⁴ Mr Mozqueira, *Proof Transcript of Evidence*, 24 June 2019, p. 755.

¹²²⁵ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 756.

¹²²⁶ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 756.

to run protocol etiquette campaigns with cyclists particularly. In that order of vulnerability, pedestrians are the most vulnerable of the road users. I am sure we have all seen it, but unfortunately there are some bike riders who are not considerate; equally there are some pedestrians who are not considerate. The bottom line is: if everyone was a bit more considerate to each other we would all be a lot better off.¹²²⁷

Recommendation 137

9.127 The Committee recommends that the ACT Government engage in an extensive education campaign to ensure pedestrian, riders and driver safety around electric bikes and scooters.

IMPACT ON THE WORKFORCE OF THE SHIFT TOWARDS ELECTRIC VEHICLES

9.128 The Committee asked about the impact of the shift to electric vehicles on the workforce.

9.129 The Minister responded that:

We are very conscious of these sorts of transitions. There will also be new jobs, of course. For example, CIT at Fyshwick is one of the leading campuses for training people in electric vehicle use, maintenance, servicing and the like. We need to make sure that we offer those retraining opportunities as we progress. In becoming a bit of a known hub for these things, some of these opportunities are coming to the CIT. At CIT in Bruce, at least when we launched it, we had the only accredited wind training course in the Southern Hemisphere. So there is some of that first mover advantage.¹²²⁸

Recommendation 138

9.130 The Committee recommends that the ACT Government explore further the economic benefits and options for job creation stemming from the transition to zero emissions and the embrace of new technologies – such as the training of people in zero emission vehicle maintenance.

PETROL AND DIESEL VEHICLES

9.131 The Committee noted moves in other jurisdiction for the banning of the sale of new petrol and diesel vehicles. The Committee wanted to know if the Government intends on taking similar actions.

¹²²⁷ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 757.

¹²²⁸ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 759.

9.132 The Minister acknowledged that there is a broad movement away from the use of petrol and diesel vehicles towards the increasing use of electric ones. He said that, at the moment, the Government's focus is on promoting the wider use of electric vehicles through the provision of necessary infrastructure, such as charging stations and recharging points.¹²²⁹

9.133 In addition, the Minister noted:

As a small jurisdiction, we are conscious that our ability to shape the global car market is small. We are a taker rather than a pace setter, although, because of setting our target, we are probably more advanced than most other jurisdictions in Australia. We have been able to box above our weight in that sense.¹²³⁰

COMMITTEE COMMENT

9.134 Given statements by the Minister for Climate Change and Sustainability that the ACT is not intending to ban the sale of new petrol and diesel vehicles, the Committee acknowledges that ACT residents will continue to purchase and use these types of vehicles into the future.

2025 EMISSIONS TARGETS

9.135 The Committee asked when the specific plan for meeting the Government's 2025 emissions reduction target will be released.

9.136 The Minister replied that the plan would be released in the next few months. He added: 'I was recently looking at action plan 2, so the next one will essentially be action plan 3. We have had two previous ones. It is scheduled to come out in 2021, but we will be a little bit ahead of schedule on that'.¹²³¹

9.137 The Minister commented further:

We undertook some community consultation from late 2017 through to the first half of 2018. We received an enormous amount of community input. I was very encouraged by both the quality and quantity of input that we received. We had over 1,000 specific policy suggestions from members of the community, which I thought was very positive. It has taken us a little bit of time to sift through all of those suggestions, to analyse them and to work across government to get that whole of government coordination to bring together a strategy that the whole of government has bought into.¹²³²

9.138 When asked whether there would further consultations on the plan, the Minister replied that there would not be, adding that:

¹²²⁹ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 758.

¹²³⁰ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 759.

¹²³¹ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 759.

¹²³² Minister Rattenbury MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 760.

This new strategy will be all about getting us from now until 2025. It will just be the strategy. It is not coming out as a draft. Because of the extensive consultation we have done, we are just coming out with a plan.¹²³³

COST OF 2030 EMISSIONS TARGETS

9.139 The Committee recounted a *Canberra Times* article in which the Minister had stated a 65 per cent reduction in emissions by 2030 would cost \$5.8 million.¹²³⁴ The Committee asked how the ACT Government had arrived at this figure.

9.140 The Directorate informed the Committee that:

Before we hold to that number, we should be clear that it was based on economic modelling. We are seeing a lot of change, and the pace of change is rapidly changing... With the pricing of what that change will be, I am sure if we went to another economic modelling firm today we would get a different number. I am sure if we went there in another month we would get to another number.¹²³⁵

9.141 The Directorate went on to explain that the modelling was based on a range of scenarios and that 'there are an infinite number of scenarios to get any outcome' and went on to indicate that:

At the time, for example, the expectation was that electric vehicles would become cost competitive with petrol vehicles by around 2030. All of their thinking since then is that that is likely to happen sooner, if anything. The costs...are changing.

It also comes down to the fact that the scenarios in the future will become more difficult to estimate. We will get to our 2020 target of a 40 per cent reduction largely through achievement of our 100 per cent renewable electricity target. That is based on a range of specific contracts that we have in order to deliver that renewable electricity. To get to the 2025 target, then 2030 and beyond that, requires a much larger range of actions in the community in terms of transport choice, fuel choice within homes, fuel choices within businesses, and how people build their buildings over a long period of time. It has a much bigger requirement for the particular engagement of players in activities that they need to undertake. The range of costs of that become more difficult to estimate.¹²³⁶

¹²³³ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 760.

¹²³⁴ See: Katie Burgess, 'Cost of emissions reduction target revealed', *Canberra Times*, 17 August 2018, <https://www.canberratimes.com.au/story/6012809/cost-of-emissions-reduction-target-revealed/>, viewed 2 July 2019.

¹²³⁵ Mr Rutledge, *Proof Transcript of Evidence*, 24 June 2019, p. 760.

¹²³⁶ Mr McGlynn, *Proof Transcript of Evidence*, 24 June 2019, p. 761.

9.142 During a discussion on the nature of the \$5.8 million cost, the Directorate explained that ‘it is a social welfare cost...it is an estimation of the difference in the social welfare that existed at the time, if you went with that strategy or not’. Additionally it was explained that:

It is based on a range of assumptions about what would exist in 2025 and what would need to exist in 2030; that then incorporates within it assumptions about population growth, economic growth and other sorts of assumptions.¹²³⁷

HYDROGEN REFUELLING STATIONS

9.143 The Committee recounted recent news of a hydrogen fuelling station fire in Norway and asked what actions the Government has taken to ensure the safety of the Fyshwick hydrogen refuelling station.

9.144 The Minister replied:

The station being built at Fyshwick is being done as a partnership with ActewAGL and Neoen. ActewAGL, of course, are quite expert in the provision of liquid fuels and have done it for many years. They are subject to a range of both their own organisational safety requirements as well as a range of government regulatory requirements.

The best advice I have been given on this...is that probably it still would be more dangerous to go to a petrol station than to a gas refuelling station. However, obviously there will be an examination of what happened at that incident in Norway and we will be working to make sure that we are aware of the lessons that come from that, if there are any that are directly applicable to the ACT.¹²³⁸

9.145 The Directorate added that ActewAGL has operated a refuelling station at the Fyshwick site safely for some time and that the refuelling station to be built ‘will be subject to particular regulations in terms of safety and workplace health and safety requirements’.¹²³⁹

9.146 The Directorate then provided further information on the refuelling station and related safety issues:

Obviously, hydrogen is a new technology for Australia. We understand that the facility that is under construction at Fyshwick will actually be Australia’s first publicly accessible hydrogen refuelling station... Obviously, land use and other approvals are required, ensuring appropriate zoning and the like.

...

Again, it is fair to say that hydrogen refuelling has a range of safeguards built into it which are not available in your conventional fuel station... There is a range of smart

¹²³⁷ Mr McGlynn, *Proof Transcript of Evidence*, 24 June 2019, p. 762.

¹²³⁸ Minister Rattenbury MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 763.

¹²³⁹ Mr McGlynn, *Proof Transcript of Evidence*, 24 June 2019, p. 763.

technologies with hydrogen in that it is a closed system. When the nozzle, for want of a better term, attaches to the vehicle, it requires the vehicle to talk to the bowser and the bowser to talk to the vehicle to enable the flow of hydrogen. There is a safety measure there.

Also, you cannot drive off in the vehicle with the pump still attached as it will not allow the vehicle to engage the engine until the connection from the bowser is actually disengaged. So there is a closed system. Hydrogen refuelling capability has additional safeguards.¹²⁴⁰

9.147 The Directorate also noted that the *Planning and Development Act 2007* and the *Dangerous Substances Act 2004* 'in particular wrap around this facility and ensure that it will meet the appropriate planning obligations and obviously safety obligations'.¹²⁴¹

ACTSMART

9.148 In response to a question on the Actsmart program, the Directorate provided the following overview:

It has a number of elements. It has a general household program and then some parts are focused particularly on low income households and assisting those in a variety of ways. It has a schools component where every school in the ACT is signed up to the Actsmart program and they go through an accreditation process where they go through the five different aspects of Actsmart. There is a business program as well.

All three of those are part of the Actsmart program. They share some knowledge but they also have quite different approaches.¹²⁴²

9.149 Further to this the Committee was informed that Actsmart 'has a range of community components as well: community gardens grants, community zero emission grants and also the community partnership agreement we have with the ACT Government with three community organisations'.¹²⁴³

9.150 On the low income element of the program, the Directorate indicated that:

We support about 1,500 low income households per year. That gives low income households the opportunity to access a range of services, from education advice only right through to draught-proofing support with no interest loans for appliances and also appliance upgrades. It also connects with our solar program.¹²⁴⁴

¹²⁴⁰ Mr Harding, *Proof Transcript of Evidence*, 24 June 2019, p. 764.

¹²⁴¹ Mr Harding, *Proof Transcript of Evidence*, 24 June 2019, p. 764.

¹²⁴² Mr McGlynn, *Proof Transcript of Evidence*, 24 June 2019, p. 766.

¹²⁴³ Ms Malouf, *Proof Transcript of Evidence*, 24 June 2019, p. 766.

¹²⁴⁴ Ms Malouf, *Proof Transcript of Evidence*, 24 June 2019, p. 767.

9.151 When the Committee inquired as to the take-up of the low-income program it was indicated that it was 'oversubscribed'.¹²⁴⁵

9.152 On the business and school elements of the program, the Directorate informed the Committee that:

With our business programs we support almost 1,000 businesses with the waste and recycling program, with annual accreditation into that program, and that is from small businesses to large businesses. With the schools program we have 100 per cent of schools, public, private and independent, signed up to the schools program.¹²⁴⁶

9.153 In response to a follow-up question, the Directorate informed the Committee about the organics part of the program:

Our 1,000 businesses have to have an organics component to become accredited. To give you some idea of the organics diverted from landfill, until 31 March this year the 626 accredited sites have sent 2,877 cubic metres of organic material to an organics reuse facility to be broken down more efficiently than in landfill.¹²⁴⁷

9.154 It was also explained that organic worm farms are one example of the organics component of the program and that this could either be delivered through an in-house set up or through a commercial arrangement with an external organics recycler.

9.155 The Committee asked about the type of advice that the Government provides to smaller businesses and were informed that:

We tailor the advice depending on the site of the business, whether they are a multi-tenanted unit, whether they can manage it if they have got a large enough amount... It depends on the amount of material, the organics that they produce. It also depends on how they process a lot of their material. Lots of places get fruit and vegetables arriving already peeled and they do not create a lot more waste. It is tailored advice for each individual business or school.¹²⁴⁸

9.156 In response to a question on whether it is more cost effective to send organic waste to landfill, the Directorate stated:

If you just got the compost it would be cheaper to send it to landfill. But the other recycling methods—the mixed recycling and the paper recycling—make it cost effective if you do it as a package. If you were just sending waste to landfill it would be a certain price. It would be cheaper if you put in your mixed recycling and your paper

¹²⁴⁵ Ms Le Couteur MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 767; Ms Malouf, *Proof Transcript of Evidence*, 24 June 2019, p. 767.

¹²⁴⁶ Ms Malouf, *Proof Transcript of Evidence*, 24 June 2019, p. 767.

¹²⁴⁷ Ms Malouf, *Proof Transcript of Evidence*, 24 June 2019, pp. 767-768.

¹²⁴⁸ Ms Malouf, *Proof Transcript of Evidence*, 24 June 2019, p. 768.

recycling and then you would offset the cost of your organic. You can run through the program at least at cost neutral. Many organisations actually save money.¹²⁴⁹

9.157 The Committee asked about the number of attendees that Actsmart events generally attracts and were informed that:

Our household workshops have anywhere between 30 and 60 attendees. We run those workshops in local areas to try to take the actual information to the suburbs. They are run through local libraries, community centres and school halls. We had one last week on heating your home without breaking the bank; that had 35 attendees. They are generally run after hours to catch people who cannot get to something during the day.¹²⁵⁰

Recommendation 139

9.158 The Committee recommends that the ACT Government increase funding for the low-income energy efficiency program, which is over-subscribed.

LAND STRATEGY (4.1)

9.159 Output 4.1, Land Strategy, provides strategic, policy and planning direction and support, including preparation of the four-year Indicative Land Release Program (ILRP). The ILRP sets out the Government's intended program for land release and seeks to facilitate housing diversity, provide affordable housing, stimulate economic activity, and meet the demand for land in the Territory and support a competitive land development and construction market. An element of this includes undertaking due diligence for land that contributes the ILRP.¹²⁵¹

MATTERS CONSIDERED

9.160 Matters considered by the Committee in relation to Land Strategy included:

- decrease in number of residential dwellings to be released;¹²⁵²
- Indicative Land Release Program;¹²⁵³
- due diligence Studies;¹²⁵⁴

¹²⁴⁹ Ms Malouf, *Proof Transcript of Evidence*, 24 June 2019, p. 770.

¹²⁵⁰ Ms Malouf, *Proof Transcript of Evidence*, 24 June 2019, p. 771.

¹²⁵¹ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 11.

¹²⁵² *Proof Transcript of Evidence*, 26 June 2019, pp. 881-886; *Answer to Question Taken on Notice E19-327*, answered 4 July 2019.

¹²⁵³ *Proof Transcript of Evidence*, 26 June 2019, pp. 882-886; 911-912.

¹²⁵⁴ *Proof Transcript of Evidence*, 26 June 2019, pp. 911-912.

- Affordable Housing Targets and Indicative Land Release Program;¹²⁵⁵
- shopping Site – John Gorton Drive;¹²⁵⁶
- Molonglo Commercial Centre;¹²⁵⁷
- Molonglo 3;¹²⁵⁸
- Molonglo Bridge;¹²⁵⁹
- stalling of Throsby Development;¹²⁶⁰ and
- Denman Prospect – land for schools and churches.¹²⁶¹

KEY ISSUES

DECREASE IN NUMBER OF RESIDENTIAL DWELLINGS TO BE RELEASED

9.161 The Committee asked why the total number of residential dwellings scheduled for release had fallen since 2018-19 budget. The Directorate responded in terms of the factors involved in developing the four-year indicative land release program, stating:

In terms of developing the four-year indicative land release program, the directorate looks at a range of factors, including expected demand and policy. We need to factor all of that in. There was a particular need over the previous period for the additional greenfields sites in particular.... we look at a range of factors in developing the indicative land release program. That includes looking at demand. Also, we need to be very mindful of government policy. We have the planning strategy 2018 that looks at an urban renewal greenfield split of 70-30, so 70 per cent of new dwellings within the existing urban footprint. Not all of that will be delivered by the government.¹²⁶²

9.162 The Committee then queried whether the reason fewer blocks were available was because the Directorate was hoping for more infill and the Directorate indicated that this was the case and that they then needed 'to look at the strategies that are available to the government to encourage the private sector to assist in delivering on that planning strategy and the outcomes.'¹²⁶³

¹²⁵⁵ *Proof Transcript of Evidence*, 26 June 2019, pp. 915-917.

¹²⁵⁶ *Proof Transcript of Evidence*, 26 June 2019, pp. 920-922.

¹²⁵⁷ *Proof Transcript of Evidence*, 26 June 2019, pp. 922-923.

¹²⁵⁸ *Proof Transcript of Evidence*, 26 June 2019, pp. 923, 925-927.

¹²⁵⁹ *Proof Transcript of Evidence*, 26 June 2019, pp. 923-925; *Answer to Question Taken on Notice E19-328*, answered 4 July 2019.

¹²⁶⁰ *Proof Transcript of Evidence*, 26 June 2019, p. 932; *Answer to Question Taken on Notice E19-329*, answered 4 July 2019; *Answer to Question Taken on Notice E19-330*, answered 4 July 2019.

¹²⁶¹ *Proof Transcript of Evidence*, 26 June 2019, pp. 927-929; 934.

¹²⁶² Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, p. 882.

¹²⁶³ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, p. 882.

9.163 The Committee asked how many dwellings need to be released each year so as to keep up with population growth and was informed that:

We saw the planning strategy 2018 estimate that one scenario could require about 100,000 new dwellings by 2041. The most recent indicative land release notes that we expect we will have approximately 32,000 people coming to Canberra by 2023. That averages about 8,000 people per year. That is what we are seeing in population growth.

Based on the assumptions of household size—who requires housing for example—we anticipate we will need approximately 3,076 dwellings per year. Based on that 2018 strategy, it is another scenario of closer to about 4,000 a year. We will monitor this land release program annually and look at the land supply.¹²⁶⁴

9.164 In more detailed questioning the Committee asked why with increased demand is there not an increase in the number of dwellings released. In response the Directorate stated:

...it is not just for the government to meet the demand in terms of population. It is not just a simple equation where there is an increased population and therefore the government must release more greenfield land; we need to consider other planning objectives.

Going back to the planning strategy, with 70 per cent of that growth being contained within the existing urban footprint, the government does not own all of that land. There are other policies that will facilitate the private sector to step in and assist in meeting that demand.¹²⁶⁵

9.165 More specifically the Committee asked whether the release of fewer greenfield blocks, with a corresponding high level of demand would increase the price for the blocks. The Directorate indicated that this would not be the case:

... because we do not want all of that demand to be catered for in greenfield areas. It is not, as I said, a simple equation of there being people needing housing and therefore it is all greenfields. We need to think about how we want the city to grow. The government has made a very clear decision, through the planning strategy, that it wants to protect those things that we have heard from the Canberra community are important to them, which are the city in the landscape concept. That means we cannot continue to spread out.¹²⁶⁶

9.166 When pressed further on this issue the Directorate indicated that it did not necessarily follow that the price of new blocks would increase because they were now a premium product. They stated that during the conversation with the Canberra community:

¹²⁶⁴ Minister Gentleman MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 913.

¹²⁶⁵ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, pp. 882-883.

¹²⁶⁶ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, p. 883.

We heard very strongly that the Canberra community were quite comfortable with the idea of a more compact and efficient city. They were comfortable with moving away from what was then a fifty-fifty split to a higher ratio of development within the existing urban footprint, provided that, as a result of that, they were seeing high quality development and good quality public spaces. The planning strategy talks about how we are going to deliver on that.¹²⁶⁷

9.167 The Committee continued with its questioning along these lines, asking the Directorate to take into account the 2015 Winton housing choices survey, which indicated the 91% of respondents wanted to live in a detached house. The Directorate indicated that:

Of course, we have also talked in this room about the context of many of those questions. We asked a series of questions, including, “In an ideal world, what would you like to see?”; then, as we started to drill down into what that might mean in terms of infrastructure costs, impact on the environment, and what it means if we start to spread the city outwards as opposed to being more compact, people started to balance what was really important to them.

That was when, as a result of the further drilling down in that particular survey, people were more comfortable with the idea of a compact and efficient city. It is important to understand the context of the questions, and I have made that point previously.¹²⁶⁸

9.168 Minister Gentleman, Minister for Planning and Land Management (the Minister), also responded, stating:

...the newer Winton research shows that there are just as many people who want to downsize into denser living as, as you mentioned earlier, want to upsize. It is a reflection of what we have seen in the community and implemented in our planning process that is now coming out in the research as well.¹²⁶⁹

9.169 The Directorate then went on to state that:

It is also important to note that since 2015 and the minister’s statement of planning intent, that was the start of the conversation. We moved to housing choices, which was an outcome of the statement of planning intent. We undertook the research with Winton. Since then, and importantly over 2018, we undertook extensive community engagement in relation to the planning strategy refresh. That is where we really started to drill down in terms of this idea of the major policy shift potentially being a change from a fifty-fifty split.¹²⁷⁰

¹²⁶⁷ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, p. 884.

¹²⁶⁸ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, p. 885.

¹²⁶⁹ Minister Gentleman MLA, *Proof Transcript of Evidence*, 26 June 2019, pp. 885-886.

¹²⁷⁰ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, p. 886.

MOLONGLO 3

9.170 The Committee noted the inclusion of Molonglo 3 in the land release program and queried as to whether there had been any planning undertaken in relation to transport options for the new suburb. The Committee was informed that:

There is a planning design framework which sets out the structural elements of Molonglo 3. There is further work being done by EPSDD on how the transport routes operate through Molonglo 3, in the sense that Molonglo 3 is the several suburbs that sit on the north side of the Molonglo River.¹²⁷¹

9.171 When asked about the work being done in relation to community facilities, including schools and shopping centres for the new suburb, Minister Berry, Minister for housing and Suburban Development (the Minister), indicated that:

The whole planning process for new suburbs also involves various directorates. The Education Directorate and the Transport Canberra and City Services directorate are involved in the planning of new suburbs, to make sure that those facilities are available and are built into the whole suburb design.¹²⁷²

9.172 The Directorate also indicated that:

As part of the early planning we make sure that the land is appropriately available. Then we continue to work with our colleagues in other directorates in terms of their modelling to make sure that we have allocated land for particular types of uses. At the high level, we do a needs analysis of what we think in general terms would be required. We make sure that there is sufficient land available. Then we start to go into the finer grain of understanding, for example, what type of school would be required, whether it is government or non-government. That involves a lot of work with our colleagues in Education, who undertake modelling.

We work with other parts of government—the Community Services Directorate, for example—to understand what land might need to be released over that four-year process. I guess that is a long way of saying that land is available. We continue to refine the work to understand the exact need and then make sure that the land is available in the land release program.¹²⁷³

We have the city cluster, which is a monthly meeting of directors-general and deputies where we deal with these issues at the higher level to make sure that we have a complete understanding in terms of city issues and to make sure that we are managing all of those concerns.¹²⁷⁴

¹²⁷¹ Mr Gordon, *Proof Transcript of Evidence*, 26 June 2019, p. 923.

¹²⁷² Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 925.

¹²⁷³ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, p. 925.

¹²⁷⁴ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, pp. 925-926.

9.173 In relation to clarifying the planning for bus services to a new suburb the Directorate informed the Committee that:

We work with our colleagues but, of course, I cannot make the decision to put a bus route into a new suburb. But I will work very closely with my colleagues. Then Transport Canberra and City Services would brief the minister appropriately. But the short answer is that we know that we need to get bus services into new estates as early as possible. We work with our colleagues to make sure that that happens.¹²⁷⁵

Recommendation 140

9.174 The Committee recommends that the ACT Government ensure that public transport is provided to all new estates and significant recreational facilities, such as Stromlo Park.

Recommendation 141

9.175 The Committee recommends that the ACT Government ensure that community, commercial and educational facilities are provided to align with demand in new suburbs.

MOLONGLO BRIDGE

9.176 During discussions on Molonglo 3 the Committee asked about the current status of plans for the bridge across the Molonglo River. The Directorate indicated that:

That work is currently underway. It is being considered by the design review panel. We talked earlier about the design review panel. That is not just for new buildings; it is for infrastructure as well. It is so that our infrastructure has appropriate design and is not just chunks of concrete. We want to make sure that we have infrastructure—¹²⁷⁶

9.177 When pressed further on a possible time frame the Directorate indicated that was ‘in early design’ and there is not ‘a clear budget commitment to the construction’¹²⁷⁷ even though there is a ‘commitment to early design...[which]...will inform a design and construct tender process.’¹²⁷⁸

9.178 When pressed again the Directorate indicated to the Committee in an Answer to a Question Taken on Notice that:

¹²⁷⁵ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, p. 926.

¹²⁷⁶ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, p. 923.

¹²⁷⁷ Mr Ponton, *Proof Transcript of Evidence*, 26 June 2019, p. 923; Mr Gordon, *Proof Transcript of Evidence*, 26 June 2019, p. 923.

¹²⁷⁸ Mr Gordon, *Proof Transcript of Evidence*, 26 June 2019, p. 924.

The final section of John Gorton Drive, linking Cotter Road and William Hovell Drive/Coulter Drive, will include 1.7km of arterial road approach to a 225-metre bridge crossing of the Molonglo River. The design and construction will allow for the inclusion of additional road and bridge works that could accommodate Light Rail in the future.

Transport Canberra and City Services -Land Release Infrastructure Section is currently preparing the preliminary sketch plan (PSP) designs for this final section which will inform a 'Design and Construction' Business Case to inform a budget bid in the next 1-2 years. The current work is funded in the 2018-19 Budget for \$1,100,000. The project also includes the preparation and submission of a development application for Territory development approval. This work is anticipated to be finalised by March 2020.

Should the design and construction of the proposed works be supported with budget, the detail design could commence around November 2020 and construction commence around late 2021. The construction of the bridge and road approaches are expected to take three years to complete.¹²⁷⁹

Recommendation 142

9.179 The Committee recommends that the ACT Government provide a timeline for the construction of the bridge along John Gorton Drive, crossing the Molonglo River, and ensure it is built before there is significantly more population growth in Molonglo.

URBAN RENEWAL (4.2)

9.180 Output 4.2, Planning Delivery, facilitates and manages growth and change within the ACT through development assessment and leasehold management, with the overarching objective of promoting and facilitating economically productive, sustainable, attractive, safe and well-designed urban and rural environments in the ACT.¹²⁸⁰

MATTERS CONSIDERED

9.181 Matters considered by the Committee in relation to Urban Renewal included:

- clarification of what urban renewal means,¹²⁸¹
- urban renewal initiatives;¹²⁸²

¹²⁷⁹ Answer to Question Taken on Notice E19-328, answered 4 July 2019.

¹²⁸⁰ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 12.

¹²⁸¹ *Proof Transcript of Evidence*, 27 June 2019, pp. 1039-1040.

¹²⁸² *Proof Transcript of Evidence*, 27 June 2019, pp. 1039-1050.

- asset recycling;¹²⁸³
- ideas for urban renewal;¹²⁸⁴
- Woden CIT;¹²⁸⁵
- Eastlake;¹²⁸⁶
- Kenny;¹²⁸⁷
- Woden Community Centre;¹²⁸⁸
- limitations with private properties;¹²⁸⁹ and
- urban renewal needs – shopping centres.¹²⁹⁰

KEY ISSUES

URBAN RENEWAL INITIATIVES

9.182 In discussions about what actually constituted urban renewal the Committee asked whether urban renewal was a discrete program or a by-product of other programs. The Directorate was informed that it was ‘a by-product of some other activities that occur, but there are also discrete programs within the urban renewal portfolio as it is defined’¹²⁹¹

9.183 In this context the Committee asked if there was any consolidated list in existence that may indicate what initiatives are deemed to belong under the urban renewal banner. Minister Stephen-Smith, Minister for Urban Renewal (the Minister), indicated:

Not specifically, I would have thought. A lot of the activity that the City Renewal Authority do is obviously urban renewal and they produce their reports about the things that they have been doing. We have various reports about the things that EPSDD is doing specifically within the urban renewal portfolio. But it depends on how broadly you want to classify the term “urban renewal”. You could argue that building a new road is urban renewal.¹²⁹²

9.184 The Minister also stated that:

The question of what sits within the portfolio is really about major urban renewal projects outside the City Renewal Authority precinct—projects like the Kingston arts

¹²⁸³ *Proof Transcript of Evidence*, 27 June 2019, pp. 1042-1044.

¹²⁸⁴ *Proof Transcript of Evidence*, 27 June 2019, pp. 1051-1059.

¹²⁸⁵ *Proof Transcript of Evidence*, 24 June 2019, p. 767.

¹²⁸⁶ *Proof Transcript of Evidence*, 24 June 2019, pp. 1049-1051.

¹²⁸⁷ *Proof Transcript of Evidence*, 24 June 2019, pp. 1053-1054.

¹²⁸⁸ *Proof Transcript of Evidence*, 28 June 2019, pp. 1139-1140.

¹²⁸⁹ *Proof Transcript of Evidence*, 27 June 2019, pp. 1055-1056.

¹²⁹⁰ *Proof Transcript of Evidence*, 27 June 2019, pp.1054-1056.

¹²⁹¹ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1039.

¹²⁹² Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, pp. 1039-1040.

precinct and the brickworks, essentially, or a project where the Suburban Land Agency is responsible for the release of land within brownfield areas as well as some of the policy things around urban renewal, such as the urban renewal team working with Transport Canberra and City Services on the Woden experiment to then look at what we can learn from the Woden experiment that will help us to do activation in other parts of the city. That is the policy side of the urban renewal team.

Then there are the housing demonstration projects, which obviously work very closely with the housing choices policy process that Minister Gentleman has responsibility for. It is about the practical side of what are we looking for in these specific developments that will be for urban renewal and, for the housing demonstration projects that do not have sites, how can we help identify sites; and for those who have sites, how can we help them get through the regulatory processes that they might need to go through.¹²⁹³

9.185 When asked if there was a document that forecasted the scheduling and planning of urban renewal initiatives in the context of the planning sphere the Directorate stated:

In terms of land release, obviously there is the indicative land release program, then through some of the other planning work, the planning policy work coming out of that, there will be sites identified for future urban renewal opportunities. It is a bit of a continuum in that we undertake the planning work and from that we might identify land that we think will need to go onto the indicative land release program. The budget papers talk about due diligence work, further work that we will need to do to get the work ready for release.

At the right time we pass it over to our colleagues in the Suburban Land Agency. We have developed a framework to help us clearly map out which parts of the organisation are responsible and at what point, and what information we transfer over to the Suburban Land Agency.¹²⁹⁴

9.186 The Committee then asked if there was some part of the budget papers that shows all the budget projections for urban renewal initiatives as a whole and was advised by the Minister that there was no such section although it was indicated that budget paper 3 has a section on capital initiatives and that:

As you go through that you can say, "That one is in a brownfield site and involves building a new building or renewing a site." But it is not consolidated all under the heading of urban renewal; it is directorate by directorate.¹²⁹⁵

¹²⁹³ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1040.

¹²⁹⁴ Mr Ponton, *Proof Transcript of Evidence*, 27 June 2019, p. 1040.

¹²⁹⁵ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1041.

9.187 When asked if in future budget-cycles such a statement or consolidated list could be included the Minister stated:

I think that is probably something that is worth considering on balance—how many different types of budget papers you want to produce as part of the budget process. We split things up in a whole lot of different ways. But that is something we could certainly consider looking at.¹²⁹⁶

9.188 The Directorate further indicated that:

... in developing budget bids for consideration by government we certainly work across directorates, with our colleagues, to identify what work is required to support urban renewal initiatives. Whilst it might end up as a separate line item in the budget for another directorate, in the early development of those bids we are thinking about how it all fits together.¹²⁹⁷

Recommendation 143

9.189 The Committee recommends that the ACT Government publish a consolidated list of urban renewal projects that are currently underway, or have been committed to by the ACT Government, including detailed capital and expenditure, by agency.

Recommendation 144

9.190 The Committee recommends that the ACT Government provide a definition of urban renewal in *Budget Paper 3*, explaining its difference to other development and infrastructure upgrade programs.

IDEAS FOR URBAN RENEWAL

9.191 The Committee asked where the suggestions for urban renewal projects originate and were informed that:

We get such approaches and that would then come through the urban renewal teams and Mr Fitzgerald's team and we would brief ministers as appropriate.¹²⁹⁸

9.192 The Minister also added that:

¹²⁹⁶ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1041.

¹²⁹⁷ Mr. Ponton, *Proof Transcript of Evidence*, 27 June 2019, p. 1041.

¹²⁹⁸ Mr Ponton, *Proof Transcript of Evidence*, 27 June 2019, p. 1052.

I think, though, on those requests about the refresh of local shopping centres, that does go to the intersection between EPSDD and Transport Canberra and City Services. A lot of the work around refreshing the outdoor areas of a suburban shopping centre would fit with city services.¹²⁹⁹

9.193 When asked about where more significant ‘uplift’ requests would be directed the Minister stated:

It would probably depend in part on where it comes from. If we have a community council saying, “We want to do some work with you,” that is something that we would look at. I know the Kingston and Barton Residents Association and the Inner South Canberra Community Council have raised with me interest in doing some more work at the Kingston shops around refreshing and renewing. But it potentially might be a landlord looking to do some redevelopment of a building in that zone and then that is really a question for the planning process around what is—¹³⁰⁰

9.194 The Committee then expressed a concern that areas outside of the City Renewal Authority boundaries were not getting the same focus as those in the city when it came to ‘uplift’ and were informed by the Directorate that:

In terms of the City Renewal Authority, if I may, I meet regularly with my colleague Malcom Snow, the CEO, and other directorates—TCCS and the like—and when these things come up in other areas, or even for that matter within the city renewal precinct, we identify where it best sits. Where it is outside the city renewal precinct or it is not a greenfields area and we are getting those approaches then the approaches are often to me or to Mr Rutledge. Mr Fitzgerald often also receives those requests.

To say that they do not receive the same level of, I think the word you used was, interest or priority, is certainly not the case. When the approaches are made to us we will consider those very carefully and, as necessary, provide briefings to ministers or connect people through to other parts of government—for example, TCCS.¹³⁰¹

WODEN COMMUNITY CENTRE

9.195 The Committee noted that there are monies provided in the budget for the design and documentation approvals for a new Woden community centre. They were advised by Minister Steel, Minister for Community Services and Facilities (the Minister) that:

Planning for this facility will be an ongoing process to ensure that it is meeting the needs of the community more broadly, as well as Woden Community Service, which it

¹²⁹⁹ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1052.

¹³⁰⁰ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1052.

¹³⁰¹ Mr Ponton, *Proof Transcript of Evidence*, 27 June 2019, p. 1052.

will house. We have been working with Woden Community Service on the first design brief for the community centre.

Over the next 18 months the Environment, Planning and Sustainable Development Directorate will continue to work with Woden Community Service and engage with other key stakeholders in Woden, the Woden Valley Community Council included, to seek input into the design brief.¹³⁰²

9.196 The Directorate further indicated that ‘the ultimate aim is to work towards a DA by 2021 for that development.’¹³⁰³

9.197 When asked about the scope of the project and what the community are looking to see in the centre the Minister indicated that:

We are trying to get a sense, and we have been working closely with Woden Community Centre, of exactly what they might need, not only for what they are doing now but for what they might need to do in 10 years. Their services have been growing quite significantly as a result of their winning significant tenders from the ACT government to deliver a range of community services, but also the community is growing in Woden. We have been working with them to make sure that their functional brief informs any future design work.

From the community more broadly, they would like to see a large community space that is flexible that can be used for a range of different things, whether that is to deliver programs potentially for the arts and maybe some sporting events as well.¹³⁰⁴

9.198 The Directorate further stated:

A lot of what they are looking at goes to the basic elements, being the number of desks, counselling rooms, meeting rooms, activity spaces and sensory rooms for people with disabilities. That is at the first stage of what we are looking at. Obviously, from there, as the minister mentioned, there are opportunities for additional spaces like half-court basketball stadiums and the like. That is all part of the functional brief at this stage.¹³⁰⁵

EASTLAKE

9.199 Following confirmation that Eastlake was considered urban renewal, due to it being a brownfields site, the Committee asked what the plans were for the area and were informed that:

¹³⁰² Minister Steel MLA, *Proof Transcript of Evidence*, 28 June 2019, p 1139.

¹³⁰³ Mr Fitzgerald, *Proof Transcript of Evidence*, 28 June 2019, p 1139.

¹³⁰⁴ Minister Steel MLA, *Proof Transcript of Evidence*, 28 June 2019, pp. 1139-1140.

¹³⁰⁵ Mr Fitzgerald, *Proof Transcript of Evidence*, 28 June 2019, p 1140.

Quite a lot of background work has been done around the potential staging of development—that work is still underway—and the potential number of dwellings to be released or to be built on releases on that site. Some of that is reflected in the indicative land release program. I think there are two years of releases scheduled for East Lake in the current four-year forecast for indicative land release. That would give you some idea of the number of dwellings on those particular areas. But there is also work about staging activity in relation to things like the switching station in Kingston. That will obviously need to be demolished. Some more work around that is being worked through between EPSDD and SLA.¹³⁰⁶

9.200 The Directorate acknowledged that the focus of land release had not been on the Eastlake area for some time but advised the Committee that ‘the government sought to re-look at East Lake, knowing that things have changed, the city has changed and people’s housing choices have changed—people’s desires to live in attached, semidetached and unit developments.’¹³⁰⁷

9.201 The Committee then asked about the possible vision for the site and were informed that:

I think there are a number of issues there. Obviously with the future of the Kingston railway station—which we are not intending to move, just to be clear—there is potential opportunity for transit-oriented development, depending on future transport networks. But there is also the interface with the Jerrabomberra wetlands. There are some potentially really great opportunities there to do something new and different in the way we develop the urban realm, with water sensitive urban design and that wetland interface.

So there are a whole lot of things that we can get quite excited about. But there are also challenges in developing that site in relation to the existing uses of some of those areas around the railway corridor, and obviously The Causeway.¹³⁰⁸

9.202 Noting the proximity of the Jerrabomberra Wetlands the Committee then asked about the management of the interface between the wetlands and the urban areas. In response the Directorate acknowledged that:

That is part of the reason why we need to continue to do some additional studies. The wetlands have developed during that time, and both the visitor experience and the birds that are being attracted to the wetlands are far different even from where they were 10 years ago, such is the success of that. So we really need to have a look at that. Again, that is what we will be doing in the studies coming up.¹³⁰⁹

¹³⁰⁶ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1050.

¹³⁰⁷ Mr Rutledge, *Proof Transcript of Evidence*, 27 June 2019, p. 1050.

¹³⁰⁸ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1051.

¹³⁰⁹ Mr Rutledge, *Proof Transcript of Evidence*, 27 June 2019, p. 1051.

Recommendation 145

9.203 The Committee recommends that the ACT Government ensure that the Jerrabomberra Wetlands are protected as part of the future development of Eastlake.

LOOSE-FILL ASBESTOS INSULATION ERADICATION SCHEME (5.1)

9.204 Output 5.1, Loose-fill Asbestos Insulation Eradication Scheme, is delivered by the Asbestos Response Taskforce. The taskforce provides support and advice to affected homeowners, the Canberra community, industry and Government.¹³¹⁰

MATTERS CONSIDERED

9.205 Matters considered by the Committee in relation to the Loose-fill Asbestos Insulation Eradication Scheme included:

- properties surrendered as part of buy-back program in last 12 months;¹³¹¹
- properties yet to be purchased as part of buy-back program;¹³¹²
- properties not participating in buy-back program;¹³¹³
- letters from WorkSafe to owners of Mr Fluffy residences;¹³¹⁴
- blocks sold for more than was paid to owners;¹³¹⁵
- non-disclosure agreements;¹³¹⁶
- private demolitions;¹³¹⁷
- overall cost in relation to initial projections;¹³¹⁸
- payments to agents,¹³¹⁹ and

¹³¹⁰ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 12.

¹³¹¹ *Proof Transcript of Evidence*, 27 June 2019, p. 1018.

¹³¹² *Proof Transcript of Evidence*, 27 June 2019, pp. 1018-1019.

¹³¹³ *Proof Transcript of Evidence*, 27 June 2019, pp. 1019-1020.

¹³¹⁴ *Proof Transcript of Evidence*, 27 June 2019, pp.1020-1021; *Answer to Question Taken on Notice E19-373*, answered 5 July 2019.

¹³¹⁵ *Proof Transcript of Evidence*, 27 June 2019, pp.1020-1021; *Answer to Question Taken on Notice E19-375*, answered 11 July 2019.

¹³¹⁶ *Proof Transcript of Evidence*, 27 June 2019, p. 1022; *Answer to Question Taken on Notice E19-171*, answered 4 July 2019.

¹³¹⁷ *Proof Transcript of Evidence*, 27 June 2019, p. 1022.

¹³¹⁸ *Proof Transcript of Evidence*, 27 June 2019, pp. 1022-1023.

¹³¹⁹ *Proof Transcript of Evidence*, 27 June 2019, p. 1023.

- rate of property sales.¹³²⁰

KEY ISSUES

PROPERTIES NOT PARTICIPATING IN BUY-BACK PROGRAM

9.206 During initial discussions the Committee was informed that of the 39 known properties remaining, 14 are not participating in the loose-fill asbestos eradication scheme.¹³²¹

9.207 Noting these figures the Committee asked what the current plan was for the 14 who have not chosen to participate and were informed by Minister Stephen-Smith, Minister for Employment and Workplace Safety (the Minister), that there:

is ongoing engagement with the existing property owners to inform how those affected properties will be managed after the buyback closes from 30 June next year. That includes consideration of things like supporting the elderly who may wish to remain in their home for the final years of their lives, flexible transition arrangements for those who have complex circumstances, including medical circumstances and things like the provision of tip fee relief for the disposal of private demolition waste at Mugga Lane Resource Management Centre. There is a range of considerations that we are working through at the moment in close consultation, as far as possible, with the remaining property owners.¹³²²

9.208 The Committee then queried whether future measures would involve compulsory acquisition and were informed that ‘we have not ruled in or out compulsory acquisition. But we do not think we will need to get there.’¹³²³

9.209 The Directorate further stated that:

What we have found, particularly this year, is that the position remains clear that eradication of loose-fill asbestos is the ultimate goal. That has not changed. What we found is that people who are not participating in the scheme are not doing so for very different reasons—¹³²⁴

Everyone who has participated in the scheme has also done so for different reasons. What we are doing is trying to work out individual pathways for the remaining 14. I am not sure that they will participate in the scheme. Maybe they will undertake private demolition. What we have found just by talking to them—they may come in and meet directly with an executive member of the directorate or they may talk to our personal

¹³²⁰ *Proof Transcript of Evidence*, 27 June 2019, pp. 1023-1024.

¹³²¹ *Proof Transcript of Evidence*, 27 June 2019, pp. 1018-1019.

¹³²² Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1019.

¹³²³ Mr Rutledge, *Proof Transcript of Evidence*, 27 June 2019, p. 1019.

¹³²⁴ Mr Rutledge, *Proof Transcript of Evidence*, 27 June 2019, p. 1019.

support staff—is that people who had not previously engaged in the scheme are finding a new reason to and they are looking for those pathways. I imagine that for the remaining 14, private demolition will probably be the most likely outcome.¹³²⁵

9.210 Upon noting that the likelihood of private demolition the Committee sought clarification on whether this would be voluntary and were informed that this would be the case – ‘Voluntarily, yes I think that is where they will end up...’¹³²⁶

9.211 The Committee were then informed that despite the buy-back scheme ending at the end of June 2020 there was likely to be ‘an ongoing commitment to asbestos removal after that’ and that ‘management of those properties is very important through an asbestos management plan.’¹³²⁷ The Minister went on to explain that in terms of ongoing engagement:

... the government and the task force recognise that there will be, obviously, a long-term, ongoing impact of the Mr Fluffy episode on all of the home owners and previous residents of Mr Fluffy properties. There will be ongoing engagement. I met with Dr Sue Packer the other day, who is chairing the community and expert reference group around the legacy project. It was a very useful meeting to talk directly with her about the experience of the Fluffy owners and what she has experienced as chair of that group. There will be ongoing engagement around the legacy of Mr Fluffy for all of those who want to participate, in addition to the management of the houses.¹³²⁸

LETTERS FROM WORKSAFE TO OWNERS OF MR FLUFFY RESIDENCES

9.212 The Committee made note of some letters that had been sent to owners of Mr Fluffy residents by WorkSafe and asked if these letters had included information about possible imprisonment. The Committee was informed that:

In the government’s ongoing involvement and engagement with the remaining occupiers of affected premises, WorkSafe has been engaging to a very large degree with the existing owners and those who have not participated in the scheme. Over the past two years we have sent a total of six letters outlining assistance, responsibilities and ways forward for the owners. We have had multiple engagements through phone calls, visits and whatever with the people. So we have ongoing engagement.¹³²⁹

9.213 The Committee were further informed that the most recent letter ‘outlined some of the legal consequences of non-compliance with the community safety and responsibilities’ and whilst it was acknowledged that the letter may have been construed as threatening the Committee was

¹³²⁵ Mr Rutledge, *Proof Transcript of Evidence*, 27 June 2019, p. 1019.

¹³²⁶ Mr Rutledge, *Proof Transcript of Evidence*, 27 June 2019, p. 1020.

¹³²⁷ Mr Rutledge, *Proof Transcript of Evidence*, 27 June 2019, p. 1020.

¹³²⁸ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1020.

¹³²⁹ Mr Jones, *Proof Transcript of Evidence*, 27 June 2019, p. 1020.

informed that this was the 'sixth letter, as part of an ongoing, intensive two-year engagement.'¹³³⁰

9.214 In an Answer to a Question Taken on Notice WorkSafe informed the Committee that they had:

...forwarded a total of six letters to loose-fill asbestos affected property owners between March 2017 and June 2019. The letters varied in content depending on the owner's compliance with the Dangerous Substances (General) Regulation 2004.

The actual number of letters each homeowner received depended on the owner's specific circumstances and compliance with the Dangerous Substances (General) Regulation 2004.

Definitions (outlined below) of Compliant, Partial Compliant and Non-Compliant have been consistently applied to all letters. Unless stated otherwise all letters were sent to owners of the property.

March 2017 - **Letter 1** contained three options which were used depending on whether WorkSafe ACT had received an Asbestos Contamination Report (ACR) and associated records of works:

1. *Compliant- WorkSafe ACT has received the Report for your property and the record of works showing compliance with its requirements.*
2. *Partial Compliant – WorkSafe ACT has received the Report for your property but no record of works that may have been required within the six(6) month timeframe.*
3. *Non-Compliant - WorkSafe ACT has not received the Report for your property and no record of works that may have been undertaken.*

June 2017 - **Letter 2** was only being sent to those owners who were Partial or Non-compliant, Compliant owners did not receive Letter 2.

April 2018 - **letter 3** was sent to those owners who were Partial or Non-Compliant, including properties that had become Non-Compliant due to Reports expiring after two years. Letter 3 was also sent to tenants.

September 2018 - **Letter 4** was sent to those owners who were Non-Compliant.

February 2019 - **Letter 5** was sent to those owners who were Non-Compliant.

June 2019 - **Letter 6** was sent to those owners who were Non-Compliant.¹³³¹

¹³³⁰ Mr Jones, *Proof Transcript of Evidence*, 27 June 2019, p. 1021.

¹³³¹ *Answer to Question Taken on Notice E19-372*, answered 4 July 2019.

PUBLIC HOUSING RENEWAL TASKFORCE (6.1)

9.215 Output 6.1, Public Housing Renewal Taskforce is delivering 1,288 replacement public housing dwellings that will better meet the needs of tenants, now and into the future as part of the ACT Government's public housing renewal program. The program supports the renewal of Canberra's urban areas as it works with Urban Renewal, the City Renewal Authority and Housing ACT, to support the sale of older multi-unit public housing properties that are no longer fit for purpose.¹³³²

MATTERS CONSIDERED

9.216 Matters considered by the Committee in relation to the Public Housing Renewal Taskforce included:

- engagement with tenants for relocations;¹³³³
- alleged upsurge of anti-social behaviour by newly relocated tenants;¹³³⁴
- vulnerable people being located near violent people;¹³³⁵
- heating/cooling in new housing stock (also discussed under Housing ACT);¹³³⁶
- next phase of public housing renewal;¹³³⁷
- regions for new developments;¹³³⁸
- asset recycling program,¹³³⁹ and
- process for proving that like for like housing has been provided by ACT Government.¹³⁴⁰

KEY ISSUES

NEXT PHASE OF PUBLIC HOUSING RENEWAL

9.217 The Committee asked about the new phase of the public housing renewal program and how staff would be transitioning from the old to the new program. The Committee were informed that:

¹³³² ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 13.

¹³³³ *Proof Transcript of Evidence*, 26 June 2019, pp. 934-936.

¹³³⁴ *Proof Transcript of Evidence*, 26 June 2019, p. 935.

¹³³⁵ *Proof Transcript of Evidence*, 26 June 2019, p. 935.

¹³³⁶ *Proof Transcript of Evidence*, 26 June 2019, pp. 936-937.

¹³³⁷ *Proof Transcript of Evidence*, 26 June 2019, p. 937.

¹³³⁸ *Proof Transcript of Evidence*, 26 June 2019, p. 938.

¹³³⁹ *Proof Transcript of Evidence*, 26 June 2019, pp. 938-939.

¹³⁴⁰ *Proof Transcript of Evidence*, 26 June 2019, pp. 938-939.

The renewal program will be based in Housing ACT. A number of my team will transition across to that team to assist in that process. The renewal program itself was linked to the asset recycling initiative. That program is complete. There is a transition. Some of those staff have been retained with that knowledge to go forth on the next program.¹³⁴¹

9.218 The Directorate further indicated that:

Part of the work we are doing in the evaluation stage is developing that set of guidelines as to what we have learned through the program so it is not lost. Our audit committee has been specifically targeting—asking for us to have that piece of work that we can hand over. There has been quite a long list of lessons learned through the process.¹³⁴²

9.219 The Committee then asked for a breakdown of the district locations where tenants had been located and the physical types of housing. The Committee were provided with the following district breakdown:

In Belconnen we had 94; Gungahlin, 531; inner north, 217; inner south, 2; Molonglo, 226; Tuggeranong, 173; Weston Creek, 36; and Woden, 9. In total it was 30 suburbs.¹³⁴³

9.220 In an answer to a Question Taken on Notice the Directorate provided a breakdown of the dwelling type delivered by the Public Housing Renewal Taskforce in the districts indicated:¹³⁴⁴

Region/Type	Single Residential	Townhouses	Units	Total
Belconnen	10	27	57	94
Gungahlin	104	109	318	531
Inner North	1	6	210	217
Inner South			2	2
Molonglo	24	26	176	226
Tuggeranong		99	74	173

¹³⁴¹ Mr Fitzgerald, *Proof Transcript of Evidence*, 26 June 2019, p. 937.

¹³⁴² Mr Fitzgerald, *Proof Transcript of Evidence*, 26 June 2019, p. 937.

¹³⁴³ Mr Fitzgerald, *Proof Transcript of Evidence*, 26 June 2019, p. 938.

¹³⁴⁴ *Answer to Question Taken on Notice E19-322*, answered on 4 July 2019.

Weston Creek		36		36
Woden		8	1	9
Total	139	311	838	1288

HEATING/COOLING IN NEW HOUSING STOCK

9.221 The Committee asked about the heating and cooling comfort levels for tenants in the new housing that has been built as part of the public housing renewal program and were informed that:

We are aware of situations where the orientation may have increased the heat load within the property. Certainly, as we progress through the program, for starters, the program allows for six-star energy rating apartments, and we have consistently got that. Our units are actually seven-star. Combined with that, we are now going back and retrofitting window treatments to a lot of our properties to avoid some of the situations that I am aware are occurring. So we have heard some of that feedback and we are looking at how we can address that.¹³⁴⁵

9.222 Further to this the Committee asked about whether instead of just window treatments air-conditioning split systems will be installed

From February 2017 we started installing split systems. The first 500 properties—just over 500 properties—that we constructed as part of the renewal program had heaters only. We have now replaced them with split systems.¹³⁴⁶

9.223 The Directorate further informed the Committee that air conditioning:

It is not something that we have contemplated at this stage. Again, much like what we have done with the window treatments, we will listen to feedback. Our main source of feedback is Housing ACT, as the interface with the tenants. We will make an assessment as to whether we can do that.¹³⁴⁷

Recommendation 146

9.224 The Committee recommends that the ACT Government provide improved window treatments, split systems or other equipment so that public housing dwellings are habitable within temperature ranges experienced in Canberra.

¹³⁴⁵ Mr Fitzgerald, *Proof Transcript of Evidence*, 26 June 2019, p. 936.

¹³⁴⁶ Mr Fitzgerald, *Proof Transcript of Evidence*, 26 June 2019, p. 937.

¹³⁴⁷ Mr Fitzgerald, *Proof Transcript of Evidence*, 26 June 2019, p. 937.

OFFICE OF THE COMMISSIONER FOR SUSTAINABILITY AND THE ENVIRONMENT (EBT 1)

9.225 The Office of the Commissioner for Sustainability and the Environment is responsible for the publication of the State of the Environment Report, investigation of complaints by Ministerial direction, or where a Territory agency's actions may have a substantial impact on the Environment.¹³⁴⁸

MATTERS CONSIDERED

9.226 Matters considered by the Committee in relation to the Office of the Commissioner for Sustainability and the Environment included:

- budget arrangements for the Office of the Commissioner for Sustainability and the Environment;¹³⁴⁹
- State of the Environment Report;¹³⁵⁰
- *Heroic and the Dammed* report – Water Abstraction Charge (also discussed under the ICRC),¹³⁵¹
- *Heroic and the Dammed* report – Dumped Vehicles;¹³⁵²
- brumbies, feral pigs and feral deer;¹³⁵³
- complaints;¹³⁵⁴
- declaration of climate emergency;¹³⁵⁵ and
- Story Maps¹³⁵⁶.

KEY ISSUES

BUDGET ARRANGEMENTS FOR THE OFFICE OF THE COMMISSIONER FOR SUSTAINABILITY AND THE ENVIRONMENT

9.227 The Committee discussed the Office of the Commissioner's budget arrangements. It asked why there has been a significant increase in funding from 2018-19 to 2019-20.

¹³⁴⁸ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 13.

¹³⁴⁹ *Proof Transcript of Evidence*, 24 June 2019, p. 744.

¹³⁵⁰ *Proof Transcript of Evidence*, 24 June 2019, pp. 744-746.

¹³⁵¹ *Proof Transcript of Evidence*, 24 June 2019, pp. 746-748.

¹³⁵² *Proof Transcript of Evidence*, 24 June 2019, pp. 746-748.

¹³⁵³ *Proof Transcript of Evidence*, 24 June 2019, pp. 748-749.

¹³⁵⁴ *Proof Transcript of Evidence*, 24 June 2019, p. 749.

¹³⁵⁵ *Proof Transcript of Evidence*, 24 June 2019, pp. 749-751.

¹³⁵⁶ *Proof Transcript of Evidence*, 24 June 2019, pp. 750-751.

9.228 The Commissioner explained that:

What always happens with the budget for my office is that there is a rollover for the state of the environment report, and we have always received that because the State of the environment report is not completed in a three-year cycle. It is completed in a four-year cycle.¹³⁵⁷

9.229 The Commissioner explained, further, that the Commission had made a budget submission to 'because there was some suggestion that we were not going to get the rollover'. Following this, she said, 'there was then ongoing discussions about whether we would be getting the rollover. At one stage it was suggested that we would not be, but we now are'. She explained that the current budget increase reflects 'the fact that we get that rollover in relation to the state of the environment report'.¹³⁵⁸

COMMITTEE COMMENT

9.230 The Committee believes that the four-year reporting cycle for the State of the Environment Report could be better funded through a single grant to cover the entire four-year reporting cycle rather than incorporating this funding into the core funding of the Officer of the Commissioner.

Recommendation 147

9.231 The Committee recommends that the ACT Government provide funding for the State of the Environment Report in a single grant on a four-year basis, rather than varying the core funding of the Office of the Commissioner for Sustainability and the Environment.

Recommendation 148

9.232 The Committee recommends that the ACT Government provide additional information in the budget papers detailing the funding allocated to the Office of the Commissioner for Sustainability and the Environment.

STATE OF THE ENVIRONMENT REPORT

9.233 In response to a question on when the State of the Environment Report will be ready, the Commissioner provided the following answer:

¹³⁵⁷ Professor Auty, *Proof Transcript of Evidence*, 24 June 2019, p. 744.

¹³⁵⁸ Professor Auty, *Proof Transcript of Evidence*, 24 June 2019, p. 744.

It will be with the minister, as is required, in December this year. That is in accordance with the statutory requirements. The minister then has six clear sitting days to table the document, which will be in February; then there are six months after that for the recommendations to be responded to.¹³⁵⁹

9.234 In reply to a follow-up question, the Commissioner indicated that the ecological footprint will be released as part of the State of the Environment Report.¹³⁶⁰

9.235 The Committee asked whether the Commissioner had made any changes in making the latest State of the Environment Report compared to earlier ones.

9.236 The Commissioner informed the Committee that:

We will adhere to the way in which state of the environment reports are always presented, in that there will be numerous chapters. The chapters will be along the lines of air, water, biodiversity and human settlement. Human settlement will include questions of energy, water and waste.¹³⁶¹

There will also be, in this particular state of the environment report, a starting-out chapter which I am provisionally calling Indigenous Ngambri. In that particular chapter we will be dealing with issues of cultural heritage and Aboriginal people's perception of that here in the ACT. We have taken on board an Indigenous consultant to pick up that work...

The other thing that we will be doing is that we are intending to produce an interactive web design. That web design is coming together as we speak. That will be under embargo until such time as the minister has tabled the report in February because it would not be appropriate for it to be released any earlier. But I can tell you, in relation to that, that I now have working in the office a person with some GIS skills, so we have mapping skills in the office, which we did not have previously.¹³⁶²

HEROIC AND THE DAMMED REPORT – WATER ABSTRACTION CHARGE

9.237 The Committee asked about the *Heroic and the Dammed* report, noting that the Government did not accept the Commissioner's recommendation about funding from the Water Abstraction Charge (WAC) being directed to catchment management.¹³⁶³ The Committee wanted to know why this recommendation was not picked up.

¹³⁵⁹ Professor Auty, *Proof Transcript of Evidence*, 24 June 2019, p. 744.

¹³⁶⁰ Professor Auty, *Proof Transcript of Evidence*, 24 June 2019, p. 745.

¹³⁶¹ Professor Auty, *Proof Transcript of Evidence*, 24 June 2019, p. 745.

¹³⁶² Professor Auty, *Proof Transcript of Evidence*, 24 June 2019, p. 745.

¹³⁶³ See: Commissioner for Sustainability and the Environment, *The Heroic and the Dammed—Lower Cotter Catchment Restoration Evaluation*, December 2018, Recommendation 2.1, https://www.parliament.act.gov.au/_data/assets/pdf_file/0007/1328038/The-Heroic-and-the-Dammed-Lower-Cotter-Catchment-Restoration-Evaluation.pdf, viewed 4 July 2019.

9.238 The Commissioner replied that:

We are simply provided with the same response that you are. We are not given anything additional to what is provided to the Legislative Assembly about the fact that that report has been noted rather than accepted. The recommendation was made on the basis that our consultations, over the time that we produced that report, continued to raise with us the issue of needing ongoing financing for work that needed to be done in relation to the lower Cotter. It was not made lightly; you would not expect it would be. Over the time of putting the report together, there were, as I say, extensive discussions with a range of experts about the need for there to be ongoing financing of the restoration program up there, and a monitoring and evaluation framework, which we have gone to some trouble to include in the report.¹³⁶⁴

9.239 In an Answer to a Question on Notice the Committee were informed that the funds derived from the WAC are intended to be spent on ACT Government management of the ACT's water resources and assist in helping improve catchment and water supply as well as other measures to protect and enhance the environment.¹³⁶⁵ According to the Answer to a Question on Notice, activities funded include:

- Biodiversity and Environmental Monitoring
- Environment Protection
- Water Utility Regulation
- Water Health Monitoring and Regulations
- Water Policy and Administration
- Land Management Programs (and delivery) aligned with Plans of management/Capital Works/Initiatives and Specific Projects that link to water related works or catchment management activities¹³⁶⁶

Recommendation 149

9.240 The Committee recommends that the ACT Government ensure that the amount of money spent on improving waterways and preserving our drinking water is roughly equivalent to the amount of money raised by the Water Abstraction Charge.

¹³⁶⁴ Professor Auty, *Proof Transcript of Evidence*, 24 June 2019, p. 746.

¹³⁶⁵ *Answer to Question on Notice* E19-506, answered 12 July 2019.

¹³⁶⁶ *Answer to Question on Notice* E19-506, answered 12 July 2019.

HEROIC AND THE DAMMED REPORT – DUMPED VEHICLES

9.241 The Committee noted that the *Heroic and the Dammed* report also mentioned the issue of dumped vehicles in the catchment area and asked if the legislative changes required to deal with this issue have been addressed in the proposed change to the Litter Act.

9.242 The Commissioner responded:

No. I have been told that that matter is under consideration, and I have got the response in respect of that particular recommendation. I will say about that recommendation that that issue was raised in every field trip that we took in respect of the lower Cotter. It was raised because it was an ongoing issue. As this report was provided to the minister, I think none of us will forget that the Pierces Creek fire occurred at that same time. It is outside this particular catchment, or outside this area, but it occurred that night or just the afternoon beforehand.¹³⁶⁷

9.243 The Committee asked about the risks of restricting access for vehicles into the catchment area versus the requirement to ensure fire trails are accessible, well-maintained and free of overgrowth.

9.244 The Commissioner provided the following reply:

There are risks either way. That was pointed out to me. Going over the area, it is very clear that there have been very significant endeavours to block off some of the roads or some of the paths that people have been using. It is also clear that there is a need to make sure that they are open for the purposes of fire hazard reduction and also dealing with what might be wildfires in that particular part of the landscape.

It was raised with me as a complex problem that required ongoing analysis and assessment, on the ground monitoring, care and planning, and thinking through how you might keep people out of certain areas but how you make it possible for the relevant emergency vehicles to be capable of getting in and dealing with issues. It is complex.¹³⁶⁸

COMMITTEE COMMENT

9.245 The Committee recognises that there is a need to restrict the access of vehicles into the catchment area, especially considering issues with the frequent dumping of vehicles in the area. Despite this, the Committee believes it is vitally important that emergency vehicles can readily access the catchment and surrounding areas in times of emergency.

¹³⁶⁷ Professor Auty, *Proof Transcript of Evidence*, 24 June 2019, p. 747.

¹³⁶⁸ Professor Auty, *Proof Transcript of Evidence*, 24 June 2019, p. 748.

Recommendation 150

9.246 The Committee recommends that the ACT Government ensure that roads and fire trails, including disused or restricted access trails, are maintained and accessible for emergency vehicles.

BRUMBIES, FERAL PIGS AND FERAL DEER

9.247 The Committee asked whether actions by the New South Wales Government on the management of feral animal populations, such as brumbies, had negatively impacted the catchment area.

9.248 The Commissioner replied that:

I was not on any field trip where I witnessed the impact of brumbies, but we certainly were shown what was happening with pigs and deer. They were matters that were raised persistently. We were also acquainted with what people said was the concerning risk of brumbies crossing from New South Wales to the ACT. There is nothing to stop them from doing so, basically. At one stage, I and my office were part of a field trip that did go out and have a look at what was concerning about where brumbies might find their way into Namadgi, for instance, but I did not witness any personally myself, and it is not the subject of any commentary, because that is not what we saw. It is what we have been acquainted with as a potential risk, and a real risk.¹³⁶⁹

COMMITTEE COMMENT

9.249 The Committee recognises that feral animals, such as brumbies, pigs and deer, can negatively impact the natural environment and the ACT's catchment areas. The Committee believes that proper monitoring and management of these species is necessary to ensure the sustainability of the ACT's environment and ensure the quality of the catchment areas.

Recommendation 151

9.250 The Committee recommends that the ACT Government notes that pigs, feral horses and deer can have significant impacts upon the natural environment, and continue to monitor the presence of all these species in the ACT catchment area.

¹³⁶⁹ Professor Auty, *Proof Transcript of Evidence*, 24 June 2019, pp. 748-749.

COMPLAINTS

9.251 The Committee asked about the number of complaints generated investigations undertaken by the Office of the Commissioner in 2018-19.

9.252 The Office of the Commissioner provided the Committee with the following response:

This year we received nine potential and real complaints. Six of those were potential and three were real. The reason we are starting to capture potential versus real is that the office does invest significant time in following up an inquiry and making sure that we have the best and most up-to-date information on the issue, should it proceed to a complaint. There is still a fair bit of work the office does before a complaint form is lodged.

We have had three formal complaints. One is closed; two are under inquiry at the moment. Our first action is to forward the complaint to the relevant directorates for an initial response. Then we proceed from there. To get to the point of your question, we have not had any formal investigations for complaints this year, but we do spend significant time making sure that we are able to respond to the constituent's matter.¹³⁷⁰

9.253 When asked to clarify that no investigations were generated as a result of complaints, the Office of the Commissioner replied that:

We have received three. One was inquired into and closed. It was a matter of the independence of experts brought into the matter, so it was not something which we needed to launch a full investigation into. The other two are under inquiry and may well go through to investigation once we get those responses back.¹³⁷¹

COMMITTEE COMMENT

9.254 The Committee notes that the Budget Papers indicate that the Commissioner for Sustainability and the Environment achieved 100 per cent outcomes against 100 per cent targets for undertaking complaints generated investigations in accordance with the Terms of Reference.¹³⁷² Evidence heard during the hearing indicates that for the previous financial year, the Commission conducted no complaints-generated investigations. The Committee believes that such reporting does not accurately reflect the work of the Commission in years where no complaints-generated investigations were carried out.

Recommendation 152

¹³⁷⁰ Ms Dickson, *Proof Transcript of Evidence*, 24 June 2019, p. 749.

¹³⁷¹ Ms Dickson, *Proof Transcript of Evidence*, 24 June 2019, p. 749.

¹³⁷² ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 19.

9.255 The Committee recommends that the Commissioner for Sustainability and the Environment does not report that 100 per cent of complaints investigations are completed in years where investigations have not taken place.

DECLARATION OF CLIMATE EMERGENCY

9.256 The Committee wanted the opinion of the Commissioner on the ACT recent declaration of a climate emergency.

9.257 The Commissioner noted that the declaration brings the ACT into alignment ‘with others who are showing leadership in respect of that issue’ and that it would be addressed in the State of the Environment Report.¹³⁷³

9.258 Related to this, The Commissioner noted that the Office of the Commissioner was also engaged in work on the impact of climate change on sport. She explained:

The reason I have asked the team to complete a piece of work on that is because it is not just about whether we are drought proofing our turf and our ovals; it is about how communities are going to deal with climate change realities from the point of view of health and sport and across demographics and the whole of the ACT.¹³⁷⁴

Recommendation 153

9.259 The Committee recommends that the ACT Government develop a climate change and sport and recreation strategy to ensure continued sport and recreation opportunities for ACT residents in a changing climate.

STORY MAPS

9.260 The Committee noted that the Commission has made use of GIS story maps as part of its work. It wanted to know whether this material is produced in-house or by external contractors.

9.261 In response, the Commissioner informed the Committee that the two story maps it produced in relation to its plastic bags report and the Molonglo Valley Strategic Assessment Audit were produced in house. The Commissioner noted that the Office of the Commissioner had invested in staff training to bring GIS and story mapping skills in house. It was explained that:

We spent \$16,000 on getting that skilling up into the office. The reason I have done that is that I see it as a means of maintaining the skill in the office, developing and demonstrating that we can do that work, making sure we are assisting others in the

¹³⁷³ Professor Auty, *Proof Transcript of Evidence*, 24 June 2019, p. 749.

¹³⁷⁴ Professor Auty, *Proof Transcript of Evidence*, 24 June 2019, p. 750.

ACT public service to understand the viability of that sort of work and, of course, communicating to the public. I regard it as a really significant and serious part of the work of the office.¹³⁷⁵

9.262 In reply to a question on the effectiveness of story maps as a communication tool, the Commissioner said that ‘story maps have been used by a vast array of people’. Earlier in the hearing, the Commissioner noted that 1,000 people had viewed the story map on plastic bags and 1,900 people had viewed the one on the Molonglo Valley.¹³⁷⁶

9.263 The Committee asked how this viewing figures compared with non-story map media. In an Answer to a Question Taken on Notice it was indicated that: the Commissioner’s Twitter account has 1,686 followers and 9,287 likes as at 26 June 2019 while the Commissioner’s Facebook page has 1,394 followers and 1,297 likes as at 26 June 2019.¹³⁷⁷

CITY RENEWAL AUTHORITY (CRA)

9.264 The City Renewal Authority (CRA) is established under Section 7 of the *City Renewal Authority and Suburban Land Agency Act 2017* and regulated by Parts 8 and 9 of the *Financial Management Act 1996*, Section 50 of the *Planning and Development Act 2007* and the *Public Sector Management Act 1994*, to lead, manage, facilitate and undertake urban renewal projects in declared urban renewal precincts.¹³⁷⁸

The objects of the Authority are set out in Section 8 of the Act and include:

- the encouragement and promotion of a vibrant city through the delivery of design-led, people-focused urban renewal;
- the encouragement and promotion of social and environmental sustainability; and
- operational effectiveness, delivering value for money using sound risk practices.

The functions of the Authority are set out in Section 9 of the Act and include:

- carrying out urban renewal;
- buying and selling leases of land on behalf of the Territory;

¹³⁷⁵ Professor Auty, *Proof Transcript of Evidence*, 24 June 2019, p. 751.

¹³⁷⁶ Professor Auty, *Proof Transcript of Evidence*, 24 June 2019, pp. 750-751.

¹³⁷⁷ *Answer to Question Taken on Notice E19-167*, answered 27 June 2019.

¹³⁷⁸ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 52.

- making arrangements for the public service or another entity to carry out development or works;
- supporting public and private sector investment and participation in urban renewal;
- managing orderly urban renewal, including holding, managing and selling land and other property;
- supporting cooperation between the Authority, the community, and relevant entities;
- supporting high quality design, planning and delivery of sustainable urban renewal;
- meeting housing targets determined under Section 65 of the Act that relate to affordable, community and public housing;
- supporting statutory greenhouse gas emissions targets and delivering environmentally sustainable development;
- following and supporting whole-of-government strategies; and
- any other function given to the Authority under the Act or another Territory law.¹³⁷⁹

MATTERS CONSIDERED

9.265 Matters considered by the Committee in relation to the City Renewal Authority included:

- City Marketing and Improvement Levy;¹³⁸⁰
- Winter in the City;¹³⁸¹
- CRA Activation Events;¹³⁸²
- levy expenditure;¹³⁸³
- Golden Sun Moth (also discussed under Conservation and Land Management);¹³⁸⁴
- CRA Staffing – Pay levels;¹³⁸⁵
- CRA Organisational Chart;¹³⁸⁶
- consultant and contractor Spending;¹³⁸⁷

¹³⁷⁹ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 52.

¹³⁸⁰ *Proof Transcript of Evidence*, 18 June 2019, pp. 288-291.

¹³⁸¹ *Proof Transcript of Evidence*, 18 June 2019, p. 292.

¹³⁸² *Proof Transcript of Evidence*, 18 June 2019, pp.292-293.

¹³⁸³ *Proof Transcript of Evidence*, 18 June 2019, pp. 293-294.

¹³⁸⁴ *Proof Transcript of Evidence*, 18 June 2019, pp. 294-295; *Answer to Question Taken on Notice E19-343*, answered 26 June 2019.

¹³⁸⁵ *Proof Transcript of Evidence*, 18 June 2019, pp. 295-296.

¹³⁸⁶ *Proof Transcript of Evidence*, 18 June 2019, p. 296; *Answer to Question Taken on Notice E19-44*, answered 26 June 2019.

¹³⁸⁷ *Proof Transcript of Evidence*, 18 June 2019, p. 296.

- staffing – transfer of finance staff from SLA;¹³⁸⁸
- support of businesses in the City Bus Interchange (Melbourne/Sydney Buildings);¹³⁸⁹
- bus Shelters on Alinga Street;¹³⁹⁰
- Braddon Place Plan;¹³⁹¹ and
- maintaining Heritage.¹³⁹²

KEY ISSUES

CITY MARKETING AND IMPROVEMENT LEVY

9.266 The Committee noted that the budget papers indicated that there was a five percent increase in revenue forecasted for the CRA and were informed by the Authority that:

Civic's popularity, Civic's improved economic condition has seen vacancy rates decrease and we are getting more businesses locating in Civic. More owners are participating in the scheme. So some really positive signs. And, of course, in managing the levy the government asked us to take on that responsibility in January 2018 and we take that responsibility very seriously.

We need to be able to demonstrate value for money, return on investment to those who contribute to the levy. And certainly we believe we are on course for doing that.¹³⁹³

9.267 The Authority went on to clarify that the increase is due to the 'increase in the numbers of people contributing to the levy' and that the rate of the levy had not changed.¹³⁹⁴

9.268 The Committee then queried the impact of the levy on business investment and were informed that some did question the application of levy but that the answer to this was the delivery of 'the kind of results and outcomes that those who contribute to the levy expect.'¹³⁹⁵

9.269 The Authority went on to say that:

I think we realised that we have got to have empirical evidence. We have got to metrics around this. We cannot just say we think there is more activity in Civic. And that is why we are looking at more innovative approaches particularly through the application of

¹³⁸⁸ *Proof Transcript of Evidence*, 18 June 2019, pp.296-297.

¹³⁸⁹ *Proof Transcript of Evidence*, 18 June 2019, pp. 297-298.

¹³⁹⁰ *Proof Transcript of Evidence*, 18 June 2019, pp. 298-299.

¹³⁹¹ *Proof Transcript of Evidence*, 18 June 2019, pp. 299-301.

¹³⁹² *Proof Transcript of Evidence*, 18 June 2019, p. 301.

¹³⁹³ Mr Snow, *Proof Transcript of Evidence*, 18 June 2019, p. 288.

¹³⁹⁴ Mr Snow, *Proof Transcript of Evidence*, 18 June 2019, p. 288; Mr Gillman, *Proof Transcript of Evidence*, 18 June 2019, p. 288.

¹³⁹⁵ Mr Snow, *Proof Transcript of Evidence*, 18 June 2019, p. 288.

new technologies that we can actually provide hard data around footfall, around participation, the kind of activations with the levy funds.

I think it all goes to that fundamental point that I think levy payers need to be able to see the effect of our work in managing that levy. And we realise we have got to have the hard numbers to be able to do that.¹³⁹⁶

LEVY EXPENDITURE

9.270 The Committee queried the proportion of the city and marketing levy that was spent on event as opposed to maintenance and were informed by the agency that for the year that is about to end:

- 2 per cent – performance accountability framework;
- 15 per cent – city grants; and
- 3 per cent – safer city project contribution¹³⁹⁷

9.271 The Agency also indicated that:

Partnerships and events, communications and engagement, 9 per cent; vibrant streets, which includes capital works, 21 per cent; and other capital works, 18 per cent. So it is quite a spread. The pie chart is made up of a whole lot of different elements.¹³⁹⁸

SUBURBAN LAND AGENCY (SLA)

9.272 The Suburban Land Agency (SLA) is a Territory Authority established under the *City Renewal Authority and Suburban Land Agency Act 2017*. Its purpose is to deliver the ACT Government's desired suburban land development.¹³⁹⁹

Its objectives are to:

- 1) encourage and promote:
 - a) inclusive communities by delivering people-focussed neighbourhoods;
 - b) suburban development and urban renewal, other than in the City Renewal Precinct, that supports:
 - i) affordable living;
 - ii) a safe and healthy population;
 - iii) social inclusion;

¹³⁹⁶ Mr Snow, *Proof Transcript of Evidence*, 18 June 2019, p. 288.

¹³⁹⁷ Mr Snow, *Proof Transcript of Evidence*, 18 June 2019, pp. 293-294.

¹³⁹⁸ Mr Snow, *Proof Transcript of Evidence*, 18 June 2019, p. 294.

¹³⁹⁹ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 75.

- iv) housing choice;
 - v) environmental sustainability;
 - c) growth and diversification of the Territory's economy; and
- 2) operate effectively to deliver value for money using sound risk management practices.¹⁴⁰⁰

MATTERS CONSIDERED

9.273 Matters considered by the Committee in relation to the Suburban Land Agency included:

- Kingston Arts Precinct (also discussed under Urban Renewal, and KBRG);¹⁴⁰¹
- Section 72 – Dickson;¹⁴⁰²
- Section 74 and 76 Watson;¹⁴⁰³
- EPIC future planning;¹⁴⁰⁴
- tenders;¹⁴⁰⁵
- sale of Blocks in Taylor, Throsby and Denman Prospect;¹⁴⁰⁶
- Woden Activation;¹⁴⁰⁷ and
- Mingle.¹⁴⁰⁸

KEY ISSUES

KINGSTON ARTS PRECINCT

9.274 The Committee asked about the development application status for the Kingston Arts precinct and were advised that 'we are a way off a development application being lodged'¹⁴⁰⁹ but that 'we are actually very close in the negotiations with the proposed tenderer. I hope we would have an outcome of our negotiations within the next month.'¹⁴¹⁰

¹⁴⁰⁰ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 75.

¹⁴⁰¹ *Proof Transcript of Evidence*, 27 June 2019, pp. 1057-1059.

¹⁴⁰² *Proof Transcript of Evidence*, 27 June 2019, p. 1059.

¹⁴⁰³ *Proof Transcript of Evidence*, 27 June 2019, pp. 1059-1060.

¹⁴⁰⁴ *Proof Transcript of Evidence*, 27 June 2019, pp. 1060-1061.

¹⁴⁰⁵ *Proof Transcript of Evidence*, 27 June 2019, pp. 1043-1044.

¹⁴⁰⁶ *Proof Transcript of Evidence*, 26 June 2019, pp. 899-900.

¹⁴⁰⁷ *Proof Transcript of Evidence*, 27 June 2019, pp. 1046-1048.

¹⁴⁰⁸ *Proof Transcript of Evidence*, 26 June 2019, pp. 917-920.

¹⁴⁰⁹ Minister Stephen-Smith, *Proof Transcript of Evidence*, 27 June 2019, p. 1057.

¹⁴¹⁰ Mr Dietz, *Proof Transcript of Evidence*, 27 June 2019, p. 1057.

9.275 When asked by the Committee about the anticipated costings Minister Stephen-Smith, Minister for Urban Renewal (the Minister), and the Agency were unable to release details of the related budget expenditure due to the ongoing negotiations.

9.276 The Committee then asked about the nature of the agreements with the arts organisations who will have to relocate once development on the precinct begins. The Committee was advised that:

To respond to your question, we have been working really collaboratively and closely with artsACT who are the representatives of the seven arts organisations that are identified for qualification to the Kingston arts precinct. We have certainly had a number of sessions and meetings with the seven arts organisations which were leading towards the shaping of the agreement which now all of them have signed.

The agreement is a non-binding agreement. It is really a goodwill agreement that reflects on a process that we all want to embark on post contracts being signed with the preferred tenderer. In particular, it addresses the extent of engagement that we want to have with the arts organisations on the design development of their facilities.

It does deal with other things, like future management of the precinct. But that is really sort of the artsACT and arts organisations part of work that they will do together in establishing how that is going to roll out once the buildings are together.¹⁴¹¹

COMMITTEE COMMENT

9.277 The Committee notes that following the Estimates hearings, the ACT Government entered into a partnership agreement with GEOCON to deliver the Kingston Precinct Foreshore Arts Precinct project.

9.278 The Committee is of the understanding that the next phase of the project will be design development and community consultation in relation to the Estate Development Plan and any Development Applications relevant to the site.

Recommendation 154

9.279 The Committee recommends that the ACT Government ensure that the Minister for Urban Renewal, by the last sitting day of 2019, update the Legislative Assembly on the status of the Kingston Foreshore Arts Precinct, including, but not limited to, how the precinct design will respond to the needs of the arts organisations that will be located there.

¹⁴¹¹ Ms Sharp, *Proof Transcript of Evidence*, 27 June 2019, p. 1058.

MINGLE

9.280 The Committee asked about the recent changes involved in the Mingle program and were informed that:

The big changes we have seen in the last 12 months include that we have tripled the number of activities delivered across Canberra over five suburbs—Wright, Coombs, Taylor, Throsby and Moncrieff. We have also tripled the attendance levels since last year.

The reasons for that have been the increase in partnerships and collaboration not only across government but in the industry. One of the big achievements this year is through the Canberra Institute of Technology, where we have partnered with the community development students to deliver a whole program of activities. Those students are having real-life experience to then send them out into the workforce with.¹⁴¹²

9.281 The Agency further explained the collaboration with the Canberra Institute of Technology (CIT) to the Committee stating that CIT:

...have a community development class and there are about 30 students in that program. Part of the work we have done is that we had one of their student work in our office for an 80-hour program as a full learning mentor program. This year we have delivered five activities with groups of students. We have mentored them on how to deliver events, how to research, how to work with local communities and also how to share their learnings in communities around cultural awareness.

Most recently we delivered a storytelling with food event at CIT in Reid, where the students told the history of the recipes and the foods they had cooked. There was huge positive feedback. For us it is a real partnership within government and also puts students in the position where they are getting real-life experience.¹⁴¹³

9.282 When asked about future events identified by residents for the coming year the Agency indicated that:

There are a couple of things. We are looking at a feast event to celebrate the end of Ramadan. Diwali again is going to be very popular. We have received a number of inquiries about doing Christmas or end of year celebrations. They are also very keen to connect over things that might be challenging them within their own suburbs—how they can improve sustainability and recycling or how they can work together with the police and create a Neighbourhood Watch that promotes and improves safety within their community. We mentor through that program as well.

¹⁴¹² Ms Gleeson, *Proof Transcript of Evidence*, 26 June 2019, pp. 917-918.

¹⁴¹³ Ms Gleeson, *Proof Transcript of Evidence*, 26 June 2019, p. 918.

Another one is local markets in the Molonglo Valley, which will be delivered on 29 September. Again, that is a resident-led initiative and we are hoping this year to partner with EventsACT and link in with Floriade.¹⁴¹⁴

9.283 The Committee then asked if a Mingle program was possible in older suburbs that are going through significant rejuvenation and changing demographics and not just new suburbs. The Agency informed them that:

At the moment there is not. I guess the Suburban Land Agency's role is to focus on the new communities that we are building. What we are doing—and we are trialling Gungahlin's, which will be this financial year coming—is working with the local residents associations created for all those existing suburbs, some of them being Ford, Crace, Casey, Ngunnawal, to try and connect those people, actually share the learnings of mingle, work together and collaborate on how we can work with the community councils and those local stakeholders and suppliers to get that general consensus of building community within the region, not only within the individual suburb...

I guess from a budgeting and a resource point of view, to roll it out in every suburb in Canberra would be quite intensive. But where we can, we certainly integrate.¹⁴¹⁵

9.284 Minister Berry, Minister for Housing and Suburban Development (the Minister), went on to state that:

I think there could be opportunities to learn from the work that mingle does in building those communities in new suburbs and how we could replicate that in some way in older suburbs. Maybe we can do that through different grants programs across the government. People are always saying they miss talking to their neighbours or people do not get out in the street and play cricket anymore.¹⁴¹⁶

9.285 The Agency informed the Committee that in relation to Molonglo and Weston Creek there is a plan to:

... go to the Weston Creek Community Council within the next six weeks or so, if we can, to work out ways that we can work together and collaborate a little better across Molonglo Valley and Weston Creek. Where we know things are happening in Weston Creek as well for those residents—the dog parks and things like that—we certainly promote that to all the local residents to try and get that combined, shared knowledge. In a lot of areas we are using things like Communities@Work or Neighbourhood Watch. We are tapping into resources that are in Weston Creek already. I hope that will grow as we grow.¹⁴¹⁷

¹⁴¹⁴ Ms Gleeson, *Proof Transcript of Evidence*, 26 June 2019, pp. 918-919.

¹⁴¹⁵ Ms Gleeson, *Proof Transcript of Evidence*, 26 June 2019, p. 919.

¹⁴¹⁶ Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 919.

¹⁴¹⁷ Ms Gleeson, *Proof Transcript of Evidence*, 26 June 2019, p. 920.

9.286 In the context of potential expansion of the Mingle program into older suburbs the Committee asked about the possibility of restarting the ‘parties at the shops’ program. The Committee were informed that:

The difference with parties at the shops—I have been in contact with the organiser over the past couple of years—is that that was something that was put forward as an application to government by somebody and, again, was a community led program. There was somebody who was running that and was partnering with all those individual shops like Lyneham. Bonner was another one.¹⁴¹⁸

Yes, in the centenary year. At this stage it is not in the mingle program, but whether it is in anything broader we are not aware of yet.¹⁴¹⁹

Recommendation 155

9.287 The Committee recommends that the ACT Government restart the ‘Party at the Shops’ program.

TENDERS

9.288 In discussions about the asset recycling initiative the Committee made reference to the tendering process that had been undertaken for Turner and Braddon on Northbourne and the fact that the tenderer was unsuccessful. They went on to ask the Agency whether the prospective tender had known about the financial constraints. The Committee was informed that:

They were aware that the financial amount was part of a value-for-money assessment. Through the preferred tenderer status, we were negotiating with them on the financial amount. In that negotiation they were aware that they were bidding under the reserve and had the opportunity to up that bid.¹⁴²⁰

9.289 Further to this the Committee asked if the prospective tenderer was aware of ‘any of the financials so that they were able to make an informed judgement as to whether or not it was worth spending the money.’¹⁴²¹ In response the Agency stated:

No, they were not. Traditionally, going out for a tender we would not be advertising the reserve. However, as a lesson learnt, we are considering that in some of our future tenders. It would be the next step in a design led tender. Essentially, we would look at a valuation which we felt was appropriate for the site, based on the criteria. We would advertise that valuation and then we would essentially be tendering on the quality of

¹⁴¹⁸ Ms Gleeson, *Proof Transcript of Evidence*, 26 June 2019, p. 920.

¹⁴¹⁹ Ms Gleeson, *Proof Transcript of Evidence*, 26 June 2019, p. 920.

¹⁴²⁰ Mr Dietz, *Proof Transcript of Evidence*, 27 June 2019, p. 1044.

¹⁴²¹ Ms Le Couteur MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1044.

the product they could provide for that price. That is something we are considering for Macarthur House.¹⁴²²

Recommendation 156

9.290 The Committee recommends that the ACT Government implement a pilot program of tenders where the reserve is set and the competition is on a design basis, as outlined by the Chief Executive Officer of the Suburban Land Agency in evidence given at Budget Estimates hearings on 27 June 2019.

SECTION 72 DICKSON

9.291 The Committee asked about what was occurring with Section 72 Dickson, noting that the only site on the land release program was Common Ground, yet the YourSay website refers to a draft estate development plan. The Committee was informed by Minister Stephen-Smith, Minister for Urban Renewal (the Minister), that:

We might look to update the information that is on the your say website. I have written a couple of times to North Canberra Community Council to update them on the current process. As you are currently aware, Ms Le Couteur, the consultation process, as it had taken place over last year, was looking at the three blocks—block 6, block 22 and block 25—as being sort of the anchor for the creation of a really integrated plan for section 72, particularly that western side of the site.

Consultation had started on the assumption that the Salvation Army was going to surrender block 22 to the government within a fairly short time frame. For various reasons internal to the Salvation Army, that has not happened. They are still considering their position in relation to block 22. So progressing with a plan about the development of that block when the government does not have control of that block is a bit difficult. But we were, of course, absolutely committed to the development of Common Ground. It is an election commitment. The work that we had done in the consultation had left open initially the location of Common Ground within section 72.

As a result of that work, we firmed up on the original proposed site, which is block 25, the old Downer club site. So the current path forward is to proceed with a separate Territory Plan variation and relevant processes for the development of Common Ground on block 25. When we get certainty around the future ownership of block 22 and the Salvation Army's intentions in relation to that, we will then enter the next stage of community consultation around how we develop an integrated site across section 72. I have committed as part of that to the establishment of a community

¹⁴²² Mr Dietz, *Proof Transcript of Evidence*, 27 June 2019, p. 1044.

reference group, which I have met with in CCC a couple of times to talk through that process.¹⁴²³

9.292 In clarifying the situation the Directorate agreed that Common Ground was still going ahead on the original site and that rest of the development is some time in the future, following community consultation.¹⁴²⁴

Recommendation 157

9.293 The Committee recommends that the ACT Government advise the community of the changed Section 72 Dickson process by updating the YourSay website and emailing all previous submitters and workshop attendees.

¹⁴²³ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1059.

¹⁴²⁴ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1059; Mr Rutledge, *Proof Transcript of Evidence*, 27 June 2019, p. 1059; Ms Le Coureur MLA, *Proof Transcript of Evidence*, 27 June 2019, p. 1059.

10 EDUCATION

INTRODUCTION

10.1 The purpose of the Education Directorate, as outlined in the *ACT 2019-20 Budget Statements F, Education Directorate*, is to deliver high quality early childhood education and public school education in an accessible and inclusive environment.¹⁴²⁵

10.2 The Education Directorate:

- provides government learning institutions in the form of public preschools, primary, secondary and special schools and colleges;
- access to quality teaching, specialised learning programs and well-being supports for individual student needs;
- enrolment and support of international students; and
- the registration and regulation of home education, early childhood learning centres and non-government schools.¹⁴²⁶

10.3 The Committee considered the following Outputs, Output Classes and Statements of Intent:

- Output Class 1: Public School Education
 - Output 1.1: Public Primary School Education
 - Output 1.2: Public High School Education
 - Output 1.3: Public Secondary College Education
 - Output 1.4: Disability Education in Public Schools
- Output Class 2: Non-Government Education
 - Output 2.1: Non-Government School Education

PUBLIC PRIMARY SCHOOL EDUCATION (1.1); PUBLIC HIGH SCHOOL EDUCATION (1.2); PUBLIC SECONDARY COLLEGE EDUCATION (1.3); DISABILITY EDUCATION IN PUBLIC SCHOOLS (1.4); NON-GOVERNMENT SCHOOL EDUCATION

¹⁴²⁵ ACT Budget 2019-20, *Budget Statements F, Education Directorate*, p. 1.

¹⁴²⁶ ACT Budget 2019-20, *Budget Statements F, Education Directorate*, p. 1.

(2.1)

MATTERS CONSIDERED

10.4 The Committee considered the following matters in relation to the Education Directorate:

- Future of Education strategy;¹⁴²⁷
- Future of Education strategy and professional development;¹⁴²⁸
- cleaning contractors – ongoing employment;¹⁴²⁹
- cleaning contractors;¹⁴³⁰
- respectful relationship programs taught in schools;¹⁴³¹
- access to universal preschool access for 3 year old's;¹⁴³²
- plans for new school sites in Gungahlin (including Kenny and Throsby);¹⁴³³
- planning for a new northside college;¹⁴³⁴
- managing the decline in southside enrolments;¹⁴³⁵
- use of transportable classrooms;¹⁴³⁶
- ideal school size;¹⁴³⁷
- demographics and school planning;¹⁴³⁸
- relationship with the ANU for demography services;¹⁴³⁹
- Safe and Supportive Schools program;¹⁴⁴⁰
- restorative practice in schools;¹⁴⁴¹
- Circle of Friends program;¹⁴⁴²
- positive Behaviour for Learning program;¹⁴⁴³

¹⁴²⁷ *Proof Transcript of Evidence*, 24 June 2019, pp. 665-666, 718-719.

¹⁴²⁸ *Proof Transcript of Evidence*, 24 June 2019, pp. 666 - 670.

¹⁴²⁹ *Proof Transcript of Evidence*, 24 June 2019, pp. 670-672; 705-711; 720.

¹⁴³⁰ *Proof Transcript of Evidence*, 24 June 2019, pp. 670-672; 705-711; 720.

¹⁴³¹ *Proof Transcript of Evidence*, 24 June 2019, pp. 677- 679.

¹⁴³² *Proof Transcript of Evidence*, 24 June 2019, pp. 679-684.

¹⁴³³ *Proof Transcript of Evidence*, 24 June 2019, pp. 679-682, 738.

¹⁴³⁴ *Proof Transcript of Evidence*, 24 June 2019, p. 682.

¹⁴³⁵ *Proof Transcript of Evidence*, 24 June 2019, pp. 682-683.

¹⁴³⁶ *Proof Transcript of Evidence*, 24 June 2019, p. 684.

¹⁴³⁷ *Proof Transcript of Evidence*, 24 June 2019, pp. 681-682.

¹⁴³⁸ *Proof Transcript of Evidence*, 24 June 2019, p. 686.

¹⁴³⁹ *Proof Transcript of Evidence*, 24 June 2019, pp. 681, 684-688; *Answer to Question Taken on Notice E19-169*, answered 5 July 2019.

¹⁴⁴⁰ *Proof Transcript of Evidence*, 24 June 2019, pp. 68-689.

¹⁴⁴¹ *Proof Transcript of Evidence*, 24 June 2019, pp. 689-691.

¹⁴⁴² *Proof Transcript of Evidence*, 24 June 2019, p. 691; *Answer to Question Taken on Notice E19-171*, answered 4 July 2019.

¹⁴⁴³ *Proof Transcript of Evidence*, 24 June 2019, p. 692.

- funding for students with complex needs;¹⁴⁴⁴
- minimum qualifications for Learning Support Assistants;¹⁴⁴⁵
- Schools for All recommendation regarding a withdrawal space;¹⁴⁴⁶
- diagnosis support available through school psychologists;¹⁴⁴⁷
- gifted and talented students;¹⁴⁴⁸
- school psychologists – number of, and role of;¹⁴⁴⁹
- Student Wellbeing Teams;¹⁴⁵⁰
- school review process;¹⁴⁵¹
- heating upgrades for schools;¹⁴⁵²
- solar panel capacity in schools;¹⁴⁵³
- review of the ACT Education Act;¹⁴⁵⁴
- home school registration amendments;¹⁴⁵⁵
- NAPLAN performance;¹⁴⁵⁶
- canteen requirements regarding healthy food options;¹⁴⁵⁷
- changes to the Student satisfaction measure;¹⁴⁵⁸
- alternative learning spaces;¹⁴⁵⁹
- Canberra College Cares program;¹⁴⁶⁰
- ensuring students are safe at school (budget measure);¹⁴⁶¹
- non-government school infrastructure grants;¹⁴⁶²
- non-government and the Future of Education Strategy;¹⁴⁶³

¹⁴⁴⁴ *Proof Transcript of Evidence*, 24 June 2019, pp. 692-694.

¹⁴⁴⁵ *Proof Transcript of Evidence*, 24 June 2019, p. 694; *Answer to Question Taken on Notice E19-174*, answered 9 July 2019; *Answer to Question Taken on Notice E19-175*, answered 9 July 2019.

¹⁴⁴⁶ *Proof Transcript of Evidence*, 24 June 2019, p. 695.

¹⁴⁴⁷ *Proof Transcript of Evidence*, 24 June 2019, p. 696.

¹⁴⁴⁸ *Proof Transcript of Evidence*, 24 June 2019, pp. 696-698; 701-704; *Answer to Question Taken on Notice E19-176*, answered 4 July 2019.

¹⁴⁴⁹ *Proof Transcript of Evidence*, 24 June 2019, pp. 698-700; 704-705; *Answer to Question Taken on Notice E19-177*, answered 4 July 2019.

¹⁴⁵⁰ *Proof Transcript of Evidence*, 24 June 2019, pp. 700-701.

¹⁴⁵¹ *Proof Transcript of Evidence*, 24 June 2019, pp. 711-713.

¹⁴⁵² *Proof Transcript of Evidence*, 24 June 2019, pp. 713-714.

¹⁴⁵³ *Proof Transcript of Evidence*, 24 June 2019, pp. 714-715.

¹⁴⁵⁴ *Proof Transcript of Evidence*, 24 June 2019, pp. 715-718.

¹⁴⁵⁵ *Proof Transcript of Evidence*, 24 June 2019, pp. 718,720.

¹⁴⁵⁶ *Proof Transcript of Evidence*, 24 June 2019, p. 719.

¹⁴⁵⁷ *Proof Transcript of Evidence*, 24 June 2019, pp. 720-723.

¹⁴⁵⁸ *Proof Transcript of Evidence*, 24 June 2019, pp. 724-726.

¹⁴⁵⁹ *Proof Transcript of Evidence*, 24 June 2019, pp. 726-728.

¹⁴⁶⁰ *Proof Transcript of Evidence*, 24 June 2019, pp. 728-729.

¹⁴⁶¹ *Proof Transcript of Evidence*, 24 June 2019, pp. 729-730.

¹⁴⁶² *Proof Transcript of Evidence*, 24 June 2019, p. 730.

¹⁴⁶³ *Proof Transcript of Evidence*, 24 June 2019, p. 730.

- access to school buildings by non-students after hours (also discussed under Sports and Recreation);¹⁴⁶⁴
- SAS computer system;¹⁴⁶⁵
- full fee paying international students;¹⁴⁶⁶
- full fee paying international students interactions with the ACT Human Rights Act;¹⁴⁶⁷
- delay in school census report data;¹⁴⁶⁸
- roof replacement program;¹⁴⁶⁹
- asbestos replacement program;¹⁴⁷⁰
- Education Directorate partnership with the University of Canberra;¹⁴⁷¹
- reducing insecure work practices;¹⁴⁷² and
- schools where the International Baccalaureate or Cambridge Program are offered.¹⁴⁷³

KEY ISSUES

FUTURE OF EDUCATION STRATEGY

- 10.5 The Committee asked about what change is being delivered through the Future of Education Strategy and were informed that school leadership is being strengthened through professional development, with the two focus areas being evidence-based decision making, and the creation of professional learning communities.¹⁴⁷⁴
- 10.6 The Committee asked for more information regarding professional learning communities. The Directorate informed the Committee that teachers are creating models where they can give and receive feedback from their peers at their place of work. This form of feedback has been shown to be the most effective at improving teaching practice. The Committee were told that an example would be teachers each bringing in a lesson plan to be discussed.¹⁴⁷⁵
- 10.7 The Committee also asked about how progress would be measured and were told that strategic indicators have been changed to track growth in student learning and the level of

¹⁴⁶⁴ *Proof Transcript of Evidence*, 24 June 2019, pp. 730-734.

¹⁴⁶⁵ *Proof Transcript of Evidence*, 24 June 2019, p. 734.

¹⁴⁶⁶ *Proof Transcript of Evidence*, 24 June 2019, pp. 735-736.

¹⁴⁶⁷ *Proof Transcript of Evidence*, 24 June 2019, pp. 736-737.

¹⁴⁶⁸ *Proof Transcript of Evidence*, 24 June 2019, p. 737.

¹⁴⁶⁹ *Proof Transcript of Evidence*, 24 June 2019, pp. 738-739; *Answer to Question Taken on Notice E19-180*, answered 4 July 2019.

¹⁴⁷⁰ *Proof Transcript of Evidence*, 24 June 2019, p. 739.

¹⁴⁷¹ *Proof Transcript of Evidence*, 24 June 2019, pp. 704, 740-741.

¹⁴⁷² *Proof Transcript of Evidence*, 24 June 2019, pp. 723-724.

¹⁴⁷³ *Proof Transcript of Evidence*, 24 June 2019, pp. 741-743.

¹⁴⁷⁴ *Proof Transcript of Evidence*, 24 June 2019, pp. 665-666.

¹⁴⁷⁵ *Proof Transcript of Evidence*, 24 June 2019, pp. 668-669.

student engagement in addition to a school review occurring every few years, which examines nine cultural and operational factors, and uses a maturity scale for each individual school.¹⁴⁷⁶

UNIVERSAL ACCESS TO PRESCHOOL FOR THREE YEAR OLD CHILDREN

- 10.8 The Committee asked about planning for the program rollout. Minister Berry, Minister for Education and Early Childhood Development (the Minister), told the Committee that elements of the strategy are still being developed, with the assistance of experts and clarified that the 24 June announcement related only to the targeted first phase which provides access to children with the greatest need.¹⁴⁷⁷
- 10.9 It was also noted that the logistics concerning infrastructure and workforce need to be further considered and will require ongoing consultation with the sector and parents.¹⁴⁷⁸
- 10.10 The Committee asked about how children will be identified for inclusion in the first round of the program and were informed that Education Directorate has been working with other Directorates including Health and Community Services, who have already identified families at need within existing programs, and will use those referrals as an initial starting point for the first 400 student participants.¹⁴⁷⁹

COMMITTEE COMMENT

- 10.11 The Committee is concerned at the lack of specifics available for the first round of the universal preschool program and seeks additional information to ensure that appropriate program management and budgetary considerations have been made.

Recommendation 18

10.12 The Committee recommends that the ACT Government provide more detail on delivery and timing of the introduction of preschool education to three year old's, including the proposed year of introduction for the total cohort, the number of available spaces for the total cohort, the location of such classes, staffing and hours of operation.

Recommendation 159

¹⁴⁷⁶ *Proof Transcript of Evidence*, 24 June 2019, pp. 666-667.

¹⁴⁷⁷ Minister Berry MLA, *Proof Transcript of Evidence*, 24 June 2019, pp. 674-675.

¹⁴⁷⁸ *Proof Transcript of Evidence*, 24 June 2019, pp. 675-676.

¹⁴⁷⁹ *Proof Transcript of Evidence*, 24 June 2019, p. 678.

10.13 The Committee recommends that the ACT Government provide details of how disadvantaged students will be identified for eligibility for three year old preschool education; how such students will be funded and at what schools or other centres such education will be delivered.

Recommendation 160

10.14 The Committee recommends that the ACT Government ensure that the Education Directorate works more closely with other relevant Directorates such as ACT Health and the Community Services Directorate in the identification and roll out of preschool education to disadvantaged three year old's.

CLEANING CONTRACTORS – ONGOING EMPLOYMENT

10.15 The Committee asked about how the Education Directorate is upholding principles of secure work and were informed that due to the nature of the work and school dates, the Directorate has a significant percentage of casual and contracted employees.¹⁴⁸⁰

10.16 In an Answer to a Question Taken on Notice, the Directorate confirmed that as of May 2019 there were 4976 permanent, 1224 temporary and 829 casual staff within the Directorate, noting that casual numbers only include those paid within that pay period.¹⁴⁸¹

10.17 Of interest to the Committee was the Directorate's recent announcement that all school cleaners currently contracted to private enterprise will be offered ongoing employment as an ACT Government employee from the start of the 2020 school year.

10.18 The Minister confirmed that employee entitlements will transfer across and that cleaners will be no worse off following the transition, including with regard to wages and conditions.¹⁴⁸² The Minister also noted that various models of employment will need to be considered as there are a range of visa considerations that need to be taken into account, and some of those may prevent a person from being offered fulltime ongoing employment.¹⁴⁸³

¹⁴⁸⁰ *Proof Transcript of Evidence*, 24 June 2019, p. 723-724.

¹⁴⁸¹ *Answer to Question Taken on Notice E19-179*, answered 2 July 2019.

¹⁴⁸² Minister Berry MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 671.

¹⁴⁸³ Minister Berry MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 672.

10.19 The Minister told the Committee that the total cost of this policy is \$5.082m additional to that under the procured agreement.¹⁴⁸⁴ The Directorate later added that \$1.6m of this is allocated to capital expenditure.¹⁴⁸⁵

COMMITTEE COMMENT

10.20 The Committee notes that providing cleaners with ongoing employment is expected to cost \$5.082m, with \$1.6m allocated to capital expenditure for similar service outputs. Some of the Committee are concerned that this may not represent value for money.

GIFTED AND TALENTED STUDENTS

10.21 The Committee asked about how teachers identify and support students who are gifted and talented and was informed that a gifted and talented policy provides systemic advice across all schools regarding Directorate expectations about how they meet the needs of the children who are gifted and talented. Additionally, each school has a liaison officer for families with gifted and talented students.¹⁴⁸⁶

10.22 The Committee was also told that the school principal is responsible for ensuring that students have access to programs that are developmentally appropriate.¹⁴⁸⁷ It was later clarified that “programs” are better described as education strategies that are developmentally appropriate for the particular children.¹⁴⁸⁸

10.23 The Directorate then told the Committee:

Depending on the needs of that child, individual learning plans can be developed, just like they are for students who have additional needs. We can do whole-grade acceleration. We can do single-subject acceleration. We can do specialised programs within classroom settings through differentiation.¹⁴⁸⁹

10.24 The Committee asked about what training is provided to teachers for them to identify gifted and talented students and were informed that Gateways Education has been engaged since 2015.¹⁴⁹⁰

10.25 The Committee was also told that part of Gateways Education work is providing professional learning to assist teachers identify and how to work with gifted and talented students.

¹⁴⁸⁴ Minister Berry MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 707.

¹⁴⁸⁵ Mr Matthews, *Proof Transcript of Evidence*, 24 June 2019, p. 707.

¹⁴⁸⁶ *Proof Transcript of Evidence*, 24 June 2019, p. 696.

¹⁴⁸⁷ *Proof Transcript of Evidence*, 24 June 2019, p. 696.

¹⁴⁸⁸ *Proof Transcript of Evidence*, 24 June 2019, p. 696.

¹⁴⁸⁹ Ms McMahan, *Proof Transcript of Evidence*, 24 June 2019, p. 697.

¹⁴⁹⁰ *Proof Transcript of Evidence*, 24 June 2019, p. 697.

Additionally the Committee was informed that they also provide access to written research and articles for newsletters for parents in the community.¹⁴⁹¹

10.26 The Committee asked how empirical testing in the Gifted and Talented Program was done and in an Answer to Question Taken on Notice was informed that:

In line with the Gifted and Talented Students Policy (2014), the school/teacher collects information for the purposes of identification and assessment of a potentially gifted and talented student prior to consultation with school psychologists. Measures that support this process may include teacher professional observations of the student, work samples and curriculum-based assessment tasks.

School psychologists oversee the choice of measure or specialised approach, test procedures, and interpretation and communication of results to families.¹⁴⁹²

COMMITTEE COMMENT

10.27 The Committee notes that this matter was initially considered at the Community and Industry Groups hearing on Friday, 14 June 2019 with the ACT Gifted Families Support Group. The Committee would like to acknowledge the Group for encouraging the Committee to consider this matter further.

10.28 The Committee notes that the current system for the identification of, and support for, gifted and talented students is ad-hoc and largely dependent upon an individual teacher or parent pursuing the need for additional learning consideration. The Committee believes that a systematic approach to all stages of identification and support be considered by the Directorate.

Recommendation 161

10.29 The Committee recommends that the ACT Government investigate provision of appropriate training for all ACT teachers to assist in identifying gifted and talented students in their classes.

Recommendation 162

10.30 The Committee recommends that the ACT Government investigate surveys used in NSW schools to assist in early identification of children showing gifted and talented abilities.

¹⁴⁹¹ Ms Brighton, *Proof Transcript of Evidence*, 24 June 2019, p. 697.

¹⁴⁹² *Answer to Question Taken on Notice E19-176*, answered 4 July 2019.

Recommendation 163

10.31 The Committee recommends that the ACT Government improve monitoring and evaluation of all gifted and talented students in ACT schools.

Recommendation 164

10.32 The Committee recommends that the ACT Government increase its outreach and communication with representatives of gifted and talented students and parents.

RESPECTFUL RELATIONSHIP PROGRAMS

10.33 The Committee asked about how respectful relationship principles are being taught in schools, and if the syllabus includes topics such as intimate image abuse given recent legislative amendments.¹⁴⁹³

10.34 The Minister told the Committee that respectful relationships are now part of the Australian curriculum, which means that school teachers and leaders are qualified to be able to deliver the programs required.¹⁴⁹⁴ The Minister noted:

The school communities work very closely around the e-safety place and how students and young people are provided with all the tools that they need to be respectful online and how they work online with regard to their schoolwork and outside of schools; and provide advice to parent communities through the eSafety Commissioner.¹⁴⁹⁵

10.35 The Directorate provided additional information to the Committee, informing them that each school approaches the topics discussed differently to ensure they meet the needs of their school community.¹⁴⁹⁶ The Directorate also noted that schools might bring in external programs:

We work with YWCA; PCYC; the Canberra Rape Crisis Centre; The Line, which is an Our Watch program; and Sexual Health and Family Planning. We have lots of different groups who can support the work that schools do.¹⁴⁹⁷

¹⁴⁹³ *Proof Transcript of Evidence*, 24 June 2019, p. 672.

¹⁴⁹⁴ Minister Berry MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 672.

¹⁴⁹⁵ Minister Berry MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 673.

¹⁴⁹⁶ *Proof Transcript of Evidence*, 24 June 2019, p. 673.

¹⁴⁹⁷ Ms Seton, *Proof Transcript of Evidence*, 24 June 2019, p. 673.

10.36 The Committee notes that this was raised by the YWCA at the Community and Industry Group hearing on Friday, 14 June 2019. The Chief Executive Officer told the Committee:

The ACT remains one of only two jurisdictions that has not funded and embraced a comprehensive respectful relationships program. These programs have been proven to promote egalitarian relationships in the schoolyard, build shared decision-making among peers, and create awareness of gender imbalances that can emerge as destructive interpersonal behaviours.¹⁴⁹⁸

COMMITTEE COMMENT

10.37 The Committee notes that Respectful Relationship programs require appropriate funding in order to ensure that a consistent message is taught across ACT schools.

Recommendation 165

10.38 The Committee recommends that the ACT Government investigate implementing the Victorian Model of Respectful Relationships in all ACT Government schools.

Recommendation 166

10.39 The Committee recommends that the ACT Government provide funding to train teachers to deliver respectful relationships training in schools.

USE OF SCHOOL FACILITIES AFTER SCHOOL HOURS

10.40 The Committee asked about how school facilities are utilised outside of school hours. The Minister told the Committee that in relation to grounds, including playgrounds, 'the policy in the Education Directorate is that every school is available out of school hours for general community use.'¹⁴⁹⁹

10.41 Further to this the Committee asked about using school buildings outside school hours and the Minister confirmed that there is a general policy relating to fees and access, however it is predominantly booked with, and managed by, schools on an individual basis.¹⁵⁰⁰ She told the Committee:

¹⁴⁹⁸ Ms Crimmins, *Proof Transcript of Evidence*, 14 June 2019, p. 24.

¹⁴⁹⁹ Minister Berry MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 731.

¹⁵⁰⁰ Minister Berry MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 731.

From Education’s perspective, the ACT government would like to see our schools as vibrant places after three o’clock in the afternoon as well as during the day. We want to make sure that they are not left empty and are used by the broader community all across the week and at weekends. Freeing up those school halls for sports clubs to be able to use them out of school hours has been really important. Not only does that give a space for people to come together; it makes the schools a safer place as well.¹⁵⁰¹

10.42 The Directorate confirmed that they are considering security arrangements that may assist in schools being able to offer the use of spaces without needing a staff member present.¹⁵⁰²

10.43 The Committee also asked if groups would need public liability insurance to use the space and were told:

In terms of public liability insurance, it varies, depending on the usage of the space. If it is a sporting group, a long-term hire or after school hours care and things like that, there would be a public liability responsibility for the individual group in terms of their agreement in hiring the space. When we talk about, say, a church group or a small group that might come to just use that space, they would be covered by the school’s public liability insurance at that time.¹⁵⁰³

COMMITTEE COMMENT

10.44 The Committee agrees that school facilities should be available for use by the whole community outside school hours, and that a system-based approach to matters considered above would be valuable.

Recommendation 167

10.45 The Committee recommends that the ACT Government examine what opportunities might be available to schools to lease out their facilities out of school hours and during school holidays with a view to generating additional income for the school and to reduce the risk of vandalism and to enable better community use of facilities.

MINIMUM QUALIFICATIONS FOR LEARNING SUPPORT ASSISTANTS

10.46 The Committee sought additional information on the minimum qualifications required to be employed as a Learning Support Assistant and were told:

They can range. For our LSAs at the moment we are offering a cert IV in disability. A range of people take on the role of LSA. There is a reasonably sized group of students

¹⁵⁰¹ Minister Berry MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 731.

¹⁵⁰² *Proof Transcript of Evidence*, 24 June 2019, p. 732.

¹⁵⁰³ *Proof Transcript of Evidence*, 24 June 2019, p. 733.

who are pre-service teachers who do the LSA work whilst they are studying. We also have others who worked in the disability sector and preferred to move into the school.¹⁵⁰⁴

10.47 The Directorate also confirmed that learning assistants work as part of the team under supervision from teachers.¹⁵⁰⁵

10.48 The Committee also asked if autism-specific training is required and was informed that it is not required, however, there is online training offered and if a particular group needs additional training we have occupational therapists, speech therapists and psychologists who can offer support.¹⁵⁰⁶

COMMITTEE COMMENT

10.49 The Committee notes that the children in autism specific learning units will have unique education needs and that learning support staff should be equipped to manage these needs in a way that supports learning and maintains the safety of all staff.

Recommendation 168

10.50 The Committee recommends that ACT Government ensure that all teachers and support staff in Learning Support Autism Units be required to have accredited training in autism awareness and delivery of learning to students with an autism diagnosis.

DEMOGRAPHICS AND SCHOOL PLANNING

10.51 The Committee asked about schools reaching capacity, particularly in the inner South and what forward planning was being done. The Directorate told the Committee:

At the moment we have capacity in each region. And every student can roll up to their local school and be guaranteed enrolment. But the master planning all around the infill, around from the north and the south, down as far as Woden and out to Weston Creek, is all being considered.¹⁵⁰⁷

10.52 The Committee was told:

¹⁵⁰⁴ *Proof Transcript of Evidence*, 24 June 2019, p. 694.

¹⁵⁰⁵ *Proof Transcript of Evidence*, 24 June 2019, p. 694.

¹⁵⁰⁶ *Proof Transcript of Evidence*, 24 June 2019, p. 694.

¹⁵⁰⁷ *Proof Transcript of Evidence*, 24 June 2019, p. 684.

We are very conscious of [growth in] Gungahlin, but also the projected growth in Molonglo, projected growth along the central corridor where the infill is happening as you have already heard.¹⁵⁰⁸

10.53 The Directorate went on to say:

Where they are—when it comes down to—at the regional level, then it is—we can be pretty accurate at the regional level. Where it gets difficult is at the individual suburb level because people move, they do not stay in the same place. And that means it requires a more sophisticated level of analysis.

That includes, for example, looking at—for every single school in the ACT, the children that come in, what the pathways they take as they go to high school and college, and understanding that thoroughly and building the models that will enable us to be more accurate.¹⁵⁰⁹

10.54 The Committee also asked if the rise in public high school enrolments has been driven by a lack of land being released to non-government schools in the high growth areas, such as Gungahlin, however the Directorate confirmed that this is not considered a factor as non-government schools in Gungahlin are understood to have additional capacity for enrolments.¹⁵¹⁰

10.55 This led the Committee to enquire about the process for land release to non-government schools. Directorate officials confirmed that the first role belongs to the Education, Planning and Sustainable Development Directorate (EPSDD), and that the Education Directorate does not become formally involved until the registration process begins.¹⁵¹¹

10.56 The Committee subsequently inquired as to whether it was possibly too late ‘by the time the school has or has not acquired land, for the Education Directorate to be getting involved.’¹⁵¹² It was later clarified that the Education Directorate and EPSDD do have a relationship where the Education Directorate provides advice as to the projected enrolment numbers over time to EPSDD, however it is EPSDD who determine how many sites need to be in a development area.¹⁵¹³

10.57 The Directorate also told the Committee that the relationship between the Australian national University (ANU) and the Directorate is designed to meet the demographic needs in relation to planning future schools and predicting enrolments:

¹⁵⁰⁸ Mr Gotts, *Proof Transcript of Evidence*, 24 June 2019, p. 684.

¹⁵⁰⁹ Mr Gotts, *Proof Transcript of Evidence*, 24 June 2019, pp. 684-685.

¹⁵¹⁰ *Proof Transcript of Evidence*, 24 June 2019, p. 685.

¹⁵¹¹ *Proof Transcript of Evidence*, 24 June 2019, p. 686.

¹⁵¹² Mr Wall, MLA, *Proof Transcript of Evidence*, 24 June 2019, p. 685.

¹⁵¹³ *Proof Transcript of Evidence*, 24 June 2019, p. 686.

...the relationship with the ANU is specifically developed to provide us with greater access to demographic expertise when we need it, and specifically when we need it rather than go case by case and ask questions.¹⁵¹⁴

10.58 The Committee asked about timing for completion of demographic work by the ANU and heard that a three-year relationship has commenced and that the deliverables in that relationship will be agreed each year and will relate to the specific elements that we are interested in seeing an additional layer of work on.¹⁵¹⁵

10.59 The Committee was told that the relationship with the ANU was entered into earlier this financial year, and the state that it is in now is that the ANU have been recruiting the staff to provide additional support. And so as of the beginning of July, of this year, will be the point at which agreement will be reached that we would like some specific work done.¹⁵¹⁶

10.60 In relation to expenditure, the Committee heard that the contract amount is for \$531,000 including GST over three years, with two key outputs.¹⁵¹⁷

10.61 The Committee was informed that the first output is the development of a small area projection model, and the technical support to support that. This will allow the Directorate to input numbers to do a more detailed layer of modelling moving forward. The second element of the project is specific studies that would be requested each year that they are needed.¹⁵¹⁸

COMMITTEE COMMENT

10.62 The Committee remains concerned that the Education Directorate does not have enough opportunity to provide early advice to EPSDD regarding the need for new or expanded school sites in areas subject to greenfield or urban renewal development.

Recommendation 169

10.63 The Committee recommends that the ACT Government ensure that the Education Directorate and the Environment, Planning and Sustainable Development Directorate work more closely in identifying government and non-government school sites in new and developing areas.

¹⁵¹⁴ Mr Gotts, *Proof Transcript of Evidence*, 24 June 2019, p. 684.

¹⁵¹⁵ *Proof Transcript of Evidence*, 24 June 2019, pp. 686-687.

¹⁵¹⁶ *Proof Transcript of Evidence*, 24 June 2019, p. 687.

¹⁵¹⁷ *Proof Transcript of Evidence*, 24 June 2019, p. 687.

¹⁵¹⁸ Mr Gotts, *Proof Transcript of Evidence*, 24 June 2019, p. 687.

Recommendation 170

10.64 The Committee recommends that the ACT Government clarify the use of transportable buildings in addressing over capacity issues in schools and their use as an alternative to permanent classrooms.

Recommendation 171

10.65 The Committee recommends that the ACT Government investigate as a priority looming capacity issues at a number of existing schools.

11 COMMUNITY SERVICES DIRECTORATE

INTRODUCTION

11.1 The *ACT 2019-20 Budget Statements G, Community Services Directorate*, states that the Community Services Directorate's (CSD) primary purpose is to empower people to meet their full potential within an inclusive and equitable community by:

- **Intervening early to support people** to be safe, to ensure basic needs are met to enable active community participation, and to support positive life outcomes;
- **Delivering services** that are human centred, holistic, tailored and integrated with a focus on ensuring the right supports are provided to those most in need, proactively identifying risks, and enabling people to work towards self-sufficiency as much as possible;
- **Building strong communities** with a focus on using evidence to inform services and programs, community development approaches that connect people to local communities, and maximising inclusion through targeted community-based programs. This includes alignment of government priorities and legislation to address community identified needs;
- **Enabling inclusive participation** by supporting Canberrans to participate in decision making, to form community connections, and to live fulfilling lives, fostering cohesion, equity and inclusion for all; and
- **Driving collaboration and partnerships** within and external to the Directorate, working collaboratively with other government agencies and building effective relationships with non-government community partners. This includes embedding the cultural change needed to intervene early and improve life trajectories as part of an integrated and holistic services system.¹⁵¹⁹

11.2 The CSD provides services through the following output classes:

- Output Class 1: National Disability Insurance Scheme (NDIS) Implementation
 - Output 1.1: NDIS Implementation
- Output Class 2: Strategic Policy, Inclusion and Participation
 - Output 2.1: Inclusion and Participation
 - Output 2.2: Office for Disability
 - Output 2.3: Strategic Policy
 - Output 2.4: Quality, Complaints and Regulation
 - Output 2.5: Safer Families

¹⁵¹⁹ ACT Budget 2019-20, *Budget Statement G, Community Services*, p. 1.

- Output Class 3: Children, Youth and Families
 - Output 3.1: Child and Family Centres
 - Output 3.2: Child Development Services
 - Output 3.3: Child and Youth Protection Services
- Output Class 1: Social Housing Services
 - Output 1.1: Social Housing Services

NDIS IMPLEMENTATION (1.1)

11.3 This output reflects funding provided by the Territory to the Commonwealth, recognising the ongoing commitment to people with disability in the ACT will be supported by the Territory during the final transition period into the NDIS. Responsibility for the accountability of service provision under the Scheme will rest with the Commonwealth.¹⁵²⁰

MATTERS CONSIDERED

11.4 Matters considered by the Committee in relation to NDIS Implementation, included:

- restrictive practices;¹⁵²¹
- National Disability Insurance Scheme (NDIS) implementation;¹⁵²²
- NDIS Budget;¹⁵²³
- Children and Young People's Equipment Loan Services Scheme (CAYPELS);¹⁵²⁴
- special needs transportation;¹⁵²⁵ and
- integrated services response program.¹⁵²⁶

¹⁵²⁰ ACT Budget 2019-20, *Budget Statements G, Community Services*, p. 11.

¹⁵²¹ *Proof Transcript of Evidence*, 28 June 2019, pp. 1080 and 1086.

¹⁵²² *Proof Transcript of Evidence*, 28 June 2019, pp. 1080-1084; 1090; 1098.

¹⁵²³ *Proof Transcript of Evidence*, 28 June 2019, pp. 1083-1085.

¹⁵²⁴ *Proof Transcript of Evidence*, 28 June 2019, pp. 1086-1089.

¹⁵²⁵ *Proof Transcript of Evidence*, 28 June 2019, pp. 1090-1091.

¹⁵²⁶ *Proof Transcript of Evidence*, 28 June 2019, p. 1092; *Answer to Question Taken on Notice E19-426*, answered 9 July 2019.

KEY ISSUES:

NDIS IMPLEMENTATION

- 11.5 The Committee asked about the NDIS implementation and the full scheme agreement and whether there was more certainty for participants. They were informed by Minister Stephen-Smith, Minister for Disability and Minister for Children, Youth and Families (the Minister), that:

I am not sure I would say the full scheme agreement gives individual participants more certainty. We have been very clear and we have been clear in our discussions with the commonwealth that the NDIS is an uncapped scheme in that if you are an eligible participant you are an eligible participant and you should have access to the scheme. That has consistently been our position and that has been agreed with the commonwealth.

However, it provides certainty more broadly to the community that the ACT government is 100 per cent committed to fully funding our share of the NDIS. Of course, in full scheme we will continue to fund approximately 50 per cent of the scheme for the ACT in terms of those projections. There is a risk of excess costs in the scheme above projected costs and the commonwealth will take that.¹⁵²⁷

- 11.6 The Directorate further indicated that:

The position of the ACT has been to bring us to the point where full scheme for us looks very similar to what the preceding couple of years did. The purpose of the period before full scheme was to get all those providers who might be interested in providing services for people in the ACT registered and engaged in offering services. Probably for the people in our community who are in the NDIS, nothing will seem different about full scheme. That is really about the arrangement the territory has made with the commonwealth.¹⁵²⁸

- 11.7 In terms of catering to future participant growth in the NDIS the Minister told the Committee that:

We have a very concrete commitment in relation to our financial contribution, and that is indexed at four per cent per annum for the next 10 years and the commonwealth bears any extra costs above. So if participant growth is higher than the projected additional 500 participants over the next four years the commonwealth will bear any extra costs associated with that.

In terms of providing certainty to the community, going back to your original question, the other thing to bear in mind is that our budget measure provides certainty around

¹⁵²⁷ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 28 June 2019, p. 1080.

¹⁵²⁸ Ms Evans, *Proof Transcript of Evidence*, 28 June 2019, p. 1081.

some of the other services that are no longer NDIS eligible in-kind services: rehabilitation and community supports in the health space, the taxi subsidy scheme, the child development service and the children and young people equipment loan service. That is subject to review, but we will continue to provide those services that are no longer NDIS eligible to ensure that Canberrans with a disability get the broad range of supports they need.¹⁵²⁹

- 11.8 The Committee was informed that, in relation to the NDIA, the Office for Disability undertakes an advocacy role on behalf of individuals and carers, regarding their plans and plan reviews, often to escalate matters to ensure issues can be resolved in a timely way. The Minister emphasised that the Office will continue to play that advocacy role.¹⁵³⁰

Recommendation 172

11.9 The Committee recommends that the ACT Government continue to work closely with the National Disability Insurance Agency to ensure favourable outcomes for ACT participants in the National Disability Insurance Scheme.

CHILDREN AND YOUNG PEOPLE'S EQUIPMENT LOAN SERVICES SCHEME

- 11.10 The Committee asked about the Children and Young People's Equipment Loan Scheme (CAYPELS) and were informed that:

The children and young people's equipment loan scheme includes a variety of paediatric loan equipment. It is designed for children up to the age of 16 and it includes a variety of equipment to assist with self-care and everyday activities. We have got a number of borrowers of equipment that include families in the ACT who have private therapists who are prescribing equipment to assist with seating, feeding and bathing, those sorts of everyday activities.

In addition, the Education and Health directorates are also accessing some equipment, for example for children who leave hospital and require a wheelchair and they do not have an appropriately sized one in the hospital to lend them. That would be something that CAYPELS would also cover.¹⁵³¹

- 11.11 To be able to access the loan scheme the Committee was advised that:

To be able to access the loan scheme you have to have a therapist working with you to be able to ensure that that equipment is appropriate for what the child's needs are. That would be either someone at the hospital, one of the allied health staff who work

¹⁵²⁹ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 28 June 2019, p 1081.

¹⁵³⁰ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 28 June 2019, p 1082.

¹⁵³¹ Ms Parker, *Proof Transcript of Evidence*, 28 June 2019, pp. 1086-1087.

in education...We have in fact had quite a few families contact us directly because they have heard about the scheme and need a piece of equipment and have not been referred by their therapist. In that circumstance our staff will actually work through with them on what is required and, if necessary, contact their provider to discuss what their needs might be.¹⁵³²

11.12 The Committee was also informed that the scheme is not means tested and is designed to fill the gap while waiting for a permanent piece of equipment, for instance while waiting for equipment to be approved for NDIS funding or self-purchase. It is also designed to be able to allow a client to trial a piece of equipment.¹⁵³³

11.13 As the scheme was part of a suite of services offered by Therapy ACT, following the transition to the NDIS, was placed in the child development service. The Committee was told that its future is being reviewed with the Minister noting that the Government was looking at how it might become an NDIS provider for that type of service.¹⁵³⁴

Recommendation 173

11.14 The Committee recommends that the ACT Government guarantee adequate funding to the Children and Young People's Equipment Loan Services Scheme for the purchase of new mobility aids and equipment as needed.

INCLUSION AND PARTICIPATION (2.1)

11.15 Inclusion and Participation provides strategic advice to strengthen the inclusion and participation of all people in Canberra's community, including people from multicultural backgrounds, youth, women, veterans and seniors and people with disability. The contribution and support for the engagement of all people is recognised through community events, awards, ceremonies and grants. Inclusion and Participation administers and funds community sector services and programs.¹⁵³⁵

MATTERS CONSIDERED

11.16 Matters considered by the Committee in relation to Inclusion and Participation, included:

¹⁵³² Ms Parker, *Proof Transcript of Evidence*, 28 June 2019, p. 1087.

¹⁵³³ *Proof Transcript of Evidence*, 28 June 2019, p. 1087.

¹⁵³⁴ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 28 June 2019, p. 1089.

¹⁵³⁵ ACT Budget 2019-20, *Budget Statement G, Community Services*, p. 12.

- elder abuse (also discussed in Legal Aid);¹⁵³⁶
- age friendly city (also discussed under CMTEDD);¹⁵³⁷
- veteran employment;¹⁵³⁸
- senior programs and events;¹⁵³⁹
- breastfeeding in the Commonwealth Departments;¹⁵⁴⁰
- women feeling safe;¹⁵⁴¹
- diversity register;¹⁵⁴²
- Women’s Budget Statement (also discussed under YWCA);¹⁵⁴³
- ACT women’s plan;¹⁵⁴⁴
- women in the AMC;¹⁵⁴⁵
- National Multicultural Festival funding;¹⁵⁴⁶
- ACT multicultural framework second action plan;¹⁵⁴⁷
- multicultural grants;¹⁵⁴⁸
- Welcoming Cities standard;¹⁵⁴⁹ and
- English language classes at Canberra Institute of Technology.¹⁵⁵⁰

KEY ISSUES

ELDER ABUSE

11.17 The Committee noted that the 2019-20 ACT Budget highlighted, as a priority, the Territory’s response to the national plan to respond to the abuse of older Australians. The Committee requested an update on the services provided to address matters concerning elder abuse.¹⁵⁵¹

¹⁵³⁶ *Proof Transcript of Evidence*, 19 June 2019, pp. 375-378; *Answer to Question Taken on Notice E19-71*, Answered 12 July 2019.

¹⁵³⁷ *Proof Transcript of Evidence*, 19 June 2019, p. 378.

¹⁵³⁸ *Proof Transcript of Evidence*, 19 June 2019, pp. 378-380.

¹⁵³⁹ *Proof Transcript of Evidence*, 19 June 2019, pp. 380-382.

¹⁵⁴⁰ *Proof Transcript of Evidence*, 26 June 2019, pp. 964-965.

¹⁵⁴¹ *Proof Transcript of Evidence*, 26 June 2019, pp. 965-966.

¹⁵⁴² *Proof Transcript of Evidence*, 26 June 2019, p. 966

¹⁵⁴³ *Proof Transcript of Evidence*, 26 June 2019, pp. 966-970.

¹⁵⁴⁴ *Proof Transcript of Evidence*, 26 June 2019, p. 970.

¹⁵⁴⁵ *Proof Transcript of Evidence*, 26 June 2019, pp.971-972.

¹⁵⁴⁶ *Proof Transcript of Evidence*, 28 June 2019, pp.1128-1129.

¹⁵⁴⁷ *Proof Transcript of Evidence*, 28 June 2019, pp.1129-1130.

¹⁵⁴⁸ *Proof Transcript of Evidence*, 28 June 2019, pp.1130-1134.

¹⁵⁴⁹ *Proof Transcript of Evidence*, 28 June 2019, pp.1134-1135.

¹⁵⁵⁰ *Proof Transcript of Evidence*, 28 June 2019, pp.1135-1137.

¹⁵⁵¹ *Proof Transcript of Evidence*, 19 June 2019, p. 375.

- 11.18 Minister Ramsay, Attorney-General and Minister for Seniors and Veterans (the Minister), advised the Committee that an implementation plan that will feed into the national plan will be considered at the end of June 2019, by the Council of Attorney-Generals. The national implementation plan will have several matters under the responsibility of each state and territory.¹⁵⁵²
- 11.19 The Minister also provided the Committee with an update on services provided through Older Persons ACT Legal Service (OPALS) which is currently designing resources for older people that are available online and in hard copy. Information and referral services have also been made available for concerned third parties. Collaborative work has also begun with both health and community services organisations. The Minister also noted that OPALS is anticipating 500 contacts this financial year, with approximately a third raising issues in relation to elder abuse.¹⁵⁵³
- 11.20 The Committee was also advised of a relatively new service, senior relationship service, provided by Relationships Australia for Canberra, which is funded through the Commonwealth Attorney-General. In addition to the senior relationship services, the ACT Human Rights Commission, was highlighted as an alternative option of referrals and investigation relating to elder abuse.¹⁵⁵⁴
- 11.21 The Minister noted that \$10,000 was budgeted for ACT Disability Aged Care Advocacy Services to counter elder abuse through individual advocacy and community education at aged-care facilities. ACT domestic and family violence frontline worker training has also been rolled out to recognise and respond to domestic and family violence.¹⁵⁵⁵
- 11.22 The Committee enquired further into the prevalence of elder abuse within the Canberra community and was advised that:
- The question of elder abuse is very simple in some ways, in that you know exactly what elder abuse is when you get to one end of the spectrum. When you are at the other end of the spectrum it is not elder abuse at all. Then there are a whole range of areas in between that move from relational support to strong relational support to inappropriate relational support through to criminal activities.
- It is easier to provide information around criminal activity than it is for other areas. The accepted definition of elder abuse is any act that provides a financial, emotional or social harm to elders, and nowhere in Australia or, to my understanding, internationally has a sound way of being able to measure that.¹⁵⁵⁶

¹⁵⁵² Minister Ramsay MLA, *Proof Transcript of Evidence*, 19 June 2019, pp. 375-376.

¹⁵⁵³ Minister Ramsay MLA, *Proof Transcript of Evidence*, 19 June 2019, p. 376.

¹⁵⁵⁴ *Proof Transcript of Evidence*, 19 June 2019, p. 376.

¹⁵⁵⁵ Minister Ramsay MLA, *Proof Transcript of Evidence*, 19 June 2019, pp. 377-378.

¹⁵⁵⁶ Minister Ramsay MLA, *Proof Transcript of Evidence*, 19 June 2019, p. 377.

11.23 With regards to criminal activity, the Committee inquired into the availability of statistics. In response to this question, in an Answer to a Question Taken on Notice the Committee was informed that that the working definition of elder abuse does not line ‘up with particular specific crimes’ and that ACT Policing do not ‘record instances of ‘elder abuse’ as they record by breaches of specific law.¹⁵⁵⁷

Recommendation 24

11.24 The Committee recommends that the ACT Government adopt a definition of ‘elder abuse’ and investigate ways to record instances of ‘elder abuse’.

AGE FRIENDLY CITY

11.25 In discussions on seniors the Minister informed the Committee that part of the national plan to respond to the abuse of older Australians was the Age Friendly City and that this concept:

...came out of the work of the Ministerial Advisory Council on Ageing over the last 12 months, where there was broad community consultation on how we can continue to make Canberra the best possible age-friendly city.

Twelve principles came out of the consultation with the community and the reflection across the whole of government, which were drawn together by my ministerial advisory council. Key principle 7 is that the abuse of older people in any form is not tolerated and that the protection of older people from any form of abuse is a priority and is paramount.

There is an Incoming Ministerial Advisory Council on Ageing, whose appointment I announced last week. Four forums will be held over the next few months, looking at each of the four areas in this vision: being involved, connected and valued; being safe, secure and free from abuse and discrimination; information services and supports which embrace diversity; and a city for all ages. We will hold a public forum on each of those four areas.

The ongoing consultations with the Ministerial Advisory Council on Ageing, chaired by Professor Diane Gibson, will be drawn together as an ongoing plan for each of those four areas and 12 principles. That will help guide the government’s work over the coming years.¹⁵⁵⁸

¹⁵⁵⁷ Answer to Question Taken on Notice E19-71, answered 11 July 2019.

¹⁵⁵⁸ Minister Ramsay MLA, *Proof Transcript of Evidence*, 19 June 2019, p. 378.

COMMITTEE COMMENT

11.26 The Committee acknowledges the importance of ensuring the ACT is an inclusive community. The Committee believes that the Age Friendly Cities program will help facilitate a city that is inclusive of older Canberrans.

Recommendation 175

11.27 The Committee recommends that the ACT Government expand the roll-out of age-friendly suburbs under the Age Friendly Cities program.

BREASTFEEDING IN COMMONWEALTH DEPARTMENTS

11.28 In recent years a number of initiatives have been undertaken in ACT Public Service workplaces to promote breastfeeding, primarily around the provision of appropriate locks, washing facilities and the storage of breast milk. Noting that many women in the ACT are employed in the Australian Public Service (APS), Minister Berry, Minister for Women (the Minister) was asked if she would be willing to take up the issue of enhancing breastfeeding facilities in the APS with her new federal counterpart.

11.29 In response the Minister indicated that:

‘Mrs Jones, I would be happy to join with you and campaign and lobby for that to occur, for federal government public servants in the ACT.’¹⁵⁵⁹

Recommendation 176

11.30 The Committee recommends that the ACT Government ensure that the Minister for Women work with her opposition counterpart to engage with the Commonwealth Government to ensure that breastfeeding and pumping facilities inside Commonwealth department and agency buildings located in the ACT are suitable for breastfeeding working mothers.

WOMEN’S BUDGET STATEMENT

11.31 This year’s Budget marks the first time in several years that a Women’s Budget Statement has been delivered. The Government has indicated that it would like feedback on the statement in order to improve it in future.¹⁵⁶⁰

¹⁵⁵⁹ Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 965.

¹⁵⁶⁰ *Proof Transcript of Evidence*, 26 June 2019, p. 969.

11.32 The Committee noted that many of the items referred to in the statement (such as providing services to high needs children and babies, and reducing recidivism) were not exclusively of benefit to women. Questioned on how the statement was compiled, the Committee was informed that a major challenge was that so much of the material was cabinet-in-confidence until released. Directorates were also asked to indicate where the impact on women was notable.¹⁵⁶¹

11.33 Noting that the Government was planning on developing a series of wellbeing indicators, the Minister was asked how those indicators would interact with the Women's Budget statement. She replied that:

...with the work that is going on into the wellbeing focus in the budget, there is a lot of consultation on what that is going to look like and how it is going to play out in the community. My intention is that we have a women's budget statement that best suits the needs of individuals and groups of women in our community. But I am particularly wanting to make sure that the people who engage in this and understand this are not just the ordinary people who engage in this process. I am really wanting to get people who, in their homes, out in the communities, engage in what is it that they want to see and understand what is available and happening for women in the ACT. That is what we will be asking, through our consultations with groups like the YWCA, the Women's Centre for Health Matters and others, to go beyond your own group of usual people who are...the usual submitters to this process. I really want to go further than that and engage other people in our community who would not ordinarily do it and have a document that actually makes sense. It is not the kind of language that you were talking about earlier that is easily understood by everyone.¹⁵⁶²

11.34 Noting also that the Government was also developing a second ACT Women's Plan, the Committee asked and was informed that:

As I mentioned before, those early pieces of work that we are doing with some of our sector community partners is starting to set us up towards the second action plan. The thing that the minister has been very keen on, as she has mentioned, is making sure that our broader community are engaged. That work will give us a bit of a discussion paper, if you like, that the Y and the Women's Centre for Health Matters are contributing to. We have had some guidance through ACTCOSS as well.

Once we have that discussion paper, we will put that out broadly. We will have women attend the summit. We will have some other consultation that, for instance, the ministerial advisory council might lead, that sort of low-key connection with women who might otherwise not get the opportunity to have a say. It is about a six month process across this year. It also means that at the same time we are actually finishing

¹⁵⁶¹ *Proof Transcript of Evidence*, 26 June 2019, pp. 966-967.

¹⁵⁶² Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 969.

up the first action plan and tying off those actions. So it is a good opportunity for us to kind of reset, if you like, for the second action plan.

The minister's intention is that that second action plan will be launched from about March next year, around International Women's Day. We expect to have a nice product of really clear, meaningful actions that also thinks about what the outcomes we are seeking are and how we measure them. That is something that in the past we have not always had. We have just had a great big list of actions but not what the outcome might be or what the impact might look like.¹⁵⁶³

COMMITTEE COMMENT

11.35 The Committee notes the measures included in the Women's Budget Statement were only those new initiatives that made mention of benefits to women.

Recommendation 177

11.36 The Committee recommends the ACT Government reintroduce a Women's Budget Statement to provide a detailed analysis of how the budget measures represent improved outcomes for women, and how these measures align to the ACT Women's Plan and reflect the whole impact of the budget on women, not just list those initiatives that may impact women.

Recommendation 178

11.37 The Committee recommends that the ACT Government ensures that the Women's Budget Statement and the wellbeing indicators are complimentary measures and do not just duplicate the same work.

OFFICE FOR DISABILITY (2.2)

11.38 The ACT Office for Disability promotes social inclusion and community participation of people with disability through supporting the implementation of the NDIS; progressing the objectives of the National Disability Strategy including equal access to justice for people with disability through the Disability Justice Strategy; progressing the Disability Inclusion Grants to provide increased opportunities for people with disability to participate in mainstream community

¹⁵⁶³ Ms Evans, *Proof Transcript of Evidence*, 26 June 2019, p 970.

activities; promoting International Day of People with Disability; and supporting the Disability Reference Group, the ACT Inclusion Council and the Chief Minister's Inclusion Awards.¹⁵⁶⁴

MATTERS CONSIDERED

11.39 Matters considered by the Committee in relation to Office for Disability, included:

- Office for Disability and the National Disability Insurance Agency (NDIA);¹⁵⁶⁵
- Disability Justice Strategy;¹⁵⁶⁶
- senior practitioner funding;¹⁵⁶⁷

KEY ISSUES

DISABILITY JUSTICE STRATEGY

11.40 Minister Stephen-Smith, Minister for Disability, advised the Committee that the Disability Justice Strategy will be finalised in the next couple of months and, as such it was not able for it to be included in the Budget, however it was the Government's intention that the Disability Justice Strategy will be released shortly. She was unable to say when, nor was she able to say how this will be funded.¹⁵⁶⁸

Recommendation 179

11.41 The Committee recommends that the ACT Government release the Disability Justice Strategy and the action plan for the Disability Justice Strategy.

Recommendation 180

11.42 The Committee recommends that the ACT Government fund the action plan for the Disability Justice Strategy without diverting funding from other programs.

¹⁵⁶⁴ ACT Budget 2019-20, *Budget Statement G, Community Services*, p. 13.

¹⁵⁶⁵ *Proof Transcript of Evidence*, 28 June 2019, pp. 1082-1083.

¹⁵⁶⁶ *Proof Transcript of Evidence*, 28 June 2019, pp. 1085-1086.

¹⁵⁶⁷ *Proof Transcript of Evidence*, 28 June 2019, pp. 1089-1090.

¹⁵⁶⁸ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 28 June 2019, p 1085.

STRATEGIC POLICY (2.3)

11.43 Strategic Policy works on a range of whole-of-directorate and whole-of-government policy reform activities and provides support for intergovernmental activities and policy advice to government. It leads strategic engagement and policy reform with inter-jurisdictional groups and Commonwealth bodies, progresses service system reform work, and progresses CSD accountabilities under the whole-of-government digital reform agenda.¹⁵⁶⁹

MATTERS CONSIDERED

11.44 Matters considered by the Committee in relation to Strategic Policy, included:

- Aboriginal and Torres Strait Islander Affairs budget;¹⁵⁷⁰
- Aboriginal and Torres Strait Islander Agreement;¹⁵⁷¹
- elected body;¹⁵⁷²
- Treaty for the ACT;¹⁵⁷³
- strengthening services – Our Booris, Our Way;¹⁵⁷⁴ and
- Aboriginal and Torres Strait Islander budget statement.¹⁵⁷⁵

KEY ISSUES

ABORIGINAL AND TORRES STRAIT ISLANDER AGREEMENT

11.45 The Committee were informed how the priorities of the Aboriginal and Torres Strait Islander Agreement were identified:

In developing the agreement and identifying the core focus areas and priority areas, the elected body and OATSIA worked together to develop the agreement and also to have the conversations with the community on what should be included.

As part of the community engagement strategy we had an online survey which extended into the community. We had the your say website, and we had face to face conversations with over 60 individuals, including the traditional custodians, community members, community organisations and reaching into the AMC and others. We also had an online survey that reached in excess of 1,000 individuals across Canberra.

¹⁵⁶⁹ ACT Budget 2019-20, *Budget Statement G, Community Services*, p. 13.

¹⁵⁷⁰ *Proof Transcript of Evidence*, 28 June 2019, pp. 1120-1122.

¹⁵⁷¹ *Proof Transcript of Evidence*, 28 June 2019, pp. 1122-1123.

¹⁵⁷² *Proof Transcript of Evidence*, 28 June 2019, pp. 1120-1123.

¹⁵⁷³ *Proof Transcript of Evidence*, 28 June 2019, p. 1123.

¹⁵⁷⁴ *Proof Transcript of Evidence*, 28 June 2019, pp. 1123-1126.

¹⁵⁷⁵ *Proof Transcript of Evidence*, 28 June 2019, pp. 1126-1127.

We also reviewed a number of past consultations over a 10 year period to come to the core focus areas. We have worked together with the elected body through an inter directorate committee to form what you see in the priority actions that were identified by community through the elected body consultations.¹⁵⁷⁶

11.46 When asked if funding was being provided to initiatives, programs or services being delivered under the Aboriginal and Torres Strait Islander Agreement, Minister Stephen-Smith, Minister for Aboriginal and Torres Strait Islander Affairs, advised the Committee that:

As you are aware, there are more than 90 actions within the action plan for the agreement. We probably cannot go through each and every one of them and say who is getting money to do what. But I would certainly draw attention to the budget measure in the Health portfolio around the funding for the design feasibility for the Aboriginal and Torres Strait Islander alcohol and drug service. That work will be done with Winnunga Nimmityjah ... \$300,000 will go to Winnunga to do the design and feasibility work for that service.¹⁵⁷⁷

That money will indeed go to Winnunga. The ACT government will fund Winnunga to design the delivery of a dedicated Aboriginal residential rehab facility, and the agreement is that Winnunga will identify a specialist Aboriginal alcohol and drug service provider to assist them with that work. ACT Health will partner in the work, including identifying potential locations that provide access to other health and emergency services, and that work will then inform the construction of a facility.¹⁵⁷⁸

QUALITY, COMPLAINTS AND REGULATION (2.4)

11.47 Quality, Complaints and Regulation (QCR) operates independently from program, funding or policy streams within the Directorate. It includes the Office for the Human Services Registrar, which regulates human service providers under ACT legislation. QCR is responsible for building capacity of service providers to deliver quality and viable services, whilst investigating incidents and complex complaints made about government and non-government service providers. QCR provides support to strategic committees and projects, and also represents the Directorate on matters relating to quality and safeguards for vulnerable and disadvantaged members of our community.¹⁵⁷⁹

¹⁵⁷⁶ Ms Charles, *Proof Transcript of Evidence*, 28 June 2019, p. 1122.

¹⁵⁷⁷ Minister Stephen-Smith, MLA, *Proof Transcript of Evidence*, 28 June 2019, p. 1121.

¹⁵⁷⁸ Minister Stephen-Smith, MLA, *Proof Transcript of Evidence*, 28 June 2019, p. 1121.

¹⁵⁷⁹ ACT Budget 2019-20, *Budget Statements G, Community Services*, p. 14.

MATTERS CONSIDERED

11.48 Matters considered by the Committee in relation to Quality, Complaints and Regulation included:

- Quality Complaints Regulator

KEY ISSUES

QUALITY COMPLAINTS REGISTER

11.49 The Committee asked about function of the Quality Complaints Register and were informed by the Human Services Registrar that:

We take complaints about providers, those providers that are specialist disability providers as defined under the Disability Services Act. We have been responsible for assessing them and making recommendations for registration with the NDIA and also assessing their compliance against the standards that they are required to comply with.

We have had 17 complaints up to 5 June in this financial year about providers, specific complaints that have led to a targeted compliance assessment generally. We have had, as at 5 June, 223 registered specialist disability support providers that we have been overseeing. The Office is also responsible for assessing specialist disability support providers (223 as at 5 June), making recommendations for their registration with the NDIA and assessing their compliance against the requisite standards.¹⁵⁸⁰

SAFER FAMILIES (2.5)

11.50 The Office of the Coordinator General for Family Safety provides strategic leadership, coordination, policy analysis and innovation expertise to drive cultural change and system reform, and to build whole-of-Government and whole-of-community capability to address domestic and family violence.¹⁵⁸¹

MATTERS CONSIDERED

11.51 Matters considered by the Committee in relation to Safer Families, included:

- funding for frontline and support positions (also discussed under Public Prosecutions, Policy Advice and Justice Programs and Legal Aid);¹⁵⁸²

¹⁵⁸⁰ Ms Gibson, *Proof Transcript of Evidence*, 28 June 2019, p. 1083.

¹⁵⁸¹ ACT Budget 2019-20, *Budget Statements G, Community Services*, p. 14.

¹⁵⁸² *Proof Transcript of Evidence*, 26 June 2019, pp. 952-953.

- Health Justice Partnership;¹⁵⁸³
- male victims of domestic violence;¹⁵⁸⁴
- frontline staff training;¹⁵⁸⁵
- We Do Not Shoot Our Wounded Initiative;¹⁵⁸⁶ and
- enhancing access to justice for non-English speakers.¹⁵⁸⁷

KEY ISSUES

FUNDING FOR FRONTLINE AND SUPPORT POSITIONS

11.52 The Committee noted that a number of initiatives are identified in the Budget to have their funding from the Family Safety Levy cease after the next financial year. Responding to this, Minister Berry, Minister for the Prevention of Domestic and Family Violence (the Minister), stated that the purpose of the levy was to fund innovative responses to the prevention of domestic and family violence. She said:

Some of that has meant that there are some changes, which were identified in the budget. They are very well described on page 421 of the budget papers. This gives a very good explanation of the innovation that is happening through the family safety levy, that it was never designed to be a business-as-usual funding resource. We always wanted to make sure that the community were very aware of where their contributions were going. That is why it is detailed very clearly in the budget papers and has been since it was implemented.

One of the things that we could have done was leave the levy as it was. Then we would not be making any change or have any innovation. But the main purpose of this levy is to address domestic and family violence in new and evidence-based ways that actually change people's lives.¹⁵⁸⁸

11.53 The Committee was informed that the funding changes will be implemented over a 12-month transition period. While funding for some services will cease to be provided under the Safer Families Levy, the Minister stated:

We will work with the directorates, with other ministers and with their portfolio areas around whether or not the funding that was provided for these particular services is

¹⁵⁸³ *Proof Transcript of Evidence*, 26 June 2019, pp. 955-956.

¹⁵⁸⁴ *Proof Transcript of Evidence*, 26 June 2019, p. 957.

¹⁵⁸⁵ *Proof Transcript of Evidence*, 26 June 2019, pp 957-960.

¹⁵⁸⁶ *Proof Transcript of Evidence*, 26 June 2019, pp. 960-962.

¹⁵⁸⁷ *Proof Transcript of Evidence*, 26 June 2019, pp. 962-964; *Answer to Question Taken on Notice E19-346*, answered 5 July 2019.

¹⁵⁸⁸ Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, pp. 950-951; *Answer to Question Taken on Notice E19-345*, answered 4 July 2019.

delivering or whether another service needs to be developed and funded in future budgets.

We deliberately gave a 12-month period to make this change, and that is why it is clearly identified here in the budget papers and across other directorates, so that everyone could see that we are making some changes about where the funding comes from to provide these services.¹⁵⁸⁹

11.54 The Minister later reiterated that:

I would not expect the funding to change for those services. It just will not come out of the family safety levy.¹⁵⁹⁰

11.55 However, shortly after the Minister also stated that:

What I can say is that the funding for services to address domestic and family violence across the directorate which are currently being funded by the family safety levy will not continue, and directorates will have a conversation with the family safety coordinator, who has the expertise in this area, about what kinds of services are needed, whether these are meeting the needs of our community, and whether that service needs to change.¹⁵⁹¹

11.56 When asked about what the current funding actually was, the Directorate indicated that:

The package for the safer families package and the safer families levy is \$24 million over four years. The levy provides \$20 million of that funding. The safer families package cannot possibly cover the government's full response to domestic and family violence, because we know that across a whole range of services it is much bigger.¹⁵⁹²

11.57 Data received in an Answer to a Question Taken on Notice identified what the levy was currently funding as opposed to what it will be funding next financial year and is comparatively represented in the table below:¹⁵⁹³

Safer Families Initiatives			
Funding Initiative	Lead Directorate/Responsible Agency	2018/19 Funding \$'000	2019/20 Funding \$'000

¹⁵⁸⁹ Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 954.

¹⁵⁹⁰ Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 954.

¹⁵⁹¹ Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 954.

¹⁵⁹² Ms Wood, *Proof Transcript of Evidence*, 26 June 2019, p. 952.

¹⁵⁹³ *Answer to Question Taken on Notice E19-345*, answered 4 July 2019.

Safer Families Initiatives			
Safer Families Team	CSD/OCGFS	909	746
Training in domestic violence for frontline workers	CSD/OCGFS	770	
Implementation of the Joint Australian Law Reform Commission and NSW Law Reform Commission Report on Family Violence	JACS	358	242
Additional resources for the Domestic Violence Crisis Service	CSD/HACT	210	215
Additional resources for the Canberra Rape Crisis Service	CSD/HACT	105	108
Early Assistance for families at risk of violence (Room4Change)	CSD/HACT	385	
Support and referral through specialist drug and alcohol treatment services	ACT Health Directorate	500	598

Safer Families Initiatives			
Enhancing access to justice for non-English speakers	JACS/LPP	438	100
Stronger police support for family violence victims	JACS/ACT Policing	300	304
More support for families and inclusion - Delivering the Family Safety Hub	CSD/ OCGFS	1583	1534
Improved access to legal Aid	JACS/Legal Aid	300	305
Stronger criminal justice responses	JACS/DPP	318	235
Reportable conduct scheme for employees	CMTEDD	288	293
Support for women and children to leave violence	CSD/HACT	100	100
Enhanced child protection case management and coordination	CSD/CYPS		360
Reducing the risks of deaths from family violence	CSD/OCGFS		87

Safer Families Initiatives			
Delivering family-centred responses for Aboriginal and Torres Strait Islander families	CSD/OCGFS		100
Training ACT Government Frontline workers to respond to family violence	CSD/OCGFS		992
Extending the Room4Change program to help prevent family violence	CSD/HACT		456
More support for families and inclusion - Extending the family Safety Hub legal services pilot	CSD/ OCGFS		300

Recommendation 181

11.58 The Committee recommends that the ACT Government provide an update to the Legislative Assembly, by the last sitting of 2019, about how funding is being sourced for the continuation of frontline and support positions that were formerly funded by the Safer Families Levy.

Recommendation 182

11.59 The Committee recommends that the ACT Government assess programs and initiatives that are scheduled to cease being funded by the Safer Families Levy against future needs and identify what appropriate levels of and funding sources will be required for these initiatives to continue to exist into the future if they will not be funded by the Levy.

Recommendation 183

11.60 The Committee recommends that the ACT Government ensure the Office of the Coordinator General for Family Safety identify with relevant Directorates which initiatives will cease to be funded by the Safer Families Levy in the next two years and assist those Directorates to lodge business cases early in the budget cycle to ensure continued funding.

Recommendation 184

11.61 The Committee recommends that the ACT Government, noting that the redirection of the Safer Families Levy will result in the loss of funding for several frontline legal services, including court positions, restore funding for these vital services.

Recommendation 185

11.62 The Committee recommends the ACT Government provide to the Legislative Assembly, by July 2019, in a single, itemised document, an acquittal of all services or roles currently funded through the Safer Families Levy, including 'innovative services'.

WE DO NOT SHOOT OUR WOUNDED INITIATIVE

11.63 The Committee asked about the *We Don't Shoot Our Wounded* recommendations and how the funding allocated would be spent, noting that the funding appeared to cease in 2022-23.

11.64 The Directorate indicated that Domestic Violence Prevention Council Aboriginal and Torres Strait Islander reference group has been established and that:

Our starting point has been a conversation with that group about how we start this work with the community to respond to those recommendations. We recognise that the long delay, particularly in responding to the *We Don't Shoot Our Wounded* recommendations, means that there is work that we have to do to build credibility with the community, that this is a genuine process and that the contribution they make will be followed through. We have also invited other contributors to *We Don't Shoot Our Wounded* to be part of this process if they would like to do that. We see the reference group as a core group that we are working with but we are open to other people who want to be part of it.

The conversation is still at an early stage with the reference group but what we are talking to them about is how we can support that group to lead a conversation with the community about what the first steps might be and the first priorities they actually want to work on. We are talking to them about how we resource them to do that, and they are considering that and they will be coming back to us with how they want to be supported. We are looking to use the funding that is being committed in the budget quite flexibly and really have it driven by what the community tells us they want to start with.

Obviously within *We Don't Shoot Our Wounded* there is a range of recommendations that are really comprehensive. We cannot work on everything at once. We are looking to the community's leadership on where they want us to start and what that might look like.

11.65 The Directorate indicated that the funding was an 'initial commitment' as they still had to:

...do the work with the community and support the community to set the priorities and the specific actions. We do not yet know what is going to be required. This funding will not respond to all the recommendations. This is a place to start, to have some funding that can support the community to get some things started. But we know that more will come out of it, and we will need to consider resourcing beyond what is here.¹⁵⁹⁴

11.66 The Minister further stated that the funding was allocated for 'just the co-design work...to make sure that we are getting it right and what kind of funding it actually might need.'¹⁵⁹⁵

Recommendation 186

11.67 The Committee recommends that the ACT Government ensure there is sufficient ongoing funding to ensure that all recommendations from the reports "We Do Not Shoot Our

¹⁵⁹⁴ Ms Wood, *Proof Transcript of Evidence*, 26 June 2019, p. 962.

¹⁵⁹⁵ Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 962.

Wounded” and “Change our future- Share what you know” are addressed and that ongoing support is provided to Aboriginal and Torres Strait Islander community members who are affected by family violence.

CHILD AND FAMILY CENTRES (3.1)

11.68 Early intervention and prevention services are provided through a universal platform with targeted services for vulnerable families. Services provided include parenting groups, advice and support, sustained home visiting, specialist clinical services, and community development and education programs. Services are delivered in partnership with other agencies, local community organisations and service providers.¹⁵⁹⁶

MATTERS CONSIDERED

11.69 Matters considered by the Committee in relation to Child and Family Centres, included:

- supporting incarcerated parents;¹⁵⁹⁷
- Belconnen childcare centre car park;¹⁵⁹⁸
- child and family centre infrastructure;¹⁵⁹⁹
- integrated management systems¹⁶⁰⁰
- services to child and family centre clients;¹⁶⁰¹
- vulnerable and complex families;¹⁶⁰²
- Match Nurse visits.¹⁶⁰³

KEY ISSUES

VULNERABLE AND COMPLEX FAMILIES

11.70 The Committee asked about what child and family centres are doing to target vulnerable and complex families. In response they were informed that:

¹⁵⁹⁶ ACT Budget 2019-20, *Budget Statements G, Community Services*, p. 15.

¹⁵⁹⁷ *Proof Transcript of Evidence*, 28 June 2019, pp. 1096-1097; *Answer to Question Taken on Notice E19-427*, answered 9 July 2019.

¹⁵⁹⁸ *Proof Transcript of Evidence*, 28 June 2019, p. 1097; 1099; *Answer to Question Taken on Notice E19-428*, answered 9 July 2019.

¹⁵⁹⁹ *Proof Transcript of Evidence*, 28 June 2019, pp. 1098-1099.

¹⁶⁰⁰ *Proof Transcript of Evidence*, 28 June 2019, pp. 1099-1100.

¹⁶⁰¹ *Proof Transcript of Evidence*, 28 June 2019, p. 1100.

¹⁶⁰² *Proof Transcript of Evidence*, 28 June 2019, pp. 1104-1106.

¹⁶⁰³ *Proof Transcript of Evidence*, 28 June 2019, pp. 1105-1106.

The child and family centre model and approach is a universal service. It is welcoming, culturally safe and inclusive for all families. And that is very successful in terms of engaging families that maybe experiencing vulnerability and disadvantage. Why that is so is that it is non-stigmatising. It is a service for everybody. And we see that as people come in the door and they talk with us about the different needs and requests for services. I think the way that we do our work is a very important part of engaging more vulnerable families. That is the first thing.

It is also the range of service types that we provide. We can provide something that could be a light touch in terms of some information but then that goes right through to a scale of intervention or support like case management, which is really tailored to your family, and where we can work with families with high and complex needs for quite a period.¹⁶⁰⁴

11.71 In terms of reaching out to people who need but do not seem to be accessing the services the Committee were told that whilst the service was well known they were seeking to promote its existence online and via other publications:

We have publications like this. I am holding up the guide to our services and programs. This is widely distributed, and a lot of people take this small brochure. We make sure that each year it is a comprehensive but very accessible document. This is across locations in the ACT. We get referrals from many agencies, whether it is general practitioners, whether it is through community sector partners—and it might be very targeted service providers—and also from our colleagues, for example in Health.

The other thing is that we have services like maternal and child health collocated on site. What that means is that if a vulnerable family is coming in for something mainstream—an immunisation for their young child—the match staff member says, “There seem to be some things happening for you and your family at the moment. Come down. Come down to intake. It is just around the corner. I would like to introduce you to Mel.” It is a really successful way of being able to link families into a range of other supports.

The other thing is that we have a lot of services that are providing very targeted services as well. We have been the pilot site for one of the innovation challenges under the family safety hub. We have a solicitor two days a week co-located at Gungahlin child and family centre, and that is a health-justice partnership. That staff member is able to help co-facilitate groups, provide advice to families, be available to provide advice. And that has been a really successful initiative.¹⁶⁰⁵

11.72 Further to this it was indicated that the Directorate are:

¹⁶⁰⁴ Ms Saballa, *Proof Transcript of Evidence*, 28 June 2019, p. 1104.

¹⁶⁰⁵ Ms Saballa, *Proof Transcript of Evidence*, 28 June 2019, p. 1105.

...continually looking at what we provide, and that is a reason why we do see variance across our indicators as well. It is not a mere transactional service that you get when you come into a child and family centre. We see shifts across our indicator as we respond to what the community is asking for.¹⁶⁰⁶

CHILD DEVELOPMENT SERVICES (3.2)

11.73 The Child Development Service has a focus on early identification and intervention and provides assessment, referral, information and linkages for children birth to six years living in the ACT, where there are concerns relating to their development. Autism assessments are provided for children up to 12 years. Children seven to eight years with complex needs who have not had a previous assessment by allied health professionals can access the service.¹⁶⁰⁷

MATTERS CONSIDERED

11.74 Matters considered by the Committee in relation to Child Development Services, included:

- respite services;¹⁶⁰⁸
- Holder child development service;¹⁶⁰⁹
- child development services and their interaction with other services;¹⁶¹⁰
- integrated management systems;¹⁶¹¹and
- dyslexia.¹⁶¹²

KEY ISSUES

HOLDER CHILD DEVELOPMENT SERVICES

11.75 The Committee was informed what programs the child development service delivers

As you would be aware, the child development service was established in the transition to the NDIS. It is primarily a service that families in the community can come to where they have concerns about their children's development. It is a universal service. That means that all families with young children are welcome to participate. Families attend

¹⁶⁰⁶ Ms Saballa, *Proof Transcript of Evidence*, 28 June 2019, p. 1105.

¹⁶⁰⁷ ACT Budget 2019-20, *Budget Statements G, Community Services*, p. 15.

¹⁶⁰⁸ *Proof Transcript of Evidence*, 28 June 2019, pp. 1096-1097.

¹⁶⁰⁹ *Proof Transcript of Evidence*, 28 June 2019, p. 1098.

¹⁶¹⁰ *Proof Transcript of Evidence*, 28 June 2019, pp. 1100-1104.

¹⁶¹¹ *Proof Transcript of Evidence*, 28 June 2019, pp. 1099-1100.

¹⁶¹² *Proof Transcript of Evidence*, 28 June 2019, p. 1103; *Answer to Question Taken on Notice E19-429*, answered 15 July 2019.

either through a drop-in clinic at the child and family centres or directly at the Holder site.

What we have seen over the last few years with the transition to the NDIS is the complexity of the whole early childhood early intervention service system landscape, and it has changed. The child development service and what we offer is different to Therapy ACT and what was offered previously. We have the new NDIA-funded provider that I was talking about before, NDIS EACH. They have very specific roles in terms of what they do.

There are two pathways. One is a pathway into an NDIS supported package and then the other pathway is into early intervention supports for children that may not need a package but would definitely benefit from some targeted support to enhance their development. Then there is a suite of service providers. Families with funded packages will be able to go out with their plan for their child and, with choice and control, choose providers that can provide services for their children. So the landscape has changed.¹⁶¹³

11.76 The Committee was informed that Holder was the main place where these services could be accessed but that that the drop-in centres at child and family centres and Gugan Gulwan are also providing linkages:

For the ones that we have carriage of under this output class, our main site is the Holder site but, as I was mentioning, we definitely have a presence in the child and family centres. Those drop-in clinics are really highly utilised. We also co-facilitate a number of programs with either community partners or government partners. Some of the work we have focused on over the last couple of years is with Aboriginal community-controlled organisations. We have been very committed to how we best engage with Aboriginal and Torres Strait Islander families with young children. The approach that we have refined is an outreach approach and it is going to where families are.¹⁶¹⁴

11.77 It was noted by the Committee that the child development service at Holder is not an NDIS provider.

¹⁶¹³ Ms Saballa, *Proof Transcript of Evidence*, 28 June 2019, pp. 1100-1101.

¹⁶¹⁴ Ms Saballa, *Proof Transcript of Evidence*, 28 June 2019, p. 1101.

CHILD AND YOUTH PROTECTION SERVICES (3.3)

11.78 Child and Youth Protection Services is a provision of statutory child protection and youth justice services is aimed at improving and promoting the safety and the wellbeing of children, young people, their families and the community.¹⁶¹⁵

MATTERS CONSIDERED

11.79 Matters considered by the Committee in relation to Child and Youth Protection Services, included:

- early support by design project;¹⁶¹⁶
- Youth Coalition study;¹⁶¹⁷
- Out of Home Care – cost of days;¹⁶¹⁸
- Out of Home Care - funding;¹⁶¹⁹
- Out of Home Care – 2018 survey and evaluation;¹⁶²⁰
- Out of Home Care Strategy;¹⁶²¹
- attracting and retaining child and youth protection services staff;¹⁶²²
- child and youth record information system;¹⁶²³
- CCTV in Bimberi;¹⁶²⁴
- case workers;¹⁶²⁵

KEY ISSUES

OUT OF HOME CARE - FUNDING

11.80 The Committee asked about out of home care placements and the where the monies allocated in the budget were being directed. They were informed that

¹⁶¹⁵ ACT Budget 2019-20, *Budget Statements G, Community Services*, p. 16.

¹⁶¹⁶ *Proof Transcript of Evidence*, 28 June 2019, pp. 1093-1095.

¹⁶¹⁷ *Proof Transcript of Evidence*, 28 June 2019, pp. 1095-1096.

¹⁶¹⁸ *Proof Transcript of Evidence*, 28 June 2019, p. 1109.

¹⁶¹⁹ *Proof Transcript of Evidence*, 28 June 2019, pp. 1106-1110; *Answer to Question Taken on Notice E19-430*, answered 9 July 2019.

¹⁶²⁰ *Proof Transcript of Evidence*, 28 June 2019, pp. 1108-1109.

¹⁶²¹ *Proof Transcript of Evidence*, 28 June 2019, pp. 1109-1110.

¹⁶²² *Proof Transcript of Evidence*, 28 June 2019, pp. 1110-1115.

¹⁶²³ *Proof Transcript of Evidence*, 28 June 2019, pp. 1115-1116.

¹⁶²⁴ *Proof Transcript of Evidence*, 28 June 2019, pp. 1116-1117.

¹⁶²⁵ *Proof Transcript of Evidence*, 28 June 2019, pp. 1117-1119.

There are a number of elements to that particular funding measure. Part of it is reflecting the updated experience around the number of children and young people in out of home care. When A step up for our kids was initially funded, there were obviously projections around the number of children and young people who were expected to be in out of home care. The number has been higher than those initial projections on which A step up was based. This is about sort of re-baselining the number of children and young people in care. Also, there is some work through the mid-contract review of ACT Together. Barnardos is the lead agency of the ACT Together consortium around pricing for the continuum of care. Ms Pappas can talk a bit more about that.¹⁶²⁶

11.81 The Committee then asked how much of the funding was going to foster care, kinship care and residential care. They were informed that:

The ACT Together consortium runs a continuum of care. They run residential care, foster care and some kinship care where there are children on long-term orders. It is not proportioned in terms of there being money for each of those individuals. They run the entire service system. They are providing funding regardless of where children are across any of those program areas.¹⁶²⁷

11.82 In the context of improving funding sustainability the Committee was informed by Minister Stephen-Smith, Minister for Children, Youth and Families (the Minister), that:

Previously, where there has been excess demand compared to the forward estimates funding for the number of children and young people in care, that is being managed either through cash managing from underspends in other areas of the directorate or through Treasurer's advances. People will have seen in previous budgets that the Community Services Directorate has Treasurer's advances in a number of years. That has been part of the reason for those. There are two other elements to this overall funding line that I should mention. This goes to your question, Miss Burch, around foster carers and kinship carers.

There was within A step up for our kids a grandfathering arrangement for those fostering and kinship carers who were receiving higher payments than the new payment schedule under step up. That grandfathering is due to end from 30 June this year. Cabinet made a decision to continue those grandfathering arrangements so that we do not see any foster or kinship carers who still have the same children in their care as they did at the beginning of step up losing payments or getting their payments reduced. Those grandfathering payments will remain.

We talked earlier in relation to NDIS about the fact that we had some in-kind claims that reduced our cash contribution. One of those in-kind claims related to support for

¹⁶²⁶ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 28 June 2019, pp. 1106-1107.

¹⁶²⁷ Mr Pappas, *Proof Transcript of Evidence*, 28 June 2019, p. 1107.

children and young people in out of home care with a disability. We were advised that that could no longer be an in-kind claim; so that funding as well contributes to that.¹⁶²⁸

11.83 The Committee then asked whether this funding addressed concerns raised in the 2018 carers wellbeing survey and were informed by the Minister that there was a wide range of issues raised in the survey but that the focus was more on therapeutic supports as opposed to carer and kinship payments.¹⁶²⁹

11.84 The Directorate further stated that:

In respect of A step up for our kids, I guess the carers subsidy is sort of a carryover from what was being experienced in the previous iteration of the out of home care system. In addition, foster carers and kinship carers were provided with access to therapeutic assessments, which determine then the individual needs of children and young people. Then the funding flows based on what those individual needs are. Carers were given choices. The therapeutic assessment team was to identify what the individual needs were and then support the agencies to assist carers to access those services, or carers could source those services on their own.¹⁶³⁰

CHILD AND YOUTH RECORD INFORMATION SYSTEM

11.85 The Committee asked about the completion of the child and youth record information system and whether this had 'capacity to measure parent with a disability who have kids in the system.'¹⁶³¹

11.86 The Committee was informed by the Directorate that:

It will. It will measure disability. I probably will not get the words right; so people diagnosed. It is formal diagnosis and then it is for where people are on the journey either to being assessed towards a diagnosis or just where there is a suspicion or an observation, I guess, and then also a formal diagnosis for parents and for children. That is not going to retrospectively capture everybody in the system but it will build that data probably once the system goes live.¹⁶³²

11.87 The Minister added that:

...one of the challenges we often face is that people do not self-identify as having a disability, even if they do. Again, it is actually making the system safe for people to identify that they have a disability and therefore can be supported.¹⁶³³

¹⁶²⁸ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 28 June 2019, p. 1107.

¹⁶²⁹ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 28 June 2019, p. 1108.

¹⁶³⁰ Mr Pappas, *Proof Transcript of Evidence*, 28 June 2019, p. 1108.

¹⁶³¹ Ms Le Couteur MLA, *Proof Transcript of Evidence*, 28 June 2019, p. 1115.

¹⁶³² Mr Pappas, *Proof Transcript of Evidence*, 28 June 2019, p. 1115.

¹⁶³³ Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 28 June 2019, p. 1115.

11.88 In terms of when the system would be in operation the Committee was informed that:

...we are doing a lot of user testing at the moment. We also have to migrate data from the old system; so we are doing a few things in parallel. We are hoping to go live later this year for the first section.¹⁶³⁴

11.89 The Directorate further stated:

Child protection systems are all sequentially looking to upgrade their systems. The lessons from the New South Wales experience are that it is better to take your time, make sure that you have done substantial training with your staff, that you have tested the system and also that the data migration is working as it should before you go live. I do not have a date, but we are optimistic that that will happen in the second half of this year.¹⁶³⁵

SOCIAL HOUSING SERVICES (1.1)

11.90 Housing ACT provide social housing and specialist homelessness funding to meet the needs and circumstances of low income and disadvantaged people. Housing ACT aims to alleviate social isolation and build resilience, contributing to a safer, stronger and more inclusive community – a community where everybody has the opportunity for a bright future regardless of their characteristics, circumstances or background.¹⁶³⁶

11.91 Housing ACT is a division of the CSD reporting separately as a public trading enterprise and treated as a ‘not-for-profit’ entity under the Australian Accounting Standards.¹⁶³⁷

11.92 The Director-General of CSD is appointed as the Commissioner for Social Housing and is an incorporated body under the *Housing Assistance Act 2007*.¹⁶³⁸

11.93 Social housing primarily occurs through the provision of subsidised rental housing. A rental subsidy is provided to eligible tenants, calculated to ensure that no more than 25 per cent of assessable household income is paid. In addition, social housing is provided to community housing providers, homelessness service providers and other specialist housing providers for their use to accommodate and support high need and low-income individuals and families.¹⁶³⁹

11.94 Housing ACT also funds homelessness service providers to provide intensive support and assistance to individuals and families who are homeless, and those who are at risk of becoming

¹⁶³⁴ Mr Pappas, *Proof Transcript of Evidence*, 28 June 2019, pp. 1115-1116.

¹⁶³⁵ Mr Pappas, *Proof Transcript of Evidence*, 28 June 2019, p. 1116.

¹⁶³⁶ ACT Budget 2019-20, *Budget Statement G, Community Services*, p. 42.

¹⁶³⁷ ACT Budget 2019-20, *Budget Statement G, Community Services*, p. 42.

¹⁶³⁸ ACT Budget 2019-20, *Budget Statement G, Community Services*, p. 42.

¹⁶³⁹ ACT Budget 2019-20, *Budget Statement G, Community Services*, p. 46.

homeless, to address their individual circumstances and needs, and provide them with the skills and capacity to secure and sustain long term housing and better participate in the community.¹⁶⁴⁰

MATTERS CONSIDERED

11.95 Matters considered by the Committee in relation to Social Housing Services, included:

- public housing waiting times;¹⁶⁴¹
- emergency accommodation;¹⁶⁴²
- facilities management contract;¹⁶⁴³
- supported accommodation for people with mental illness;¹⁶⁴⁴
- vacant properties;¹⁶⁴⁵
- Common Ground;¹⁶⁴⁶ and
- housing needs study.¹⁶⁴⁷

KEY ISSUES

EMERGENCY ACCOMMODATION

11.96 The Committee was informed that the vacancy rate in the private rental market in the ACT was very tight at 0.6 per cent and that this has had an effect on the numbers of rough sleepers:

There is a tightening of the vacancy rate in the private rental market. We are now sitting at 0.6 per cent. That is incredibly tight. I think Hobart might be even tighter. When we compare that to Darwin, at the moment it is sitting on five per cent. We have an incredibly tight rental market. We will see that trickle down or impact all across the continuum, in terms of number of places and rough sleepers.¹⁶⁴⁸

11.97 The Committee was also provided with the names of several organisations in the ACT who provide accommodation assistance, which included:

Toora single women, Toora family and women with children, Beryl and Doris. We have the Youth Emergency Accommodation Network; we have Samaritan House for men.

¹⁶⁴⁰ ACT Budget 2019-20, *Budget Statement G, Community Services*, p. 46.

¹⁶⁴¹ *Proof Transcript of Evidence*, 26 June 2019, pp. 972-975.

¹⁶⁴² *Proof Transcript of Evidence*, 26 June 2019, pp. 975-977; 986-987.

¹⁶⁴³ *Proof Transcript of Evidence*, 26 June 2019, pp. 978-979.

¹⁶⁴⁴ *Proof Transcript of Evidence*, 26 June 2019, pp. 979-982.

¹⁶⁴⁵ *Proof Transcript of Evidence*, 26 June 2019, pp. 982-984; *Answer to Question Taken on Notice E19-355*, answered 18 July 2019.

¹⁶⁴⁶ *Proof Transcript of Evidence*, 26 June 2019, pp. 984-986.

¹⁶⁴⁷ *Proof Transcript of Evidence*, 26 June 2019, pp. 987-988.

¹⁶⁴⁸ Ms Gilding, *Proof Transcript of Evidence*, 26 June 2019, p. 975.

Certainly, at Ainslie Village, there are a number of vacancies at the moment. Unfortunately, Havelock House has no vacancies.¹⁶⁴⁹

11.98 The Directorate also made reference to:

Street to Home, St VDP. As part of OneLink and the specialist homelessness housing providers, we have at least 600 properties that are head-leased to that sector to provide emergency accommodation, crisis accommodation and transitional accommodation.¹⁶⁵⁰

11.99 Regarding the number of people sleeping rough, it was noted that this was no longer a city-only issue in that the prevalence has spread out to encompass all the town centres.¹⁶⁵¹

Recommendation 187

11.100 The Committee recommends that the ACT Government, as a matter of urgency, increase and improve the options for short term and emergency accommodation for those who are sleeping rough in the ACT.

COMMON GROUND

11.101 The Committee was briefed on the work being undertaken to advance the Common Ground community housing project in Dickson. Asked about any plans to expand the initial Common Ground in Gungahlin, Minister Berry, Minister for Housing and Suburban Development (the Minister), responded:

One of the things that we have been doing leading up to the development of this Common Ground in Gungahlin is having a look around at some of the other Common Grounds around the country. This will be our second Common Ground and it will be different from the first Common Ground because we have learnt from the development of that Common Ground how we could do things better, particularly around service provision, from talking to the sector here but also across the country about what is the best model for a particular cohort. Those are all being considered, as well as the physical layout but also what we do, how we support the individuals that live there.¹⁶⁵²

11.102 The Committee queried what made Common Grounds distinct from other accommodation options and were informed that:

¹⁶⁴⁹ Ms Gilding, *Proof Transcript of Evidence*, 26 June 2019, p. 975.

¹⁶⁵⁰ Ms Gilding, *Proof Transcript of Evidence*, 26 June 2019, p. 976.

¹⁶⁵¹ *Proof Transcript of Evidence*, 26 June 2019, p. 977.

¹⁶⁵² Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 986.

Some of the aspects that make a Common Ground are that it is designed for people who are chronic homeless or have had entrenched issues with being at risk of homelessness. The other aspect is the security and the concierge. It is something that in other Common Grounds adds to the community, which is something that we have in Gungahlin. We have got a space. The Common Ground model which originated in New York was really about something that was a community but also reached out into the broader community in many different ways. But, essentially, the underlying principle is that it is a safe, permanent home for people who have experienced homelessness.¹⁶⁵³

11.103 When asked what work is being done to advance the development the Committee was informed that:

The first thing is that obviously the government is committed to building a Common Ground in Dickson and the site has been identified. Part of the work that is going towards developing that Common Ground is having a look at what it is going to look like. Who is going to live there? Is it going to be the same or different to the current Common Ground as far as the physical layout but also as far as the cohort is concerned? There is a bit of work that will need to be done at that site around Territory Plan variations and other planning work and there is some significant consultation that is happening with the community now about that whole site but particularly around Common Ground. I think everybody agrees that that is a good way forward.¹⁶⁵⁴

11.104 Further to this the Committee were informed that:

As the minister has just said, the site has been identified but its zoning needs to change. Essentially, over the next 12 months it is going to be a process of continuing the consultation on that site, because we know that there has already been significant consultation on all of that section 72. We now need to proceed with a zoning change for that, conversations with the community around what the height, the shape, the scale of the development might look like and a decision, again, around the cohort, similar to the conversation that we were having with Ms Le Couteur around the MyHome model. You need to identify the cohort that you are actually building for. Once those processes are underway then the range of other studies—feasibility studies, procurements et cetera—can take place.¹⁶⁵⁵

11.105 In terms of the design the Committee were advised that this was impacted by the location, the local community and cohort of residents who may live there:

Each site is different and I think we really need to be sympathetic to the location of every site that we build on. I think it would be a shame if in a public housing portfolio we were to say, “Here is our design brief and this is what we build exactly to on each

¹⁶⁵³ Ms Foulcher, *Proof Transcript of Evidence*, 26 June 2019, p. 986.

¹⁶⁵⁴ Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 984.

¹⁶⁵⁵ Ms Gilding, *Proof Transcript of Evidence*, 26 June 2019, p. 985.

site.” We know that there are so many factors, so many different variables, and there are different people involved. There are different communities involved. We really need to have those conversations and be sympathetic to that site, to that community, in terms of what we build going forward.¹⁶⁵⁶

We have been through the consultations that we did leading up to the development of the strategy with the community. Different groups were identified where there might be gaps in our public housing provision. That included older women, it included single-parent families and it also included younger men. There were three different cohorts. I guess what we are looking at now is what the physical layout of the site can actually house. That is what we will consider as we decide what is the actual cohort. Who is going to live there? Whose home is this going to be?¹⁶⁵⁷

11.106 In terms of committing to future Common Ground’s the Committee was informed that:

I think the first thing we will do is get on with this Common Ground, which is part of our election commitment, in Dickson, but we are always talking with the community about the future for that Common Ground. Governments will make commitments in the future about what they decide to do there. I am not going to make a commitment here to you.¹⁶⁵⁸

Recommendation 188

11.107 The Committee recommends that the ACT Government expand Common Ground Gungahlin to the maximum capacity that can be accommodated on the site.

¹⁶⁵⁶ Ms Gilding, *Proof Transcript of Evidence*, 26 June 2019, p. 985.

¹⁶⁵⁷ Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 985.

¹⁶⁵⁸ Minister Berry MLA, *Proof Transcript of Evidence*, 26 June 2019, p. 985.

12 TRANSPORT CANBERRA AND CITY SERVICES DIRECTORATE

INTRODUCTION

12.1 The *ACT 2019-20 Budget Statements H, Transport Canberra and City Services Directorate* (TCCS) states that the Directorate:

... delivers an attractive cityscape and amenity, an effective road network and an integrated public transport system, and services that are necessary to support a flourishing community and attract business investment. In particular the Directorate has a long term focus of delivering a fully integrated public transport system incorporating light rail, bus services and active travel ... the Directorate also delivers a range of innovative services to the community including libraries, waste and recycling services, safer walking and cycling around schools, city amenity, infrastructure maintenance, animal welfare, and management and maintenance of the Territory's assets including recreational and sportsgrounds facilities, local shops amenity, playground equipment and upkeep of the city ...the Directorate is also responsible for the planning, building and maintenance of many of the Government's infrastructure assets such as roads, bridges, cycling and community paths and the streetlight network. It plays an important role in managing the city's open space, parks and neighbourhood play areas.¹⁶⁵⁹

12.2 The Committee considered the following Outputs, Output Classes and Statements of Intent:

- Output Class 1: Transport Canberra:
 - Output 1.1: Transport Canberra (Including Transport Canberra Operations).
- Output Class 2: City Services:
 - Output 2.1: Roads and Infrastructure;
 - Output 2.2: Library Services;
 - Output 2.3: Waste and Recycling;
 - Output 2.4: City Maintenance and Services;
 - Output 2.5: Capital Linen Service
- Statement of Intent:
 - ACT Public Cemeteries Authority

¹⁶⁵⁹ ACT Budget 2019-20, *Budget Statements H, Transport Canberra and City Services Directorate*, p. 1.

TRANSPORT CANBERRA (1.1)

- 12.3 Output 1.1, Transport Canberra, includes the oversight of the construction of light rail, the Government subsidy paid to bus operations, and the strategic oversight of the public transport network, public transport asset management and the Active Travel Office.¹⁶⁶⁰
- 12.4 Transport Canberra Operations provide an integrated public transport network and school bus services, including a range of rapid and regular route services within Canberra suburbs. Transport Canberra Operations also provides special needs transport, flexible transport, and a bus charter service.¹⁶⁶¹

MATTERS CONSIDERED

12.5 Matters considered by the Committee in relation to Transport Canberra included:

- feedback on the new bus network;¹⁶⁶²
- specific bus routes;¹⁶⁶³
- transport officers and customer services agents;¹⁶⁶⁴
- Network 19 and changes to services;¹⁶⁶⁵
- patronage of the network by students;¹⁶⁶⁶
- number of boardings per journey under the new network;¹⁶⁶⁷
- flexible bus service;¹⁶⁶⁸
- greenhouse gas emissions;¹⁶⁶⁹
- percentage of buses that are accessible;¹⁶⁷⁰
- weekend driver shortages;¹⁶⁷¹
- Light Rail patronage;¹⁶⁷²

¹⁶⁶⁰ ACT Budget 2019-20, *Budget Statements H, Transport Canberra and City Services Directorate*, p. 17.

¹⁶⁶¹ ACT Budget 2019-20, *Budget Statements H, Transport Canberra and City Services Directorate*, p. 52.

¹⁶⁶² *Proof Transcript of Evidence*, 21 June 2019, pp. 609-611; *Answer to Question Taken on Notice E19-117*, answered 4 July 2019.

¹⁶⁶³ *Proof Transcript of Evidence*, 21 June 2019, pp. 611-613; 617-618; *Answer to Question Taken on Notice E19-18*, answered 3 July 2019.

¹⁶⁶⁴ *Proof Transcript of Evidence*, 21 June 2019, pp. 613-616.

¹⁶⁶⁵ *Proof Transcript of Evidence*, 21 June 2019, pp. 616-617; 627-628.

¹⁶⁶⁶ *Proof Transcript of Evidence*, 21 June 2019, pp. 618-619.

¹⁶⁶⁷ *Proof Transcript of Evidence*, 21 June 2019, pp. 619-620; 622-623.

¹⁶⁶⁸ *Proof Transcript of Evidence*, 21 June 2019, pp. 620-621; 635-636; 638-640.

¹⁶⁶⁹ *Proof Transcript of Evidence*, 21 June 2019, p. 621.

¹⁶⁷⁰ *Proof Transcript of Evidence*, 21 June 2019, p. 623.

¹⁶⁷¹ *Proof Transcript of Evidence*, 21 June 2019, pp. 623-627; *Answer to Question Taken on Notice E19-120*, answered 28 June 2019.

¹⁶⁷² *Proof Transcript of Evidence*, 21 June 2019, pp. 628-629.

- timeline for the construction of a Light Rail stop at Mitchell;¹⁶⁷³
- Light Rail peak hour capacity and patronage;¹⁶⁷⁴
- bicycle capacity on the light rail;¹⁶⁷⁵
- completion time for other works associated with the light rail;¹⁶⁷⁶
- Light Rail timetable;¹⁶⁷⁷
- Light Rail launch;¹⁶⁷⁸
- over-crowding on buses;¹⁶⁷⁹
- Cooleman Court interchange works;¹⁶⁸⁰
- ticketing system;¹⁶⁸¹
- Park and Ride;¹⁶⁸²
- electric and hybrid bus trial;¹⁶⁸³
- acquisition of new busses;¹⁶⁸⁴
- Turner layover and driver facility;¹⁶⁸⁵
- expansion of the City interchange;¹⁶⁸⁶
- numbering on busses;¹⁶⁸⁷
- cost of light rail stage 1;¹⁶⁸⁸
- school children and School Bus Services;¹⁶⁸⁹
- school crossing supervisors;¹⁶⁹⁰
- Active Travel;¹⁶⁹¹ and

¹⁶⁷³ *Proof Transcript of Evidence*, 21 June 2019, pp. 629-631.

¹⁶⁷⁴ *Proof Transcript of Evidence*, 21 June 2019, pp. 631-632; *Answer to Question Taken on Notice E19-121*, answered 28 June 2019.

¹⁶⁷⁵ *Proof Transcript of Evidence*, 21 June 2019, p. 632.

¹⁶⁷⁶ *Proof Transcript of Evidence*, 21 June 2019, p. 633.

¹⁶⁷⁷ *Proof Transcript of Evidence*, 21 June 2019, p. 633.

¹⁶⁷⁸ *Proof Transcript of Evidence*, 21 June 2019, pp. 634-635.

¹⁶⁷⁹ *Proof Transcript of Evidence*, 21 June 2019, pp. 636-637.

¹⁶⁸⁰ *Proof Transcript of Evidence*, 21 June 2019, pp. 637-638.

¹⁶⁸¹ *Proof Transcript of Evidence*, 21 June 2019, pp. 640-643; *Answer to Question Taken on Notice E19-122*, answered 28 June 2019; *Answer to Question Taken on Notice E19-123*, answered 28 June 2019; *Answer to Question Taken on Notice E19-124*, answered 28 June 2019.

¹⁶⁸² *Proof Transcript of Evidence*, 21 June 2019, pp. 643-644.

¹⁶⁸³ *Proof Transcript of Evidence*, 21 June 2019, pp. 644-645.

¹⁶⁸⁴ *Proof Transcript of Evidence*, 21 June 2019, pp. 645-647.

¹⁶⁸⁵ *Proof Transcript of Evidence*, 21 June 2019, p. 648.

¹⁶⁸⁶ *Proof Transcript of Evidence*, 21 June 2019, pp. 648-649.

¹⁶⁸⁷ *Proof Transcript of Evidence*, 21 June 2019, pp. 649-650.

¹⁶⁸⁸ *Proof Transcript of Evidence*, 21 June 2019, pp. 650-651.

¹⁶⁸⁹ *Proof Transcript of Evidence*, 21 June 2019, pp. 612-616; *Answer to Question Taken on Notice E19-119*, answered 28 June 2019.

¹⁶⁹⁰ *Proof Transcript of Evidence*, 21 June 2019, p. 651.

¹⁶⁹¹ *Proof Transcript of Evidence*, 21 June 2019, pp. 651-652.

- use of bike sheds in an integrated transport system.¹⁶⁹²

KEY ISSUES

SPECIFIC BUS ROUTES

- 12.6 The Committee asked a range of questions relating to specific bus routes and how these have been impacted by the introduction of the new network.
- 12.7 The Committee noted that under the old network, bus 629 used to stop at Sacred Heart Primary School in Pearce and that under the new network no bus stops at the school. The Committee asked whether buses 2035 and 2036 could stop at the school. The Directorate responded that this could be considered but noted that ‘every time you stop a bus at a new stop it has a knock-on effect in terms of what happens thereafter’.¹⁶⁹³
- 12.8 The Committee asked about old bus routes 25 and 60. In an Answer to a Question Taken on Notice it was noted that in relation to route 25 that ‘in the previous bus network, Hilder Street in Weston was serviced by the Route 25 during the week and by Route 925 on weekends. Under the new network, Hilder Street is serviced seven days a week by the Route 66’.¹⁶⁹⁴
- 12.9 On route 60, the same Answer to the Question Taken on Notice noted that Kambah West is now serviced seven days a week by route 70. Whereas under the old route 60 there was a diversion to the Gleneagles Estate, this no longer occurs. This is because of the ‘low ridership’ of the diversion, ‘which was only being used on average by one person a day’.¹⁶⁹⁵
- 12.10 The Committee asked about old bus route 3 and the alternatives for patrons of this route under the new network.
- 12.11 The Directorate replied that the ultimate measure of success for the bus network is patronage numbers. On old bus route 3, the Committee was told:
- Route 3 also goes through the ANU, and we found that the vast majority of ANU students were not using route 3; they are using the rapid routes and the other routes that service the outside of the university. When we are starting with a blank sheet of paper and we know that the route 3 patronage is not as high as somewhere else in the network, that is when we make that decision of where we put the route, where we are going to create the best overall outcome.¹⁶⁹⁶

¹⁶⁹² *Proof Transcript of Evidence*, 21 June 2019, pp. 652-653.

¹⁶⁹³ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 611.

¹⁶⁹⁴ *Answer to Question Taken on Notice E19-118*, answered 3 July 2019.

¹⁶⁹⁵ *Answer to Question Taken on Notice E19-118*, answered 3 July 2019.

¹⁶⁹⁶ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 616.

- 12.12 The Committee spoke about old route 743 and new route R2, noting that the transitions from the former to the latter has meant increased travel time for some users. In response, The Directorate acknowledged that with the old Xpresso routes, such as 743, ‘you got from A to B without stopping anywhere in the middle on some occasions’ but noted that these services were infrequent and left people with few options if they missed their Xpresso bus. By contrast, it was explained that with the Rapids, where ‘it is of benefit to you if you miss the bus. That is okay because there is another rapid bus coming five minutes behind’.¹⁶⁹⁷
- 12.13 The Directorate continued: ‘What we were finding in the old network was that, just on an aggregate basis, many more people were using rapid buses than Xpressos anyway. But even on a per bus basis, there are actually about twice as many people using the rapid buses than the Xpresso buses’.¹⁶⁹⁸

NETWORK 19 AND CHANGES TO SERVICES

- 12.14 The Committee noted that for some passengers, the changes to the bus network has resulted in them having to make three transfers to complete their journey. The Committee wanted to know whether the Directorate had a plan to improve services for these people.
- 12.15 In response, Minister Fitzharris, Minister for Transport (the Minister), informed the Committee ‘in the previous network 0.13 per cent of passengers would have had three transfers, and in the new network it is 0.25 per cent’. She added that ‘I think it is worthwhile understanding some of the data, and the number of people who will transfer three times is very small’.¹⁶⁹⁹
- 12.16 The Committee was also told in an Answer to a Question on Notice that ‘the percentage of public transport journeys made on Transport Canberra services using a MyWay card that included two or more transfers was 1.99% in June 2018 and 3.33% in June 2019’.¹⁷⁰⁰
- 12.17 The Committee noted that for many, the changes to the network mean they now have to walk further than they did before to catch a Rapid route. The Committee wanted to know what the Government is doing to help Canberrans who face difficulties walking the extra distance to Rapid stops.
- 12.18 The Minister responded that:

We are genuinely looking to respond to a number of those issues. For some people a bus stop might have now appeared in front of their residence, whereas previously there was not one. I know particularly of one retirement village that now has a bus

¹⁶⁹⁷ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 627.

¹⁶⁹⁸ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 627.

¹⁶⁹⁹ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 21 June 2019, pp. 616, 617.

¹⁷⁰⁰ *Answer to Question on Notice E19-386*, answered 11 July 2019.

stop right outside, and dozens of residents there are delighted. Equally, there are some where that has not been the case for them.

With respect to designing a network that makes sense for the city as a whole, and that takes into account all of those factors that have been spoken about—actually properly designing a public transport network—that has been done. Genuinely listening to the feedback is again something we have genuinely been doing.¹⁷⁰¹

COMMITTEE COMMENT

12.19 The Committee acknowledges that for some commuters, the changes to the network have resulted in more convenience and less distance to walk to their bus stops. However, the Committee believes that some face greater difficulty and longer walks to bus stops than they did under the previous network. This is particularly an issue for some older members of the community and others who have difficulty walking. The Committee believes that Government should do more to assist these people in the journey.

12.20 The Committee reiterates that for some commuters, the change in the bus network has resulted in increased travel times and the inconvenience of multiple transfers whilst for others there has been decreased travel times and increased convenience.

Recommendation 189

12.21 The Committee recommends that the ACT Government within 12 months, undertake a review of the new bus network with the specific intention of improving journey times.

Recommendation 190

12.22 The Committee recommends that the ACT Government trial other on-demand services that can assist people with mobility issues.

FEEDBACK ON THE NEW PUBLIC TRANSPORT NETWORK

12.23 The Committee asked about the feedback the Directorate has received since the commencement of the new public transport network and was informed that around 4,500 items of correspondence had been received in the first seven weeks.¹⁷⁰²

¹⁷⁰¹ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 616.

¹⁷⁰² *Proof Transcript of Evidence*, 21 June 2019, p. 610.

12.24 The Committee requested that a breakdown of this correspondence be provided to the Committee. This information was provided in an Answer to a Question Taken on Notice as follows.¹⁷⁰³

Bus Network Feedback (29 April 2019 – 23 June 2019)	
Complaint	2788
Request of Information	310
Request for Service	288
Suggestion	264
Notification	117
Compliment	118
Total	3885
Anonymous Feedback	991

Transport Canberra ACTION Complaints (Breakdown)	
Network	1125
Service delivery	1277
Other	386

12.25 This information showed that, between the commencement of the new public transport network on 29 April 2019 and 23 June 2019, Transport Canberra received 2,788 complaints. In contrast, only 118 compliments were received during the same period. Anonymous feedback amounted to 991 items.

¹⁷⁰³ Answer to Question Taken on Notice E19-117, answered 4 July 2019.

12.26 Transport Canberra also indicated that feedback which crossed all category types amounted to 1495 items.¹⁷⁰⁴

12.27 The Committee wanted to know what processes the Directorate had in place to respond to complaints. In response, the Directorate informed the Committee that

We have a customer service team within Transport Canberra. It works closely with Access Canberra. If it is a piece of feedback which in the nature of feedback that does not demand a response, then it is noted. But there is a range, particularly since the establishment of the new network. There is range of occasions where we have taken feedback from the community. Where there is a quick fix to be had, we do our utmost to do that.

For example, there have been instances with the new network when, if there was a school bus that was at capacity and there was a way to kind of deal with that quickly by swapping out one form of bus for a steer-tag or an articulated bus, then we did that. If it is more in the nature of a substantive comment, it gets noted. Then as we consider our future network changes down the line, it effectively goes to the consultation process around those future network changes.

That is a kind of long-winded way of saying that if it is a piece of feedback that we can deal with quickly and easily, that is always what we try to do. If it is in the nature of something that is more policy or of a more long-term nature, it is noted and then we consider it in future network changes.¹⁷⁰⁵

12.28 In response to a question on how the 4,500 pieces of correspondence compares with the usual amount of correspondence the Directorate receives, the Minister told the Committee:

You could probably compare it to this time last year but I think probably you need to compare it to a network change. I think the previous large-scale network change was in 2014. I do not think we would have that here. Clearly it is a massive change and probably one of the biggest changes ever. It is probably one of the biggest changes ever. We expected to see a lot more feedback. We expected to hear complaints from people because for a number of people their journey did change. It is certainly higher than what it would have been in an average week at the same point last year. But in terms of a major network change, we expected high levels of feedback.¹⁷⁰⁶

12.29 In response to claims from the Committee that many in the community have not had their complaint or request responded to, the Minister indicated that:

There has been a range of follow-up. Those that have asked specific questions ought to have been followed up by now, with a phone call either directly from my office or from

¹⁷⁰⁴ Answer to Question Taken on Notice E19-117, answered 4 July 2019.

¹⁷⁰⁵ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 610.

¹⁷⁰⁶ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 21 June 2019, pp. 610-611.

Transport Canberra. If it is general commentary, sometimes that is a bit difficult to respond to.¹⁷⁰⁷

Every single email from my office has been acknowledged, with an indication of how that will be responded to, and forwarded on to the directorate. They have made an extensive effort in getting back to people. On schools, in particular, there is also direct correspondence with the schools and also with, obviously, the Education Directorate, for government schools, and with peak bodies in the non-government sector as well. Schools have been communicated with on multiple occasions.¹⁷⁰⁸

COMMITTEE COMMENT

12.30 The Committee notes the number of complaints received by Transport Canberra since the commencement of the new network and seeks clarity about how these complaints are managed and addressed.

12.31 The Committee is also concerned about how these complaints are considered and incorporated into network planning.

Recommendation 191

12.32 The Committee recommends that the ACT Government develop a new web form for customers to lodge complaints to Transport Canberra relating to network services.

TRANSPORT OFFICERS AND CUSTOMER SERVICE AGENTS

12.33 The Committee asked whether there is a mechanism in place to filter through feedback from Transport Officers and Customer Services Agents. In response, the Directorate informed the Committee that ‘We have a reporting system whereby, if there is anything happening across the network which is potentially problematic, depending upon the severity of it, my phone will ding, other people’s phones will ding, and you get those text messages straightaway. So there is an immediate reporting mechanism’.¹⁷⁰⁹

12.34 The Directorate added

All sorts of odd things can happen—and good things. Depending upon the nature of the incident, we have procedures in place that give us guidance as to how we categorise those. They will then send through immediate reports, depending upon the severity of the incident, so that there is appropriate escalation.¹⁷¹⁰

¹⁷⁰⁷ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 612.

¹⁷⁰⁸ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 612.

¹⁷⁰⁹ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 614.

¹⁷¹⁰ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 614.

12.35 In response to a further question, the Directorate clarified that cases such as where Customer Service Agents assist disorientated people in finding their buses are not captured in the reporting mechanism as ‘we would think of that as business as usual’.¹⁷¹¹

12.36 The Committee noted that for some of the Rapid routes, bus bunching was still an issue—where multiple buses of the same route are arriving at a stop at the same time or shortly after each other. The Committee asked whether the Directorate could not better use its Customer Services Agents to direct customers from crowded lead buses into less crowded buses arriving shortly after.

12.37 The Directorate replied that ‘Our transport officers, who are more operationally focused, can work to regulate the headway in the service, to stop three buses going at once, meaning there is a gap, and then another. That is one strategy that we employ, using the transport officers’. He added that the Customer Service Agents could potentially play a role in this, especially as they have access to real-time information on the flow of the network through their iPads but noted that ‘the first goal will be to regulate the headway’.¹⁷¹²

COMMITTEE COMMENT

12.38 The Committee believes that Transport Officers and Customer Services Agents can provide valuable feedback through their business-as-usual interactions with public transport system users. The potential data that could be captured through feedback from such interactions could help to improve the system and address possible problems before they escalate.

12.39 The Committee believes that Transport Canberra’s Customer Services Agents can better be used to maximise ease and comfort for commuters using the public transport system.

Recommendation 192

12.40 The Committee recommends that the ACT Government investigates the feasibility to introducing a reporting mechanism to capture the feedback received through the everyday interactions between public transport system users and Transport Officers and Customer Service Agents.

¹⁷¹¹ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 615.

¹⁷¹² Mr Steele, *Proof Transcript of Evidence*, 21 June 2019, p. 637.

SCHOOL CHILDREN AND SCHOOL BUS SERVICES

12.41 The Committee were informed that there were '240 dedicated school services in the previous network and there are now 224'¹⁷¹³ and there had been extensive engagement with schools and also with peak bodies,' including the Education Directorate on the new system.¹⁷¹⁴

12.42 In this context the Committee made reference to the impact of the changes on school children, in particular questioning the Directorate on the number of children who have 'potentially been lost and disoriented under the new network.'¹⁷¹⁵

12.43 In their response the Directorate indicated that they did not know if any children had been 'lost' or needed help from a customer service agent to know which bus to get or what platform to go to. They stated that 'in terms of the customer service officer saying, "You have to go to platform 2 or platform 3," that is business as usual and we do not capture that data.'¹⁷¹⁶

12.44 However, the Directorate also indicated that:

If, within the organisation, it is "lost" in the sense that there is a child who has never used a bus before, who has stayed on beyond their stop and needs to get home, and we send out a transport officer to take that child home, in that circumstance, absolutely, we know about it.¹⁷¹⁷

12.45 In an Answer to a Question Taken on Notice the Directorate indicated that:

Since the commencement of the new bus network on 29 April 2019, field staff have transported students to their destination (school or home) 10 times. For the same period last year, field staff transport students to their destination (school or home) 5 times. This includes all individual cases where field staff have transport students (e.g. including student missed a bus), rather than only instances where a student has stayed on a bus too long and missed their stop. Such incidents are notified internally.¹⁷¹⁸

Recommendation 194

12.46 The Committee recommends that the ACT Government when undertaking a review consider reducing the number of changeovers for young school children.

¹⁷¹³ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 612; 618.

¹⁷¹⁴ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 21 June 2019, pp. 612-613.

¹⁷¹⁵ Miss C Burch MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 615.

¹⁷¹⁶ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, pp. 615-616.

¹⁷¹⁷ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 615.

¹⁷¹⁸ *Answer to Question Taken on Notice E19-119*, answered 28 June 2019.

NUMBER OF BOARDINGS PER JOURNEY UNDER THE NEW NETWORK

12.47 The Committee discussed the difference between boardings and journeys as measurements of patronage for the public transport network. The Directorate clarified that ‘a boarding is when you tap on and tap off. If somebody were to catch two buses and tap on twice in one journey, that counts as two boardings’. He added that other jurisdictions use ‘boardings’ to measure the patronage numbers of their public transport systems.¹⁷¹⁹

12.48 On the number of boardings per journey required of passengers under the old network compared to the new network, the Directorate informed the Committee that:

What we are seeing in the new network versus the old network is that the ratio of boardings is pretty much the same. In the old network we were at 1.31 boardings per journey; at the moment we are at 1.36 or 1.37 boardings per journey.¹⁷²⁰

12.49 Later in the hearing, the Committee asked whether, with the change to a hub-and-spoke model, this number should have changed more.

12.50 The Directorate replied:

In terms of the interchanges with the new network, because we changed from a lot of meandering, single seat journeys to frequent rapid routes, there may have been a thought that we could see more interchange in the network. But I think the reasons it has held fairly steady from the old network to the new network are the ones I articulated before. One of the features of the network is that there are some connections between local and rapid services, but we have gone from having four rapids to effectively 10 rapids in the network, which is more convenient for a lot of users. A lot of users are looking at it and saying, “That new rapid is providing me with a single seat journey from A to B, to where I want to go.” That has netted out against some of the journeys where there may be an interchange now.¹⁷²¹

FLEXIBLE BUS SERVICE

12.51 The Committee asked why the flexible bus service was only extended for one year in the budget papers.

12.52 The Minister responded that:

It is, but we could do so much more with it and so much more with the rest of the capacity that exists in the community transport sector. That is a piece of work that is at the point where we are getting to the end of a particular procurement process. We

¹⁷¹⁹ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 619.

¹⁷²⁰ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 619.

¹⁷²¹ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, pp. 622-623.

hope that it looks even bigger and better in future years. We will continue to fund it; we remain very committed not only to the existing service but to opportunities to improve that service and make it available to many people.¹⁷²²

12.53 The Committee noted that the flexible bus service is not an on-demand service and asked what work is being done in terms of on-demand and last mile services.

12.54 The Directorate informed the Committee that there is currently a procurement process in place 'which is looking at a new booking system which can be applied for both the flexible service and potentially other shuttle services that we are running in the new network'. Additionally, part of this procurement process is to bring down the lead times in booking these services.¹⁷²³

12.55 In response to a later question on what type of timeframe between booking and using the service the Directorate is aiming to achieve through the procurement process, the Directorate explained that, ultimately, 'for me, you would be talking about minutes'.¹⁷²⁴

12.56 The Minister added to this discussion that the flexible bus services 'meets the needs of people in the community who have mobility issues or might be recovering from an operation or have a variety of other needs'. In relation to last mile services, she continued, 'over the last couple of years we have had work with Uber; we have partnered with them to offer discounted last-mile services on the way home over the summer period. That has been well-received'.¹⁷²⁵

12.57 Later in the hearing, the Committee asked whether there had been any increase in sign-ups for users of the flexible bus service since the commencement of the new network.

12.58 The Directorate explained that the new network is only seven weeks old and that the Directorate did not have enough data to provide a definitive answer however, there had been a 'modest increase'.¹⁷²⁶

COMMITTEE COMMENT

12.59 The Committee notes that the flexible bus service provides transport to some of the most vulnerable and isolated members of our community. The Committee believes that this service is highly valuable, however current booking systems and hours of operation are unnecessarily restrictive.

¹⁷²² Minister Fitzharris MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 620.

¹⁷²³ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 620.

¹⁷²⁴ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 638.

¹⁷²⁵ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 621.

¹⁷²⁶ Ms Flanery, *Proof Transcript of Evidence*, 21 June 2019, p. 636.

Recommendation 194

12.60 The Committee recommends that the ACT Government provide ongoing funding to the Flexible Bus Service and expand it to allow for same-day service requests that can be made online or over the phone.

PERCENTAGE OF ACCESSIBLE BUSES

12.61 The Committee recounted evidence provided by People with Disabilities ACT at the Committee's hearing on Friday, 14 June 2019 that around 80 per cent of Transport Canberra's bus fleet is currently fully accessible.¹⁷²⁷ The Committee wanted to confirm this figure and were informed the Committee that 85 per cent of Transport Canberra's bus fleet is accessible.¹⁷²⁸

12.62 In response to a follow-up question on the timeline to reach 100 per cent accessibility, the Directorate told the Committee that 'there is a legislated target for DDA [Disability Discrimination Act] compliance, which is 31 December 2022'.¹⁷²⁹ Out of a fleet of 454 buses, there are 72 DDA-non-compliant orange buses with steps which will be replaced with accessible buses by December 2022.¹⁷³⁰

12.63 The Committee acknowledged the move towards DDA compliance by 2022 but expressed concern, that in the meantime, as not every bus is accessible, passengers with mobility issues or a parent with a pram cannot be sure if the next bus coming to their stop is accessible or not and as such are unable to plan their trip with any level of certainty.¹⁷³¹

COMMITTEE COMMENT

12.64 The Committee notes the efforts of the ACT Government to ensure that the bus fleet remains on track to be fully disability compliant by 2022 as per its requirements under the statute. However, the Committee believes that better notification and real time reporting to passengers about which buses are disability compliant and which are not on a particular route should be investigated so as to provide clarity to passengers with mobility issues.

¹⁷²⁷ Ms Sirr, *Proof Transcript of Evidence*, 14 June 2019, p. 75.

¹⁷²⁸ Mr Steele, *Proof Transcript of Evidence*, 21 June 2019, p. 623.

¹⁷²⁹ Mr Steele, *Proof Transcript of Evidence*, 21 June 2019, p. 623.

¹⁷³⁰ Mr Steele, *Proof Transcript of Evidence*, 21 June 2019, p. 623.

¹⁷³¹ *Proof Transcript of Evidence*, 21 June 2019, p. 623.

WEEKEND DRIVER SHORTAGES AND SERVICE FAILURES

- 12.65 The Committee noted that under the current Transport Canberra Operations (ACTION) Enterprise Agreement 2018-2021,¹⁷³² weekend rosters are filled under a voluntary system. The Committee wanted to know what measures the Directorate will take to ensure that there are no driver shortages on the weekend.
- 12.66 In response, the Minister said that the Directorate will have ‘ongoing discussion with them [drivers] around that, and around what some of the options are for that in the future.’¹⁷³³
- 12.67 In discussion on the number of route failures due to driver shortages, the Directorate informed the Committee that ‘generally, we are delivering in excess of 90 per cent’ of services on the weekend.¹⁷³⁴
- 12.68 The Directorate provided the following additional information on how weekend services are staffed:
- There are proposed rosters that go up in our depots in advance of every weekend. We will have discussions with individual drivers, if it is looking like numbers may be falling short, to encourage people to fill the shifts. We have a continuing rolling recruitment process on foot at the moment, which is really focused on engaging drivers who are more inclined to work on the weekend. We also try to manage on the ground on a weekend so that, if there are some services which are going to be lost, we do it in a way that creates as few issues as possible.¹⁷³⁵
- 12.69 The Committee asked for the specific number of weekend service failures there have been since the commencement of the new network and the number of times the field van had been used to cover those failures.
- 12.70 In an Answer to a Question Taken on Notice, the Directorate provided the Committee with statistics on service failures for the previous eight weekends. According to these statistics, the best performing weekend was the weekend of 1-2 June 2019, where 3,613 services out of 3,721 scheduled services were delivered, or 97.1 per cent reliability. The worst performing weekend was 22-23 June 2019, where 3,392 services out of 3,721 scheduled services were delivered, or 91.16 per cent reliability. The best performing day was the Public Holiday on 27 May 2019, where 1,641 services out of 1,647 scheduled services were delivered, or 99.64 per

¹⁷³² Accessible at: https://www.cmtedd.act.gov.au/_data/assets/pdf_file/0003/1344954/Transport-Canberra-Operations-ACTION-Enterprise-Agreement-2018-2021.pdf

¹⁷³³ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 624.

¹⁷³⁴ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 624.

¹⁷³⁵ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 625.

cent reliability. The worst performing day was Sunday 26 May 2019, where 1,445 services out of 1,647 scheduled services were delivered, or 87.74 per cent reliability.¹⁷³⁶

12.71 This Answer to the Question Taken on Notice also indicated that ‘since the commencement of the new bus network on 29 April 2019, field staff have transported passengers in the field vans 167 times on weekends.’¹⁷³⁷

COMMITTEE COMMENT

12.72 The Committee believes that service failures during the weekend create inconvenience for commuters and act as a deterrent for people using public transport on weekends. The Committee understands that many of these failures are due to driver shortages on the weekend and, therefore, urges the Government to do more to ensure an adequate number of drivers are available to staff weekend bus services. Additionally, to allow commuters to plan their travel the Committee urges Transport Canberra to improve real-time reporting mechanisms of services for commuters.

12.73 The Committee also believes that, in order to ensure the reliability and integrity of the weekend bus service, Government should commit to maintaining appropriate levels of services reliability for weekends services and report annually on this benchmark in the TCCS annual report.

Recommendation 195

12.74 The Committee recommends that the ACT Government acts immediately to address failures in weekend services due to driver shortage.

Recommendation 196

12.75 The Committee recommends that the ACT Government acts immediately to improve the real-time reporting system for commuters.

Recommendation 197

¹⁷³⁶ Answer to a Question Taken on Notice E19-120, answered 28 June 2019.

¹⁷³⁷ Answer to a Question Taken on Notice E19-120, answered 28 June 2019.

12.76 The Committee recommends that the ACT Government introduce a separate benchmark for weekend service reliability as a strategic objective in the Transport Canberra and City Services Directorate Annual Report.

LIGHT RAIL

12.77 The Committee asked a range of questions on the light rail including about the actual and expected patronage numbers for the light rail.

12.78 The Directorate explained that in the light rail business case, patronage numbers were forecast at two points: 2021 and 2031. For 2021, usage was forecast at a little over 15,000 users, rising to around 18,000 users in 2031. The Committee was informed that ‘what we have been seeing is that in broad terms we are already achieving our 2021 patronage estimates of 15,000 boardings per weekday. During the free travel period, we were experiencing light rail patronage that was getting up to our 2031 forecast’. On its busiest day, Friday 17 May 2019, patronage was close to 19,000 people.¹⁷³⁸

12.79 The Committee asked about the timeframes for the completion of the light rail stop at Mitchell.

12.80 The Directorate provided the Committee with the following statement:

There is funding for the construction of the stop over the next two financial years. We are working through that process at the moment to get something underway as soon as we appropriately can. There is a broader logistical question about potentially doing the Mitchell stop in conjunction with other works that may need to happen in the future, but our current expectation is that there will be arrangements which are finalised in the 2019-20 financial year. Then there is more detailed planning that needs to be finalised with Canberra Metro to determine the precise time of delivering it. That is when we are talking about.¹⁷³⁹

12.81 On the construction of the new stop, the Committee sought confirmation on whether the Directorate would be making use of night works to minimise disruptions to the network. In response, the Directorate said that the Directorate’s ‘strong preference is not to stop the city’s mass transit system while we build a stop, so we will be working around that. By definition, that means that you are really looking at engineering hours as the appropriate time to do that’.¹⁷⁴⁰

¹⁷³⁸ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, pp. 628, 629.

¹⁷³⁹ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 630.

¹⁷⁴⁰ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 631.

12.82 The Committee asked what the current peak hour capacity of the light rail is and how this compares to current peak hour usage. In an Answer to a Question Taken on Notice, the Committee was advised that ‘current peak hour capacity is 4,140 passengers (7-9am, Gungahlin to City)’ and the ‘current average peak hour usage is 2,856 (7-9am, Gungahlin to City)’.¹⁷⁴¹

12.83 The Committee asked when a timetable for the light rail will be available on Transport Canberra’s website and were informed that light rails ‘has a timetable; the timetable is actually in the contract, which I think is online’ and ‘the other option is the journey planner, which shows you when the next light rail vehicle is coming’.¹⁷⁴²

COMMITTEE COMMENT

12.84 The Committee notes that Transport Canberra’s website does not currently offer an easily-accessible timetable for the light rail services.¹⁷⁴³ The Committee acknowledges that the service is designed as a ‘turn-up-and-go’ service which runs every six minutes in peak times and every 15 minutes in non-peak times, but believes an easily-accessible timetable on Transport Canberra’s website would aid some commuters in their travel planning. The Committee believes this is particularly important given that at some times of the day the frequency of the services is every 15-minutes.

Recommendation 198

12.85 The Committee recommends that the ACT Government make easily-accessible light rail timetables available for commuters.

LIGHT RAIL - LAUNCH

12.86 The Committee noted reports that the estimated cost of the light rail launch party was in excess of \$100,000. The Committee wanted confirmation on the actual costs of the day’s proceedings.

12.87 The Directorate provided a breakdown of the associated costs of the launch:

For the light rail launch event, there are two components to costs associated with the day. There is the cost of the light rail launch event itself, and that is some of the entertainment and whatnot that you saw there. The other component is not related to an event, but just by virtue of the fact that it was the first day of light rail, whether there was entertainment or not. There was a component of traffic management, crowd

¹⁷⁴¹ Answer to Question Taken on Notice E19-121, answered 28 June 2019.

¹⁷⁴² Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 633.

¹⁷⁴³ See: <https://www.transport.act.gov.au/about-us/public-transport-options/light-rail/using-light-rail>

safety and crowd management that we needed to invest in, given that we were aware that the launch of light rail would create a lot of community interest.¹⁷⁴⁴

12.88 Further to this the Directorate provided the figures associated with these two cost streams. It was explained that ‘we spent \$292,000 on traffic management, security and queue management’ and ‘in terms of the celebratory side of things—things like event management, entertainment, AV, marquees and that kind of thing—we spent \$154,000.’¹⁷⁴⁵

TICKETING SYSTEM

12.89 The Committee asked about the introduction of an integrated ticketing system into the ACT, following the model of NSW. The Committee wanted to know when this system would be introduced.

12.90 The Directorate replied:

A procurement process is on foot, but effectively we are looking to move away from a card-based ticketing system, as we have at the moment, to what is called an account-based ticketing system.¹⁷⁴⁶

12.91 The Directorate explained that with the current system, a customer’s MyWay card balance is stored on the MyWay card, whereas with an account-based ticketing system, such information will be stored online, making online card top-ups instantaneous.¹⁷⁴⁷

12.92 In reply to a question on whether consideration was being given to making the ACT’s ticketing system compatible with NSW’s, the Directorate said, ‘that is very firmly the direction that we are wanting to head in’.¹⁷⁴⁸

12.93 The Directorate added that

The nirvana for public transport agencies in Australia is that you can use any card and any token in any public transport system across the nation. It will take us a while to get there, but certainly what we are doing now is with a view to that future interoperability with other jurisdictions.¹⁷⁴⁹

12.94 The Committee asked how long a MyWay card can be inactive for before it expires. The Directorate informed the Committee that ‘it is two years’. When asked why there is a two-year limit, the Directorate indicated:

¹⁷⁴⁴ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 634.

¹⁷⁴⁵ Mr O’Daly, *Proof Transcript of Evidence*, 21 June 2019, p. 634.

¹⁷⁴⁶ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 640.

¹⁷⁴⁷ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 640.

¹⁷⁴⁸ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 641.

¹⁷⁴⁹ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 641.

The answer to that is really that it is an ageing system. The MyWay system is probably 15 years old. When they designed it way back, and the hardware, the people designing the back end of it coded it in. They thought two years would probably be about right. That is probably where that really came from.

What it is about is that, due to the complexity of the ticketing system, the system has to recognise the card in the system to be able to keep it up to date. Over the course of two years, the system goes through incremental software updates and things like that. It is a kind of hard rule that is in the system. If it does not see your card for quite a while, it moves it to the side and carries on.¹⁷⁵⁰

12.95 The Committee asked the number of cards which expire each year. In an Answer to a Question Taken on Notice, the Committee was informed that the 'MyWay system does not provide information on expired cards. Cards expire after two years if they are not used in order that the customer's financial and transactional data is protected'.¹⁷⁵¹

12.96 The Committee noted information it received indicating a \$25 fee for the refunding of MyWay card balances and a \$10 fee for the transfer of balances. It asked why these fees are so high. In an Answer to a Question Taken on Notice the Directorate indicated that:

Balance transfers to another MyWay card owned by the customer or a customer's [sic] family member is free of charge. A \$10 administration fee is applicable for a MyWay balance transfer between two MyWay cards that are not in the same name.

...

Card Balance refunds are provided for customer [sic] wishing to be paid out the entirety of their MyWay card balance (not transferring the balance to another card as listed above). A cost recovery fee of \$25 applies for this service.¹⁷⁵²

PARK AND RIDE

12.97 The Committee noted that to be eligible for a Park and Ride permit, users must ensure that they have \$90 or more credit on their MyWay card.¹⁷⁵³ It asked why this was the case.

12.98 The Directorate explained:

It is part of the terms and conditions if you are applying for a permit at some of our park and ride locations. The general idea behind that is to ensure that people have got the money on their card and use the park and ride appropriately, rather than just

¹⁷⁵⁰ Mr Steele, *Proof Transcript of Evidence*, 21 June 2019, p. 643.

¹⁷⁵¹ *Answer to a Question Taken on Notice E19-123*, answered 28 June 2019

¹⁷⁵² *Answer to a Question Taken on Notice E19-124*, answered 28 June 2019.

¹⁷⁵³ Park and Ride conditions are as follows: '\$90 or more travel credit (on a standard/adult MyWay card), or \$40 or more travel credit (on a concession MyWay card—note, no balance is required for seniors over the age of 70, or an active autoloading direct debit payment'. See: <https://www.transport.act.gov.au/about-us/public-transport-options/park-and-ride#conditions>

signing up and never using the card. I believe there are also checks to make sure that park and ride permit users are actually using their card.¹⁷⁵⁴

COMMITTEE COMMENT

12.99 The Committee understands that the current eligibility requirements for the Park and Ride permit are designed to ensure that commuters are using the Park and Ride appropriately. The Committee believes the requirement to have \$90 loaded on a MyWay card before signing up to Park and Ride may be a prohibitive expense for some commuters and suggests that better enforcement provisions should be explored.

Recommendation 199

12.100 The Committee recommends that the ACT Government develop initiatives to better enforce the proper use of Park and Ride permits so that the lowering of travel credits does not result in an increase of permit misuse.

ELECTRIC AND HYBRID BUS TRIAL

12.101 The Committee asked about the results of last year's trial of electric and hybrid buses.

12.102 The Directorate provided the Committee with an overview of the results of the trial:

We had two electric buses and one hybrid bus. I think there were lessons that we learned across the entirety of that process. I think it was publicly documented that in the first instance we had gone down the path of one particular bus that was not able to be delivered; so we changed tack and had different buses brought in. Straight away, I think one of the lessons there was that there is still a degree of maturing that the bus market in Australia needs to go through.

In terms of the performance of the vehicles themselves, I think we found a few things. Actually, pleasingly, the battery system in the buses worked. It did what was expected of it, which was fantastic. On the flip side with the electric buses, there were maybe two things that were brought to our attention. One was that the batteries carry weight with them; so it does reach a point where you need to consider how many batteries you put on versus the people-carrying capacity. There is a balancing act. Obviously, the fewer batteries you have on board, the less the range but the more passengers you can carry. That is one learning.

Another learning was that you need to give thought to the way that you charge these buses. The way that our diesel buses work at the moment is that they come in at the end of the evening. The refuellers put diesel in and then they are right to go in the

¹⁷⁵⁴ Mr Steele, *Proof Transcript of Evidence*, 21 June 2019, p. 643.

morning. It is okay to have gone to electric buses, but one of the logistical challenges for us is that, as well as investing in the electrical capacity of the depots, it may not work that way with an electric bus. You may have some of them charging for a period in the middle of the day and then in the middle of the night other ones need to be charged.¹⁷⁵⁵

ACQUISITION OF NEW BUSES

12.103 In response to a question about the budget allocation for the acquisition of new buses, the Directorate informed the Committee that there is a current procurement round for 40 new buses and the 'budget has provided funding for 84 replacement buses over the next four years'¹⁷⁵⁶.

12.104 Asked whether these budget allocations were for the growth of the bus fleet or for replacing older vehicles, the Directorate replied that 'assuming that we have enough buses to run the network, the first priority is to get the old orange buses off the road'.¹⁷⁵⁷ The Committee believes that the old orange buses include the 72 DDA non-compliant orange buses.

12.105 The Committee sought clarification on whether the 124 new buses will be replacements or will be additional buses. The Directorate explained that:

The reason it is not exactly precise is because it depends upon future decisions that are made with the network. In three years there may be fewer buses that we are buying that will be in one category, not the other. If we are expanding the services again in three years, maybe there are fewer going into the replacement category.¹⁷⁵⁸

EXPANSION OF CITY INTERCHANGE

12.106 The Committee asked the reasons behind the expansion of the city interchange and were informed that:

One of the key features is more buses are coming through the city, so we need more space. The other element is that with the opening of the light rail system you have the current terminus of stage 1, and even when stage 2 progresses the Alinga Street light rail stop will be a key interchange between buses and light rail.¹⁷⁵⁹

12.107 The Committee raised the issue of commuters being required to cross Northbourne Avenue in order to change buses. In response, the Directorate stated:

¹⁷⁵⁵ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, pp. 644-645.

¹⁷⁵⁶ Mr Steele, *Proof Transcript of Evidence*, 21 June 2019, p. 645.

¹⁷⁵⁷ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 646.

¹⁷⁵⁸ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 646.

¹⁷⁵⁹ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 648.

We are alive to ensuring that we are making pedestrian movements as safe as possible in that area. I think you would have already seen the no left hand turn signs and from Alinga Street west on to Northbourne northbound. Part of that is around minimising vehicle-pedestrian interactions. There is continuing work with our colleagues in the roads area to further enhance and monitor what is happening at the interchange.¹⁷⁶⁰

12.108 The Minister added that ‘you will have the no turn heading eastbound, but we will be talking with businesses there next week because we plan to close that to general traffic between Northbourne Avenue and Moore Street. There are stops going in there as well and cover for passengers too’.¹⁷⁶¹

NUMBERING ON BUSES

12.109 The Committee noted reports that some people have had difficulties distinguishing the numbers of buses at a distance. In particular, the Committee noted reports of problems associated with the “R4” bus route. The Committee asked whether measures could be taken to better distinguish the numbering and letters on these buses.

12.110 The Directorate acknowledged they had received feedback on this issue. He said that ‘certainly, it is something we will look at’ and that ‘ensuring that the destination signs are very clear, both with the language that says where it is going, so that people know where it is going, and with the number, is a real priority’.¹⁷⁶²

Recommendation 200

12.111 The Committee recommends that the ACT Government consider making alterations to bus destination text so that commuters can better identify route numbers.

ACTIVE TRAVEL

12.112 In relation to a discussion on Active Travel, the Committee asked whether the Government will take any actions to increase the capacity either on buses or at bus stops for bike racks.

12.113 In response to the question on the current two-bike capacity of buses, the Directorate informed the Committee that:

¹⁷⁶⁰ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 649.

¹⁷⁶¹ Minister Fitzharris MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 649.

¹⁷⁶² Mr Steele, *Proof Transcript of Evidence*, 21 June 2019, p. 650.

There is a physical constraint to how big those things on the front of a bus can be, because they fold up, and they cannot fold up in front of the windscreen and so forth. So it is not possible on the buses themselves.¹⁷⁶³

12.114 The Directorate provided a response on the possibility for additional bike racks at bus stops:

Bike racks are just one component of the integrated network. They provide an option for people that want to carry their bikes on the buses. Similarly, with the light rail, there is capacity for people to carry their bikes on those light rail vehicles. We need to think about it in terms of the whole integrated network. We also provide infrastructure such as bike-and-ride facilities, where there are cages available. Bicycle parking is located throughout the city. There are a range of ways in which you can integrate your bicycle trips with the overall network.¹⁷⁶⁴

COMMITTEE COMMENT

12.115 The Committee believes there is room for the Government to increase the number of spaces for bikes on new buses and at bus stops in order to encourage more commuters to utilise active travel.

Recommendation 201

12.116 The Committee recommends that the ACT Government investigate the feasibility of expanding the number of bikes able to be racked on new buses, and at bus stops, so as to increase the accessibility of public transport for active commuters.

ROADS AND INFRASTRUCTURE (2.1)

12.117 Output 2.1, Roads and Infrastructure provides management of the Territory's road and associated assets, stormwater infrastructure, community paths, bridges, traffic signals, streetlights and car parks. This output also includes the provision of asset information services, capital works and development approvals relating to the acceptance of new infrastructure assets.¹⁷⁶⁵

MATTERS CONSIDERED

12.118 Matters considered by the Committee in relation to Roads and Infrastructure included:

¹⁷⁶³ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 652.

¹⁷⁶⁴ Mr Davidson, *Proof Transcript of Evidence*, 21 June 2019, p. 652.

¹⁷⁶⁵ ACT Budget 2019-20, *Budget Statements H, Transport Canberra and City Services Directorate*, p. 18.

- intersection upgrades;¹⁷⁶⁶
- Commonwealth Avenue Bridge;¹⁷⁶⁷
- traffic arrangements for the Republic development in Belconnen;¹⁷⁶⁸
- Active Travel;¹⁷⁶⁹
- road maintenance and construction;¹⁷⁷⁰
- path maintenance;¹⁷⁷¹
- improving the stormwater network;¹⁷⁷²
- Monaro Highway upgrade;¹⁷⁷³ and
- duplication of Athllon Drive.¹⁷⁷⁴

KEY ISSUES

INTERSECTION UPGRADES

12.119 The Committee asked how intersections are earmarked for upgrading. The Directorate described the process for assessing intersections for upgrades:

Roads has an ongoing process of forward works planning. We maintain programs of potential works over two, five and 10-year horizons. We also maintain a database of intersections and mid-block sections in the network, ranked according to their statistical history in terms of traffic volumes, speed data and crash history. On that basis intersections are essentially ranked in terms of what that data suggests about the level of risk associated with those intersections or sections of road. That indicative risk, based on available data, is then taken into account in a further process of considering what interventions might be effective in reducing the level of risk. That process produces those programs of potential future capital works projects.¹⁷⁷⁵

12.120 The Committee noted the intersections earmarked for upgrades and recounted the number of crashes since 2011 at each of these sites, including one case where 50 accidents had

¹⁷⁶⁶ *Proof Transcript of Evidence*, 21 June 2019, pp. 590-592; 599-600.

¹⁷⁶⁷ *Proof Transcript of Evidence*, 21 June 2019, pp. 592-594.

¹⁷⁶⁸ *Proof Transcript of Evidence*, 21 June 2019, pp. 594-599; *Answer to Question Taken on Notice E19-113*, answered 28 June 2019.

¹⁷⁶⁹ *Proof Transcript of Evidence*, 21 June 2019, p. 600.

¹⁷⁷⁰ *Proof Transcript of Evidence*, 21 June 2019, pp. 600-602; *Answer to Question Taken on Notice E19-114*, answered 4 July 2019.

¹⁷⁷¹ *Proof Transcript of Evidence*, 21 June 2019, pp. 602-603; *Answer to Question Taken on Notice E19-115*, answered 28 June 2019.

¹⁷⁷² *Proof Transcript of Evidence*, 21 June 2019, pp. 604-605.

¹⁷⁷³ *Proof Transcript of Evidence*, 21 June 2019, pp. 605-607

¹⁷⁷⁴ *Proof Transcript of Evidence*, 21 June 2019, pp. 607-608.

¹⁷⁷⁵ Mr Marshall, *Proof Transcript of Evidence*, 21 June 2019, p. 591.

occurred. The Committee asked whether 50 crashes before an upgrade occurs was an excessive figure.

12.121 Minister Steel, Minister for Roads and Minister for City Services (the Minister), replied that ‘we are taking action on these but it is also important that not all of these are based on the crash data; it is also about traffic flows, and safety improvements to pedestrian access in particular’.¹⁷⁷⁶

COMMONWEALTH AVENUE BRIDGE

12.122 The Committee asked what involvement the Government has in the process to determine whether the Commonwealth Avenue Bridge should be replaced.

12.123 The Directorate provided the Committee with an overview of the issue:

With the Commonwealth Avenue Bridge, there are effectively two things happening at the moment at that crossing. On the Commonwealth Government side of the equation, the NCA is looking at engineering works that need to happen. There are two bridges there. They are looking at engineering works which are required to ensure the longevity of those bridges. The bridges are 50 or 60 years old, and there is work required to bring them up to standard and to prolong the life of the bridge, if that is the path that the commonwealth goes down. In the recent federal budget there was money afforded to the NCA to undertake those works.¹⁷⁷⁷

12.124 Additionally, the Committee was informed that the ACT Government has engaged the Commonwealth on the need to upgrade the Bridge in relation to Light Rail Stage Two. The Directorate informed the Committee that ‘we are thinking at the moment that there would be a new structure, a light rail only structure, to be built between the two existing Commonwealth bridge structures’. The Committee was told that during negotiations between the ACT Government and the National Capital Authority, ‘both of us came to the conclusion that before we go too far down our respective paths, we should at least ask ourselves the basic question: if we were to think of both of these objectives and projects together, what may be the best holistic outcome?’¹⁷⁷⁸

12.125 In response to a question on the likely traffic management arrangements the Government will implement during the construction process, the Directorate stated:

Because there are two existing structures, it may well be the case—and this is a little bit hypothetical at the moment—that if there were a decision made by both the commonwealth government and the ACT government to look at replacing those

¹⁷⁷⁶ Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 591.

¹⁷⁷⁷ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 593.

¹⁷⁷⁸ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 593.

bridges, it would probably be highly unlikely that you would just go in there and knock everything down. There are two structures there, so there are ways that you can have contra-flow arrangements during peak and so forth. But that is a level of detail that we just have not got to yet.¹⁷⁷⁹

TRAFFIC ARRANGEMENTS AT THE REPUBLIC DEVELOPMENT IN BELCONNEN

12.126 The Committee asked about the traffic arrangements agreed between the developer and the Directorate for the Republic development in Belconnen.

12.127 The Directorate informed the Committee that:

The directorate has a team that deals with EPSDD on developments. On this particular development there is a bit of work ongoing right now to assess the traffic impacts of that development, and to look at any off-site works that are required to be delivered by the developer to support that particular development. But that work is ongoing. Some of it might include the requirement initially for some modelling, to understand the full extent of the traffic impacts of that development. We can then have a better understanding of any off-site works that are required.¹⁷⁸⁰

12.128 The Committee asked whether the Directorate has given a final sign-off of the Development Application for the Republic development and were informed that 'we are continuing to work with the developer to really determine what the traffic and transport impacts are within that vicinity'.¹⁷⁸¹

12.129 The Committee asked whether it is normal to have a construction underway without traffic arrangements being finalised and the Development Application being signed-off on by TCCS.

12.130 The Directorate provided the following explanation:

In this development, because it is large and it is complex, I understand that the developer has staged the development applications. The works that are being undertaken now are only to a certain stage. It is really getting it out of the ground, where we get the footings dug and complete and the several basement levels done.

Mr Davidson is referring to further approvals being needed for the rest of the development. But it is multiple towers as well. Obviously, the concept is known about, originally what the developer was proposing and those sort of things. That all gets factored in, all those broader planning terms: traffic and all that sort of stuff.¹⁷⁸²

¹⁷⁷⁹ Mr Edghill, *Proof Transcript of Evidence*, 21 June 2019, p. 594.

¹⁷⁸⁰ Mr Davidson, *Proof Transcript of Evidence*, 21 June 2019, p. 595.

¹⁷⁸¹ Mr Davidson, *Proof Transcript of Evidence*, 21 June 2019, p. 596.

¹⁷⁸² Mr Corrigan, *Proof Transcript of Evidence*, 21 June 2019, p. 596.

ROAD MAINTENANCE AND CONSTRUCTION

12.131 The Committee noted that funding for road maintenance will reduce by \$17 million in 2019-2020 and asked how the Government will be able to maintain the Territory's roads in good condition with an eight per cent cut in the road maintenance budget.

12.132 The Directorate explained that:

The logic behind the way Roads ACT prepares its road maintenance program, principally the road resurfacing program, each year is to essentially reassess every segment of the road again on a yearly basis and optimise the program within any given year to deliver the maximum benefit in terms of prolonging the life of the overall network within the resources available. I guess what that means is that we have data which is never any more than three years old on the condition and the position of each segment of road in terms of its deterioration over time from wear and tear, and we are able to see, for each segment, the optimum time for intervention to maximise the benefit that we get from what is mostly a preventative treatment program in terms of extending the life of those segments and then aggregate that up in quite a sophisticated computer modelling exercise and determine what the maximum benefit over the whole network is for a given resource input.¹⁷⁸³

12.133 The Committee noted that the budget papers indicate that targets for road maintenance remain unchanged.¹⁷⁸⁴ The Committee asked again how the Directorate intends on keeping currently levels of maintenance with a reduced budget.

12.134 In response, the Directorate told the Committee:

The four and five per cent targets are essentially based, a little simplistically, on the expected useful life of the surfacing treatments of roads. They are targets that give a broad indication of whether, essentially, we are reinvesting in the road network at a rate that is equivalent to the rate at which those surfaces are being consumed by use. Broadly speaking, that four and five per cent indicates that, if we can meet those targets, we are in a steady state, if you like; we are reinvesting in the road network at the same rate at which we are consuming it. There is a range of strategies that we use to target that steady state, that equilibrium state.

We certainly are constantly trialling and investigating different treatment options to maximise value for money, and the optimisation process that I discussed earlier is, in fact, also aimed at extracting the maximum possible benefit from the resources available in pursuit of those targets.¹⁷⁸⁵

¹⁷⁸³ Mr Marshall, *Proof Transcript of Evidence*, 21 June 2019, pp. 600-601.

¹⁷⁸⁴ ACT Budget 2019-20, *Budget Statements H, Transport Canberra and City Services Directorate*, p. 22.

¹⁷⁸⁵ Mr Marshall, *Proof Transcript of Evidence*, 21 June 2019, p. 601.

12.135 The Committee reiterated that this does not explain how the Directorate intends to absorb an eight per cent reduction in the roads maintenance budget while ensuring current levels maintenance. The Minister made the following statement:

There is not a direct correlation between the number in the back of the budget papers and the five per cent target, and this year, in the 2018-19 financial year, there was a road resealing blitz which is probably being picked up in those numbers. There is an ongoing maintenance program which will help us to meet the four to five per cent target, and the numbers in there reflect the fact that we have done a blitz this year and it will be going back to normal levels in the following financial years.¹⁷⁸⁶

12.136 In an Answer to a Question Taken on Notice, the Directorate provided an explanation on the reduction in the road maintenance budget: 'the main driver for the decrease in 2019-20 Budget from the Estimated Outcomes is reclassification of expenses associated with Light Rail Operations function to the Rail Transport' category. Additionally, it was indicated that 'the Roads ACT budget specifically for roads maintenance, including resurfacing, pot hole repairs, line marking, and routine works will increase by 5 per cent in 2019-20'.¹⁷⁸⁷

12.137 This Answer to a Question Taken on Notice also responded to a question on the cost of the roads maintenance blitz, informing the Committee that the cost of the blitz was \$4.5 million over a three-year period, budgeted for in the 2017-18 Budget.¹⁷⁸⁸

PATH MAINTENANCE

12.138 The Committee recounted reports¹⁷⁸⁹ that the ACT Government's investment in path maintenance is inadequate. It wanted to know what action the Government will take to ensure paths are adequately maintained.

12.139 The Minister provided the following response:

It is certainly something we need to consider on an ongoing basis, but we have been investing significantly in upgrades to active travel connections. In last year's budget I think there was \$30 million for active travel. That is a significant investment that we have not seen on that scale in the ACT since a lot of the suburbs were built. We are seeing investments in maintenance. In my area alone there is footpath maintenance in Kambah and Weston Creek.

In the budget there is of course the age-friendly cities program which has been moving on to a further set of suburbs. That is less around maintaining existing footpaths and

¹⁷⁸⁶ Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, pp. 601-602.

¹⁷⁸⁷ *Answer to a Question Taken on Notice E19-114*, answered 4 July 2019. For the relevant section of the Budget Papers, see: ACT Budget 2019-20, *Budget Paper 3, Budget Outlook*, p. 331.

¹⁷⁸⁸ *Answer to Question Taken on Notice E19-114*, answered 4 July 2019.

¹⁷⁸⁹ For example, see: ACT Auditor-General, *Maintenance of Selected Road Infrastructure Assets*, Report No. 5, 2017, available at: https://www.audit.act.gov.au/_data/assets/pdf_file/0018/1180008/Report-No-5-of-2017-Maintenance-of-Selected-Road-Infrastructure-Assets.pdf

more around improving and updating some of the old infrastructure. That can be updating ramps or widening paths in certain areas, depending on what the community feedback has been.

Interestingly, when we engaged with the community through the better suburbs process the recommendation was not really to increase the amount of investment in this area; it was to maintain a similar level, so we have to consider that as well as the Auditor-General's recommendations and so forth when we are making decisions.¹⁷⁹⁰

12.140 The Committee queried whether the funding used for community paths is a part of the funding for road transport maintenance and was informed in an Answer to a Question Taken on Notice that 'community path maintenance is allocated from Roads ACT recurrent budget. \$5.6 million has been allocated in the 2019-20 budget for community path maintenance.'¹⁷⁹¹

12.141 In terms of where resources are targeted the Directorate explained that :

We target our resources in terms of where we know there is likelihood of serious injury, things like that, and we look at our maintenance program.

Sometimes the condition of a path is acceptable but it might be subject to continual washouts, a lot of tree debris, things like that. So we look at other interventions as well. It is not like we just sit there and just look at it in a lineal fashion—I know they are lineal paths of course—but we look at how we get the best return on safety for the city, particularly cyclists.¹⁷⁹²

COMMITTEE COMMENT

12.142 Despite assurances from the Minister that there has been an increase in funding for active travel infrastructure, the Committee remains concerned about the growing number of footpaths in disrepair and in need of maintenance.

Recommendation 202

12.143 The Committee recommends that the ACT Government invest more resources into footpath and shared path repair and maintenance.

¹⁷⁹⁰ Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 603.

¹⁷⁹¹ *Answer to Question Taken on Notice E19-115*, answered 28 June 2019.

¹⁷⁹² Mr Corrigan, *Proof Transcript of Evidence*, 21 June 2019, p. 603.

LIBRARY SERVICES (2.2)

12.144 Output 2.2, Library Services, provides library services to the community through Libraries ACT's branches, home library service, the ACT Virtual Library and the Heritage Library.¹⁷⁹³

MATTERS CONSIDERED

12.145 Matters considered by the Committee in relation to Library Services included:

- budget allocation for Woden Library;¹⁷⁹⁴
- accountability indicators for library services—visits and items borrowed;¹⁷⁹⁵
- library services' target for heritage items.¹⁷⁹⁶

KEY ISSUES

BUDGET ALLOCATION FOR WODEN LIBRARY

12.146 The Committee noted a budget allocation of \$500,000 for Woden Library and wanted to know what the money will be used for.

12.147 The Minister informed the Committee that the Heritage Library which was previously housed on the mezzanine level at Woden Library has moved to 255 Canberra Avenue in Fyshwick, freeing up community meeting space within the Library. The funding would be used to refurbish the freed-up 'space for the community so that programs can be run on that level' and to make the ground floor accessible after hours.¹⁷⁹⁷

12.148 The Directorate provided further details on the how the funding will be used:

That money will be used, first and foremost, to make that ground floor room accessible. The very strong feedback that we received from the community was that they wanted to be able to use that room after hours... We are probably going to put in a glass wall, so that you can get from that meeting room. If you know the access point into the library, there will be a glass wall around it, so that people can access the toilets. The toilets that are part of the Access Canberra facility are not up to standard and are not accessible at all to people with disabilities. We are going to make the ones

¹⁷⁹³ ACT Budget 2019-20, *Budget Statements H, Transport Canberra and City Services Directorate*, p. 18.

¹⁷⁹⁴ *Proof Transcript of Evidence*, 21 June 2019, pp. 584-585.

¹⁷⁹⁵ *Proof Transcript of Evidence*, 21 June 2019, pp. 585-586; *Answer to Question Taken on Notice E19-108*, answered 28 June 2019.

¹⁷⁹⁶ *Proof Transcript of Evidence*, 21 June 2019, p. 586.

¹⁷⁹⁷ Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 584.

in the library available. Of course, we have to put in some security systems so that people can access it after hours.¹⁷⁹⁸

ACCOUNTABILITY INDICATORS FOR LIBRARY SERVICES—VISITS AND ITEMS BORROWED

12.149 The Committee noted that Library Services are not expected to meet their 2018-19 targets for per-capita physical visits and items borrowed.¹⁷⁹⁹ The Committee wanted to know why this was the case.

12.150 The Directorate indicated that there had been a change in how libraries are used by residents compared to previous years:

Back in my day, you went to the library and borrowed a whole lot of books to do your school projects, for example. These days a lot of that is online. Teachers do insist that young people still go and use a book in their studies, but nowhere near as much. If you needed to do some ready reference work, you often borrowed a book; these days you look it up on the internet.¹⁸⁰⁰

12.151 In relation to physical visits, it was indicated that the per capita physical visits figures remain strong and that the slight dip in the figure was caused by the closure of Dickson Library for several months at the beginning of the 2018-19 financial year. It was also explained that the continuing use of library facilities by residents was due to Library Services offering over 160 different programs every two months and people using the libraries as community spaces.¹⁸⁰¹

ITEMS ADDED TO THE HERITAGE COLLECTION

12.152 The Committee also pointed out that the target for ACT publications or collections added to the heritage collection was not met. It asked whether this was due to the relocation of the Heritage Library.

12.153 In response it was suggested that the relocation of the Heritage Library was partly the reason but also pointed out the inappropriateness of the heritage item acquisition figure as an accountability indicator:

You will note that we are recommending that that come out as an accountability indicator. It is so very dependent on people donating their papers and material to us.

¹⁷⁹⁸ Ms Little, *Proof Transcript of Evidence*, 21 June 2019, pp. 584-585.

¹⁷⁹⁹ ACT Budget 2019-20, *Budget Statements H, Transport Canberra and City Services Directorate*, p. 23.

¹⁸⁰⁰ Ms Little, *Proof Transcript of Evidence*, 21 June 2019, p. 585.

¹⁸⁰¹ Ms Little, *Proof Transcript of Evidence*, 21 June 2019, pp. 585-586.

Our heritage librarian can wax lyrical about how long it takes her to negotiate some of those donations. Sometimes it is years of working with someone to donate those.¹⁸⁰²

COMMITTEE COMMENT

12.154 The Committee agrees with Library Services that the total acquisition figure for heritage items is inappropriate as an accountability indicator, as this is reliant on donations from members of the public. The Committee believes a more appropriate indicator would be around the quality of the donation experience.

Recommendation 203

12.155 The Committee recommends that the ACT Government remove the number of ACT publications or collections added to the Heritage Library as an accountability indicator for Library Services and replaces this with a more appropriate indicator.

WASTE AND RECYCLING (2.3)

12.156 Output 2.3, Waste and Recycling, provides domestic waste, recyclables and green waste collection services, operation of resource management and recycling centres, development of waste policy, and implementation and evaluation of waste management programs.¹⁸⁰³

MATTERS CONSIDERED

12.157 Matters considered by the Committee in relation to Waste and Recycling included:

- managing waste better—\$10.4 million budget item;¹⁸⁰⁴
- cost breakdown of plastics versus organic waste services;¹⁸⁰⁵
- green waste bins;¹⁸⁰⁶
- the place of Mr Fluffy landfill in the waste projections;¹⁸⁰⁷
- projected annual cost increases for household and recycling waste;¹⁸⁰⁸
- annual targets,¹⁸⁰⁹ and

¹⁸⁰² Ms Little, *Proof Transcript of Evidence*, 21 June 2019, p. 586.

¹⁸⁰³ ACT Budget 2019-20, *Budget Statements H, Transport Canberra and City Services Directorate*, p. 12.

¹⁸⁰⁴ *Proof Transcript of Evidence*, 21 June 2019, p. 577.

¹⁸⁰⁵ *Proof Transcript of Evidence*, 21 June 2019, pp. 578-579; *Answer to Question Taken on Notice E19-107*, answered 28 June 2019.

¹⁸⁰⁶ *Proof Transcript of Evidence*, 21 June 2019, pp. 579-581.

¹⁸⁰⁷ *Proof Transcript of Evidence*, 21 June 2019, p. 581.

¹⁸⁰⁸ *Proof Transcript of Evidence*, 21 June 2019, pp. 581-582.

¹⁸⁰⁹ *Proof Transcript of Evidence*, 21 June 2019, p. 582.

- Container Deposit Scheme.¹⁸¹⁰

KEY ISSUES

GREEN WASTE BINS

12.158 The Committee pointed out difficulties for tenants of both ACT Housing and Defence Housing in applying to receive a green waste bin and noted advice from the Minister's office that such tenants need to ask their property manager to apply on their behalf. The Committee wanted to know why this was the case.

12.159 The Directorate informed the Committee that:

The issue is around privacy as well. Those locations are not on our register of addresses; so we cannot confirm that that actually is an address. That is to do with housing and defence. We have asked Defence Housing or the other housing areas to look for that address. We do not have access to their address information to confirm that they actually are a SUD—a single unit development—to be able to get the facility.¹⁸¹¹

12.160 When asked why the Directorate could not get this information, the Committee was told that 'we have been working with ACT Housing and Defence and we have been unable to get that information'.¹⁸¹²

12.161 In addition the Directorate indicated that:

The issue is that we do not have access to all the databases that we need but we are working through that with them to solve it. The short answer is that if a public housing tenant wants a green bin we can resolve it and get them a green bin. It can be done.¹⁸¹³

12.162 The Committee inquired how TCCS got information about other locations in Canberra where Green bins can be supplied but did not receive a response on this matter.

12.163 The Directorate did provide additional information in an Answer to a Question on Notice which indicated that the supply of green bins is managed by a contractor who requires the ACT Government to provide a list of eligible households to validate registrations. The Committee was informed that 'the list of addresses for ACT Housing could not be provided to the contractor due to privacy protocols relating to the *Housing Assistance Act 2007*'.¹⁸¹⁴

¹⁸¹⁰ *Proof Transcript of Evidence*, 21 June 2019, pp. 582-584.

¹⁸¹¹ Mr Haraldson, *Proof Transcript of Evidence*, 21 June 2019, p. 579.

¹⁸¹² Mr Haraldson, *Proof Transcript of Evidence*, 21 June 2019, p. 579.

¹⁸¹³ Mr Corrigan, *Proof Transcript of Evidence*, 21 June 2019, p. 581.

¹⁸¹⁴ *Answer to a Question on Notice E19-387*, answered 5 July 2019.

12.164 Additionally, the Answer to the Question on Notice indicated that ‘there is no such problem with Defence Housing residents and the concerns raised appear to be due to a misunderstanding’. It continued: ‘Defence Housing Australia has confirmed that tenants of its properties are available to register directly through the online green bin registration process on the same basis as other ACT residents’.¹⁸¹⁵

COMMITTEE COMMENT

12.165 The Committee recognises the need to protect the privacy of ACT Housing tenants, however the current methodology for registering for a green bin fails to protect it. TCCS has said that all addresses in the ACT that are not large-multi-unit or public housing are on the Green Bin part of its website. If this the case, it enables the public to identify an ACT Housing property by its absence from the database.

12.166 The Committee believes that the application process for green waste bins for tenants of ACT Housing can be significantly simplified. City Services currently provides such tenants with red waste and yellow recycling bins and the Committee cannot see any reason why such tenants cannot also easily be provided with green waste bins if they pay the required registration fees. If required, the Directorate should bypass the contractor and supply these tenants directly. The Committee believes that because the registration process for the green waste bins require a fee, the registration process will not be abused for frivolous reasons.

12.167 The Committee is also concerned in case there are other government services that ACT Housing tenants cannot access easily because they are ACT Housing tenants.

Recommendation 204

12.168 The Committee recommends that the ACT Government change the information displayed on the green bins part of the Transport Canberra and City Services website so that it is no longer possible to identify ACT Housing properties.

Recommendation 205

12.169 The Committee recommends that the ACT Government improve the application process to allow ACT Housing tenants to easily request green waste bins for the address at which they reside.

¹⁸¹⁵ Answer to a Question on Notice E19-387, answered 5 July 2019.

CONTAINER DEPOSIT SCHEME

12.170 The Committee noted that the participation rate for the Container Deposit Scheme has not been as high as was hoped for. It wanted to know what measures the Government will take to improve the results of the Scheme.

12.171 The Minister provided the following response:

We are increasing the number of drop-off points. Yesterday I announced that four extra spots will be available: at the IGAs in Evatt and Farrer, at Anglicare in Phillip and we have been piloting a container pod which is a drop-off point available at the RDOC in Gungahlin. We are hoping that the new increased return points will be more convenient for the community to use, particularly after work hours, and that we will see an increased rate.

We are also working with the CDS scheme operator to increase awareness about the scheme. We will be looking to do that over the next 12 months with a new education campaign. We are looking at further drop-off points; there will 18 by the end of this financial year and then we will work with the scheme operator to see whether even more points can be rolled out to make it more convenient.¹⁸¹⁶

CITY MAINTENANCE AND SERVICES (2.4)

12.172 Output 2.4, City Maintenance and Services, provide planning and management of the Territory's parks and urban open space system including associated community infrastructure, maintaining the look and feel of the city, and managing the urban forest and sportsgrounds facilities. The Directorate also provides advice, education and compliance services in relation to municipal ranger functions, domestic animal management, plant and animal licensing and significant tree protection. This output also includes Yarralumla Nursery.¹⁸¹⁷

MATTERS CONSIDERED

12.173 Matters considered by the Committee in relation to the City Maintenance and Services included:

- tree planting initiative;¹⁸¹⁸
- new bins;¹⁸¹⁹

¹⁸¹⁶ Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, pp. 582-583.

¹⁸¹⁷ ACT Budget 2019-20, *Budget Statements H, Transport Canberra and City Services Directorate*, p. 19.

¹⁸¹⁸ *Proof Transcript of Evidence*, 21 June 2019, pp. 559-563; 564-566; *Answer to Question Taken on Notice E19-104*, answered 28 June 2019.

¹⁸¹⁹ *Proof Transcript of Evidence*, 21 June 2019, p. 563.

- new compliance team;¹⁸²⁰
- stock levels at Yarralumla nursery;¹⁸²¹
- urban food forest;¹⁸²²
- registration of dogs;¹⁸²³
- revenue generated through land-use charges;¹⁸²⁴ and
- playgrounds.¹⁸²⁵

KEY ISSUES

TREE PLANTING INITIATIVE

12.174 The Committee noted the budget allocation for the planting of 17,000 trees and asked how the Government will prioritise which areas receive those trees.

12.175 Minister Steel, Minister for City Services (the Minister), responded that:

This will provide a long-term planting program in the ACT to renew and enhance our tree canopy. It will provide our public nursery in Yarralumla with a tree propagation program. They will be given significant lead-in time to be able to propagate the trees.

We are looking at this from a climate change perspective, in terms of supporting our adaptation to climate change, because we know that it is much cooler in areas where there is a significant tree canopy. Areas in Canberra that are more at risk as a result of climate change will be part of that focus. That will include the new areas of Gungahlin and Molonglo, I would imagine, as well as areas where the trees have come to the end of their life and need to be replaced.¹⁸²⁶

12.176 In response to a question on whether the Government has a tree canopy target, the Minister informed the Committee that a target has not yet been established. He added that 'in the Better Suburbs work, there was a recommendation for a target of 30 per cent by 2030, which is very ambitious. We will consider that in looking at a target'.¹⁸²⁷

12.177 The Committee wanted to know what work the Government is doing on the introduction of new tree species optimally suited to the Canberra environment.

¹⁸²⁰ *Proof Transcript of Evidence*, 21 June 2019, pp. 563-564; 566-567.

¹⁸²¹ *Proof Transcript of Evidence*, 21 June 2019, p. 564.

¹⁸²² *Proof Transcript of Evidence*, 21 June 2019, pp. 567-568.

¹⁸²³ *Proof Transcript of Evidence*, 21 June 2019, pp. 571-573; 575-577; *Answer to Question Taken on Notice E19-106*, answered 28 June 2019.

¹⁸²⁴ *Proof Transcript of Evidence*, 21 June 2019, pp. 573-575; *Answer to Question Taken on Notice E19-105*, answered 28 June 2019.

¹⁸²⁵ *Proof Transcript of Evidence*, 21 June 2019, pp. 586-590.

¹⁸²⁶ Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 560.

¹⁸²⁷ Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 560.

12.178 The Directorate indicated:

We have been working through the Environment, Planning and Sustainable Development Directorate and with the ANU to get advice around what species will best suit Canberra's climate for the decades to come. We are actually looking at places like Wagga Wagga and how they have managed, because they have the climate of Canberra in the future, or Canberra will have the climate of Wagga Wagga in the future, so to speak. That might mean that we see some new species in Canberra that we perhaps have not seen in our streets before, one of those being the lemon scented gum...¹⁸²⁸

12.179 The Committee asked what the expected average cost per tree will be for the planting and were informed that:

Obviously for the purpose of building a business case we have made some estimates about costs. We have estimated around \$325 per tree for a tree that is relatively well established, is planted under a contract arrangement and has a period of maintenance afterwards, right down to around about \$30 for some trees that we will use community volunteers to plant, which will generally be a smaller tree and probably planted in the urban open space area rather than on nature strips. We have a mix of both those categories in the budget and we are confident that that will allow us to deliver the 17,000.¹⁸²⁹

12.180 The Committee asked for a breakdown of this cost per tree. In an Answer to a Question Taken on Notice they were told that:

An average cost of \$25 per tree is used for community-based planting (including tree purchase, site preparation and planting). This reflects that community plantings will be focussed on establishing inexpensive native tube stock in open space areas where site preparation is straightforward.

The cost of follow-up watering will vary depending on species, planting location and seasonal conditions. For budgeting purposes, an average cost of \$20 per tree per year is used, noting that this cost will be incurred on a staged basis as trees are planted over the three year program.¹⁸³⁰

12.181 In relation to a discussion on community involvement in the tree planting initiative, the Minister said the Government wants 'to encourage the community to get involved and really care about the trees that are in their street'. When asked whether the Government will take actions to make it easier of members of the community to plant trees on public land, the Minister said that 'I think that is something we can consider under the urban forest strategy—

¹⁸²⁸ Mr Alegria, *Proof Transcript of Evidence*, 21 June 2019, p. 561.

¹⁸²⁹ Mr Alegria, *Proof Transcript of Evidence*, 21 June 2019, p. 562.

¹⁸³⁰ *Answer to Question Taken on Notice E19-104*, answered 28 June 2019.

how to work with the community'. He also mentioned, however, that there are regulations in place that would need to be considered.¹⁸³¹

COMMITTEE COMMENT

12.182 The Committee recognises that the replacement of existing tree stock is vitally important for the overall health and integrity of Canberra's urban forest.

12.183 The Committee welcomes the Government's funding commitment for 17,000 new trees. However, the Committee believes that while this is a start, further investment is required. The Committee urges the Government to further increase the number of new tree plantings for the city and provide adequate resources for the maintenance of all trees planted.

Recommendation 206

12.184 The Committee recommends that the ACT Government increase its investment in tree planting across the forward estimates and provide adequate resources for ongoing tree maintenance.

NEW COMPLIANCE TEAM

12.185 The Committee noted the budget allocation for a new compliance team. It sought clarity on the role this team would play.

12.186 In response, the Minister informed the Committee that:

They will be in addition to domestic animal services staff, which already has a compliance focus and in addition to the licensing compliance team within TCCS that, I guess, handles higher level investigations as well.

They will be focusing on the pieces of legislation that City Services has responsibility for, including the Domestic Animals Act, the Public Unleased Land Act, Tree Protection Act compliance and the Litter Act. They will have a remit across all of those, mainly focusing on some of the lower level offences there so the rest of the licensing compliance team can focus on the higher level offences. They will be going out and educating the community. They will then be issuing warnings. Then they will be going out where necessary and issuing infringement notices as well.¹⁸³²

12.187 In response to a question on where this team would be working, the Directorate informed the Committee that it would work in targeted locations:

¹⁸³¹ Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 565.

¹⁸³² Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 564.

We have reasonably good data about where there are hotspots for illegal dumping, uncontrolled dogs, any of those kinds of issues. We know that, if we put our resources into a particular area, we will get good value for money in terms of being able to engage with a large number of people. As we build our intelligence and our data, we can target further to make sure that we are targeting the areas where there is the most need.¹⁸³³

DOG REGISTRATION

12.188 The Committee asked whether the Government is intending to introduce annual registrations for dogs.

12.189 The Minister informed the Committee that currently dog owners are required to pay a one-off fee for the registration of their dog. He said that under the Canberra Dog Model the Government was proposing to introduce an annual registration process, but that this would not involve additional fees.

12.190 The Minister outlined the reasons for this change:

We are doing that for three reasons. It is because we want to make sure that we rehome dogs to their owners if the dogs are lost. We need updated details in order to do that.

The second reason is that we want to make sure that we can enforce the domestic animal laws that we have. Again, to do that, we need to make sure that more dogs are registered.

The third reason is to get a picture of how many dogs we actually have in the ACT. At the moment, with lifetime registration, if a dog dies we do not actually know that it has died. It will give us a much better sense of how many dogs there are and that will help us to better target our compliance education activities. Also it will enable us to better educate the community about responsible dog ownership.¹⁸³⁴

12.191 In reply to a question on how these annual registrations will be completed, the Minister told the Committee that 'we would want to do it online to make it as easy as possible but also to reduce administrative costs for the Government'.¹⁸³⁵

12.192 The Committee asked for the number of dog registrations per year for the last ten years. This was provided to the Committee in an Answer to a Question Taken on Notice.¹⁸³⁶

¹⁸³³ Mr Alegria, *Proof Transcript of Evidence*, 21 June 2019, p. 567.

¹⁸³⁴ Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, pp. 572-573.

¹⁸³⁵ Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 573.

¹⁸³⁶ *Answer to Question Taken on Notice E19-106*, answered 28 June 2019.

Year	No. Dogs Registered
2019	2368
2018	4613
2017	4341
2016	5637
2015	5055
2014	4971
2013	4913
2012	4576
2011	5130
2010	4405
2009	4803

REVENUE FROM LAND-USE FEES

12.193 The Committee asked about the revenue the Directorate generates from land-use fees and charges.

12.194 The Directorate explained the basis of this revenue stream:

Under the Public Unleased Land Act there is a disallowable instrument that allows us to charge a per square metre per day rate for private use of land. Let us imagine that a construction company in the city requires the verge to be fenced off so that it is safe. They pay us a square metre rate per day for the duration of their use of that land.¹⁸³⁷

12.195 The Directorate then confirmed that land-use revenue is also generated from businesses such as cafes and restaurants which utilise public space outside shop premises but noted that 'particularly the construction use of land is a significant source of revenue for us'.¹⁸³⁸

12.196 In response to a question on whether the slowing of the current construction boom would cause revenue problems for the Directorate, the Committee was told that it would not, 'because we know that we are only grabbing a certain proportion of what is out there'.¹⁸³⁹

¹⁸³⁷ Mr Alegria, *Proof Transcript of Evidence*, 21 June 2019, p. 574.

¹⁸³⁸ Mr Alegria, *Proof Transcript of Evidence*, 21 June 2019, p. 574.

¹⁸³⁹ Mr Alegria, *Proof Transcript of Evidence*, 21 June 2019, p. 574.

12.197 It was explained further that:

There are a whole lot of small things out there that we have never really been able to tackle in a systematic way. They are the kinds of things that we are going to be trialling in this next six month period to see exactly what is out there that we could better tackle and where we could generate more revenue and, as the minister said, make a better city, because we are going to be holding people to account for what they do out in the public realm.¹⁸⁴⁰

12.198 The Committee requested a breakdown of the revenue generated through land-use fees and charges. This information was provided in an Answer to a Question Taken on Notice, which indicated that between 1 July 2018 and 27 June 2019 \$1,901,546 from Land Use Permit Fees and \$125,910 from Land Use Licence Fees were generated.¹⁸⁴¹

PLAYGROUNDS

12.199 The Committee asked a range of questions on new playgrounds. For one, the Committee wanted to know what new playgrounds have been budgeted for and which exiting ones will be receiving upgrades.

12.200 The Minister replied that:

As a result of funding of \$1.9 million that was made available for the play spaces forum last year we undertook to do play space reviews in five suburbs, and those play space reviews are underway as we speak, working with the community to look at all playgrounds in each of those suburbs, what the next play experiences are, what improvements can be made either to all the playgrounds or to one playground, the need to build a new one or to upgrade one playground or several playgrounds in those suburbs.¹⁸⁴²

12.201 In response to a follow-up question, the Minister explained that the five suburbs are Torrens, Waramanga, Richardson, Narrabundah, and Higgins. He also noted that funding has been provided for 19 play space refreshes. The refresh will include 'painting new playgrounds, and replacing some equipment, and new shade sails at certain playgrounds as well to make them accessible particularly during the summer for families'. The Minister told the Committee that shade sails would be provided for playgrounds in Hughes, Issacs, Monash and Macquarie.¹⁸⁴³

¹⁸⁴⁰ Mr Alegria, *Proof Transcript of Evidence*, 21 June 2019, p. 575.

¹⁸⁴¹ *Answer to Question Taken on Notice E19-105*, answered 28 June 2019.

¹⁸⁴² Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, pp. 586-587.

¹⁸⁴³ Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 587.

COMMITTEE COMMENT

12.202 The Committee welcomes the Government's commitment of \$1.9 million for the upgrade of play spaces in five target suburbs plus additional funding for 19 play space refreshes. The Committee hopes that the resources for the refreshes are effectively used to replace broken or ageing park facilities across the city in a timely fashion.

Recommendation 207

12.203 The Committee recommends that the ACT Government ensure that all broken or ageing park facilities across the city are replaced in a timely manner.

CAPITAL LINEN SERVICE (2.5)

12.204 Output 2.5, Capital Linen Service, provides a managed linen service to a range of customers including public and private hospitals, health and aged care providers, hotels, restaurants, major tourist attractions, educational institutions and emergency services.¹⁸⁴⁴

MATTERS CONSIDERED

12.205 The matter considered by the Committee in relation to Capital Linen Service was:

- accountability indicators;¹⁸⁴⁵

KEY ISSUES

ACCOUNTABILITY INDICATORS

12.206 On Notice, the Committee asked several questions concerning the accountability indicators for Capital Linen Service. Firstly, it wanted to know why tonnage delivered has been dropped as an accountability target.

12.207 In an Answer to a Question on Notice, the Committee was informed that Capital Linen Service has shifted its focus to 'customer retention and business consolidation' and that, therefore, 'measuring and reporting growth in tonnage is not a relevant performance indicator'.¹⁸⁴⁶

¹⁸⁴⁴ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 19.

¹⁸⁴⁵ *Answer to Question on Notice E19-390*, answered 8 July 2019.

¹⁸⁴⁶ *Answer to Question on Notice E19-390*, answered 8 July 2019.

12.208 The Committee wanted to know why one accountability indicator measures service “delivered in full”, not “delivered in full and on time” or “delivered in full on time and on budget” and were told by the Directorate in the Answer to a Question on Notice that:

In terms of “on time”, CLS is unable to compare the actual delivery time against the time the order was scheduled to be delivered, hence the conservative description of “delivered in full”. In terms of “on budget”, the granularity of the budget process is unable to provide the cost to produce an individual order.¹⁸⁴⁷

12.209 The Committee asked whether it is good governance for a business unit to only have two accountability indicators. The Directorate indicated that while Capital Linen Service is open to increasing the number of its accountability indicators, ‘data gathering systems and processes in some of these areas still requires further development to ensure utmost accuracy’.¹⁸⁴⁸

12.210 The Committee wanted to know how the public is to know that they are receiving value for money from owning Capital Linen Service. In response, they were informed that Capital Linen Service ‘was recently subject to a value for money test undertaken by ACT Health during the last service level agreement process in 2017’ and that:

This test benchmarked CLS against other laundries operating in the ACT and other jurisdictions. The determination detailed that CLS’ offering was competitive, providing value for money to the Territory.¹⁸⁴⁹

ACT PUBLIC CEMETERIES AUTHORITY

12.211 The ACT Public Cemeteries Authority is an independent statutory authority established under the *Cemeteries and Crematoria Act 2003* to effectively and efficiently manage public cemeteries and crematoria in the ACT. The Authority currently manages and operates three public cemeteries at Gungahlin, Woden and Hall.¹⁸⁵⁰

The key purpose of the ACT Public Cemeteries Authority is to:

- ensure the equitable availability of interment options, and maintain burial capacity in the medium to long term for the ACT community;
- operate as an efficient Government business with a strong customer service focus; and

¹⁸⁴⁷ Answer to Question on Notice E19-390, answered 8 July 2019.

¹⁸⁴⁸ Answer to Question on Notice E19-390, answered 8 July 2019.

¹⁸⁴⁹ Answer to Question on Notice E19-390, answered 8 July 2019.

¹⁸⁵⁰ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 62.

- adopt operating practices that safeguard the environment and the health and safety of staff and visitors.¹⁸⁵¹

MATTERS CONSIDERED

12.212 Matters considered by the Committee in relation to ACT Public Cemeteries Authority included:

- survey of cemeteries' users;¹⁸⁵²
- four years supply chain of future sites;¹⁸⁵³
- risks;¹⁸⁵⁴
- staff increases;¹⁸⁵⁵
- gender balance of staffing profile;¹⁸⁵⁶
- employee satisfaction;¹⁸⁵⁷
- Southern Memorial Park;¹⁸⁵⁸
- gravesite recycling,¹⁸⁵⁹ and
- locations currently with gravesites for purchase.¹⁸⁶⁰

KEY ISSUES

SURVEY OF CEMETERIES' USERS

12.213 The Committee noted the 100 per cent target for level of matters raised by unsatisfied clients and stakeholders resolved by Canberra Cemeteries operations indicated in the Budget Papers.¹⁸⁶¹ The Committee wanted to know who determines the resolved achievement results.

12.214 The Directorate explained that 'the Cemeteries Authority undertake a survey every year, checking the range of questions asked about the services they offer in interments. That is how the results are reported back to us'.¹⁸⁶²

¹⁸⁵¹ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 62.

¹⁸⁵² *Proof Transcript of Evidence*, 21 June 2019, pp. 556-557; *Answer to Question Taken on Notice E19-102*, answered 28 June 2019.

¹⁸⁵³ *Proof Transcript of Evidence*, 21 June 2019, p. 557.

¹⁸⁵⁴ *Proof Transcript of Evidence*, 21 June 2019, pp. 557-558.

¹⁸⁵⁵ *Proof Transcript of Evidence*, 21 June 2019, pp. 558-559.

¹⁸⁵⁶ *Proof Transcript of Evidence*, 21 June 2019, pp. 558-559.

¹⁸⁵⁷ *Proof Transcript of Evidence*, 21 June 2019, p. 559.

¹⁸⁵⁸ *Proof Transcript of Evidence*, 21 June 2019, pp. 569-571.

¹⁸⁵⁹ *Proof Transcript of Evidence*, 21 June 2019, p. 569.

¹⁸⁶⁰ *Proof Transcript of Evidence*, 21 June 2019, pp. 569.

¹⁸⁶¹ ACT Budget 2019-20, *Budget Statements E, Environment, Planning and Sustainable Development*, p. 65.

¹⁸⁶² Mr Corrigan, *Proof Transcript of Evidence*, 21 June 2019, p. 557.

12.215 The ACT Cemeteries Authority, added:

We provide an opportunity for all users of the services of the cemetery to fill in a survey and return it. If any matters are raised that are of concern, those are followed up. There is actually a fairly low rate of expressions of concern because people do not tend to do that at a time of bereavement. Nonetheless, anything that is raised is taken very seriously.¹⁸⁶³

12.216 The Committee asked the number of survey responses generally received by the Cemeteries Authority. In an Answer to a Question Taken on Notice, the Minister informed the Committee were informed that 'in the period 2017-18 there were 60 survey respondents' and 'in the period of 2018-19 (to date) there were 92 survey respondents'.¹⁸⁶⁴

STAFFING

12.217 The Committee asked why there was an increase in staff in 2019-20 and a similar increase last year.

12.218 The ACT Cemeteries Authority provided the following answer:

It is simply volume of business. The major bit of work that the cemeteries do is the maintenance of the cemeteries, there is ongoing work involved with burials. The volume of burials is not growing, but you would understand that the more sites are used, the more maintenance is needed. Essentially, you just expand the number of gravesites that need to be maintained every year.¹⁸⁶⁵

12.219 The Committee asked about the annual increase in gravesites and was informed in an Answer to a Question Taken on Notice that 'in the period of 2018-19 (to date), there were 266 graves created and one additional position'.¹⁸⁶⁶

12.220 The Committee noted that male staff outnumber female staff employed by the Cemeteries Authority and asked why this was the case.

12.221 The ACT Cemeteries Authority said this was because most of the staff are employed in grounds maintenance, and while he acknowledged that there are women interested in this type of work, he noted that 'it is just that the pool of people they are drawing from has a lower proportion of women'. He added that 'it is desirable, where possible, to seek to employ women in those areas of work'.¹⁸⁶⁷

¹⁸⁶³ Mr Bartos, *Proof Transcript of Evidence*, 21 June 2019, p. 557.

¹⁸⁶⁴ *Answer to Question Taken on Notice E19-102*, answered 28 June 2019.

¹⁸⁶⁵ Mr Bartos, *Proof Transcript of Evidence*, 21 June 2019, p. 558.

¹⁸⁶⁶ *Answer to Question Taken on Notice E19-103*, answered 28 June 2019.

¹⁸⁶⁷ Mr Bartos, *Proof Transcript of Evidence*, 21 June 2019, p. 558.

12.222 In response to a question on the lack of female employees at the higher staffing levels, the ACT Cemeteries Authority told the Committee that 'it is probably something where greater effort to try and specifically attract people to that may well be desirable'.¹⁸⁶⁸

12.223 The Committee asked about the Cemeteries Authority's efforts at improving staff satisfaction and were informed that a number of measures, including 'improving training and development made available to staff... Another thing...was making opportunities available in the authority for graduates to rotate through'. He added that there 'are other things in terms of standard workplace morale-boosting activities, such as staff social functions and so on'.¹⁸⁶⁹

SOUTHERN MEMORIAL PARK

12.224 The Committee asked about the budget allocation for the planning and development of Southern Memorial Park.

12.225 The Minister provided the Committee with the following information:

This is funding that was provided through budget review which is reflected in the budget appropriation of \$900,000 to further the planning for southern memorial park. We envisage that will be located adjacent to Long Gully Road, so I guess it could be in the Hume/Tuggeranong area. This will be a future cemetery for the ACT.¹⁸⁷⁰

12.226 The Minister further explained that because Woden Cemetery is now closed for new burials, Southern Memorial Park 'will provide the future cemetery needs for the south side in particular'.¹⁸⁷¹

12.227 The Committee asked when the Southern Memorial Park is expected to be completed. The Minister did not provide a definitive timeline for completion, noting 'we do not have a date for that, but we are starting the work and the money is there to do that planning'.¹⁸⁷²

12.228 The Directorate explained to the Committee on how the \$900,000 budget allocation will be spent:

The \$900,000 is identified in the budget and our capital works team has commenced some early planning based on the master plan work the cemeteries authority undertook in 2011. There are various stages because to go ahead with the Southern Memorial Park on the southern side of Canberra we want it ultimately to be a very good facility with memorial halls and the like with good gardens and a range of burial options and interment of ashes and all these sorts of things.

¹⁸⁶⁸ Mr Bartos, *Proof Transcript of Evidence*, 21 June 2019, p. 559.

¹⁸⁶⁹ Mr Bartos, *Proof Transcript of Evidence*, 21 June 2019, p. 559.

¹⁸⁷⁰ Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 569.

¹⁸⁷¹ Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 569.

¹⁸⁷² Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 570.

The preliminary planning work is undertaken and we will look at a staged approach. There is further consultation to go on with the Cemeteries Authority. Ultimately I imagine the Minister will appoint an authority to run it. So there is a fair bit of work to go.

We are working through design work at the moment. The other part is that there is box gum woodland on the identified site, so we need to work through any environmental approvals that may be necessary. Ultimately we will come back to Government for further capital works funding and further consultation with the community.¹⁸⁷³

12.229 In response to a follow-up question, the Minister informed the Committee that there is currently no consideration being given to grave recycling and that 'at the moment burial is in perpetuity in the ACT'.¹⁸⁷⁴

12.230 On this matter, Mr Bartos provided additional information:

At present burial is interment in the ground but there is an option now of natural burial as opposed to burial in a traditional-style coffin. Renewable tenure was something considered by the Assembly when it had an inquiry into cemeteries. I think the position back then is the same as now it is certainly an idea that has some important reasons why it should be considered but it is also one that is sensitive and needs considerable community consultation. In line with the recommendations of the Assembly inquiry that is something worth considering, but worth considering very carefully.¹⁸⁷⁵

Miss Candice Burch MLA

Chair

24 July 2019

¹⁸⁷³ Mr Corrigan, *Proof Transcript of Evidence*, 21 June 2019, p. 570.

¹⁸⁷⁴ Minister Steel MLA, *Proof Transcript of Evidence*, 21 June 2019, p. 569.

¹⁸⁷⁵ Mr Bartos, *Proof Transcript of Evidence*, 21 June 2019, p. 569.

APPENDIX A - WITNESSES

FRIDAY 14TH JUNE 2019

Landcare ACT / Southern ACT Catchment Group / Ginninderra Catchment Group

- Dr Maxine Cooper
- Ms Martine Franco
- Mr Sandy Lolicato

Australian Breastfeeding Association (ABA)

- Mrs Megan Fox

ACT Gifted Families Support Group

- Mrs Elizabeth Singer

YWCA Canberra

- MS Frances Crimmins
- Ms Leach Dwyer

Belconnen Community Council (BCC)

- Mr Glen Hyde
- Ms Bronwyn Vincent
- Ms Maree Pavloudis

Kingston and Barton Residents Group (KBRG)

- Ms Rebecca Scouller

Master Builders Association of the ACT (MBA)

- Mr Michael Hopkins

ACT Council of Social Services (ACTCOSS)

- Ms Susan Helyar
- Mr Craig Wallace

Youth Coalition of the ACT

- Dr Justin Barker

People with Disabilities ACT (PWDACT)

- Ms Rachel Sirr

Public Transport Association - Canberra

- Mr Damien Hass
- Mr Ryan Hemsley

Property Council of Australia - ACT

- Ms Adina Cirson
- Mr Travis Doherty

MONDAY 17TH JUNE 2019

Mr Andrew Barr, Treasurer

Chief Minister, Treasury and Economic Development Directorate

- Mr Stephen Miners, Deputy Under Treasury, Economic Budget and Industrial Relations
- Mr David Nicol, Under Treasurer
- Mr Mark Whybrow, Executive Group Manager, Finance and Budget, Economic Budget and Industrial Relations
- Mr Patrick McAuliffe, Executive Branch Manager
- Ms Sue Vroombout, Executive Group Manager, Economic and Financial, Economic Budget and Industrial Relations
- Mr Andrew Beaumont, Executive Branch Manager, Economic and Financial, Economic Budget and Industrial Relations
- Ms Lisa Holmes, Executive Branch Manager, Economic and Financial, Economic Budget and Industrial Relations
- Mr Kim Salisbury, Executive Group Manager, Revenue Management, Economic Budget and Industrial Relations
- Mr Stephen Gwilliam, Executive Branch Manager, Government Office Projects, Property and Venues, Commercial Services and Infrastructure
- Mr Daniel Bailey, Executive Group Manager, Property and Venues, Commercial Services and Infrastructure
- Ms Liz Clarke, Executive Branch Manager, Venues Canberra, Property and Venues, Commercial Services and Infrastructure
- Mr Garry Gordon, Executive Branch Manager, ACT Property Group, Property and Venues, Commercial Services and Infrastructure,

Mr Joe Dimasi, Senior Commissioner

Independent Competition and Regulatory Commission

- Dr Annette Weier, Chief Executive Officer

TUESDAY 18TH JUNE 2019

Mr Andrew Barr, Treasurer

Chief Minister, Treasury and Economic Development Directorate

- Ms Kathy Leigh, Head of Service
- Ms Leesa Croke, Deputy Director General, Policy and Cabinet
- Ms Meredith Whitten, Deputy Director General, Workforce Capability and Governance
- Mr Russell Noud, Executive Branch Manager, Public Sector Workplace Relations, Workforce Capability and Governance
- Mr Peter J Robinson, Executive Branch Manager, Wellbeing Project
- Ms Bettina Konti, Chief Digital Officer, OCDO
- Ms Fiona Dolan, Executive Branch Manager, Communications & Engagement
- Ms Anita Perkins, Executive Group Manager, Communications & Engagement
- Mr David Nicol Under Treasurer
- Mr Shaun Strachan, Deputy Under Treasurer, Commercial Services and Infrastructure
- Mr Lloyd Esau Executive Group Manager Major Projects Infrastructure Finance and Capital Works Commercial Services and Infrastructure
- Mr Glenn Bain, Executive Director Procurement ACT Infrastructure Finance and Capital Works Commercial Services and Infrastructure
- Mr David Asteraki Executive Branch Manager Infrastructure Finance and Reform Infrastructure Finance and Capital Works Commercial Services and Infrastructure
- Ms Kareena Arthy, Deputy Director-General, Economic Development
- Ms Kate Starick, Executive Group Manager, Innovation, Industry and Investment, Economic Development
- Mr Craig Harrison, Executive Branch Manager, Innovation, Industry and Investment, Economic Development
- Mr Sean Kelly, Senior Director, Innovation, Industry and Investment, Economic Development
- Mr Glen Hassett, Senior Director, Innovation, Industry and Investment, Economic Development

Commissioner for International Engagement

- Mr Brendan Smyth, Commissioner for International Engagement

Icon Water

- Mr Ray Hezkial, Managing Director, Icon Water Limited
- Ms Joy Yau, Chief Financial Officer, Icon Water Limited
- Ms Jane Breaden, General Manager Business Services, Icon Water Limited

City Renewal Authority

- Mr Malcolm Snow, Chief Executive Officer

- Mr Craig Gillman, Chief Operating Officer
- Mr Andy Sharp, Director Design and Place Strategy
- Ms Cindy Cantamessa, Development Director
- Ms Rowena Woods, Senior Finance Manager

WEDNESDAY 19TH JUNE 2019

Mr Andrew Barr, Minister for Social Inclusion and Equality, Minister for Tourism and Special Events

Chief Minister, Treasury and Economic Development Directorate

- Mr Sam Engele, Executive Group Manager, Policy and Cabinet
- Mr Andrew Mehrton, Executive Branch Manager, Social Policy and Commonwealth State Relations, Policy and Cabinet
- Ms Kareena Arthy, Deputy Director-General, Economic Development
- Ms Jo Verden, Executive Branch Manager, Economic Development
- Mr Jonathan Kobus, Executive Branch Manager, VisitCanberra, Economic Development

Mr Gordon Ramsay MLA, Minister for Arts and Cultural Events, Minister for Seniors and Veterans, Minister for Building Quality and Improvement, Minister for Business and Regulatory Services, Attorney-General

Chief Minister, Treasury and Economic Development Directorate

Community Services Directorate

Environment, Planning and Sustainable Development Directorate

Justice and Community Safety Directorate

- Ms Sam Tyler, Executive Branch Manager, artsACT, Economic Development, CMTEDD
- Ms Harriet Elvin, Chief Executive Officer, Cultural Facilities Corporation
- Mrs Bernadette Mitcherson, Director-General, Community Services Directorate
- Ms Kate Starick, Executive Group Manager, Economic Development, Chief Minister, Treasury and Economic Development Directorate
- Ms Jacinta Evans, Executive Group Manager, Strategic Policy, Community Services Directorate
- Ms Christine Murray, Executive Branch Manager, People Management, Community Services Directorate
- Mr Ben Ponton, Director-General, Environment, Planning and Sustainable Development Directorate (EPSDD)
- Dr Erin Brady, Deputy Director-General, Land Strategy & Environment, EPSDD
- Mr Dave Peffer, Deputy Director-General, Access Canberra, CMTEDD
- Mr Ben Green, Executive Branch Manager, Construction & Utilities, Access Canberra, CMTEDD
- Ms Vanessa Morris, Building Coordinator, Building Policy, EPSDD
- Sam Engele, Executive Group Manager, Policy and Cabinet, CMTEDD

- Mr Josh Rynehart, A/g Chief Operating Officer, Access Canberra, CMTEDD
- Ms Chantel Potter, Executive Branch Manager, Fair Trading & Compliance, Access Canberra, CMTEDD
- Mr Richard Glenn, A/g Director-General, Justice and Community Safety Directorate
- Mr Daniel Ng – Executive Branch Manager, Legislation, Policy and Programs, Justice and Community Safety Directorate
- Ms Yu-Lan Chan – Executive Branch Manager, Projects Governance and Support, Access Canberra, CMTEDD

Ms Meegan Fitzharris MLA, Minister for Higher Education, Minister for Vocational Education and Skills

Building and Construction Industry Training Fund Authority (ACTB&CITFA)

Canberra Institute of Technology (CIT)

Chief Minister, Treasury and Economic Development Directorate

- Mr James Service, Chairman, ACTB&CITFA
- Mr Glenn Carter, CEO, ACTB&CITFA
- Mr Craig Sloan, Board Chair, CIT
- Ms Leanne Cover, CEO, CIT
- Ms Kareena Arthy, Deputy D-G, Economic Development, CMTEDD
- Ms Josephine Andersen, Executive Branch Manager, Skills Canberra, Economic Development, CMTEDD
- Mr Ash Balaretnaraja, Senior Director, Higher Education Training and Research Economic Development, CMTEDD

THURSDAY 20TH JUNE 2019

Mr Shane Rattenbury MLA, Minister for Corrections and Justice Health and Minister for Mental Health

Health Directorate

Canberra Health Services

- Mr Michael De’Ath, Director-General, ACT Health Directorate
- Ms Amber Shuhyta, Executive Branch Manager, Mental Health Policy Unit, ACT Health Directorate
- Mr Colm Mooney, Executive Group Manager, Infrastructure and Health Support Services, Canberra Health Services
- Ms Bernadette McDonald, Chief Executive Officer, Canberra Health Services
- Ms Karen Grace, Executive Director, Mental Health Justice Health and Alcohol and Drug Services, Canberra Health Services
- Dr Denise Riordan, Chief Psychiatrist, ACT Health Directorate

- Mr John Fletcher, Executive Group Manager, Corporate and Governance, ACT Health Directorate
- Ms Janine Hammat, Executive Group Manager, People and Culture, Canberra Health Services

Ms Meegan Fitzharris MLA, Minister for Health and Wellbeing, Minister for Medical and Health Research

Health Directorate

Canberra Health Services

- Ms Bernadette McDonald, Chief Executive Officer, Canberra Health Services
- Mr Michael De'Ath, Director-General, ACT Health Directorate
- Ms Liz Lopa, Executive Group Manager, Strategic Infrastructure, ACT Health Directorate
- Dr Dinesh Arya, Chief Medical Officer, ACT Health Directorate
- Ms Cathie O'Neill, Executive Director, Cancer and Ambulatory Support, Canberra Health Services
- Mr Colm Mooney, Executive Group Manager, Infrastructure and Health Support Services, Canberra Health Services
- Associate Professor Bruce Shadbolt, Deputy Executive Director, Research Office, Centre for Health and Medical Research, ACT Health Directorate
- Mr Daniel Wood, Executive Director, Surgery, Canberra Health Services
- Mr John Fletcher, Executive Group Manager, Corporate and Governance, ACT Health Directorate
- Mr Todd Kaye, Acting Executive Director, Rehabilitation, Aged and Community Services, Canberra Health Services
- Ms Janine Hammat, Executive Group Manager, People and Culture, Canberra Health Services
- Associate Professor Bruce Shadbolt, Deputy Executive Director, Research Office, Centre for Health and Medical Research, ACT Health Directorate
- Mr Peter O'Halloran, Chief Information Officer, ACT Health Directorate
- Ms Jacqui Taylor, Executive Director, Medicine, Canberra Health Services
- Mr Michael Culhane, Executive Group Manager, Policy, Partnerships and Programs, ACT Health Directorate
- Dr Kerryn Coleman, Acting Chief Health Officer, ACT Health Directorate
- Mr Dave Peffer, Acting Deputy Director-General, Health Systems, Policy and Research, ACT Health Directorate
- Ms Elizabeth Chatham, acting Chief Operating Officer, Canberra Health Services
- Ms Katrina Bracher, Executive Director, Women, Youth and Children, Canberra Health Services
- Ms Jacinta George, Executive Group Manager, Health System Planning and Evaluation, ACT Health Directorate
- Ms Kate Chambers, Chief Finance Officer, ACT Health Directorate

- Ms Amber Shuhyta, Executive Branch Manager, Mental Health Policy Unit, ACT Health Directorate
- Ms Karen Grace, Executive Director, Mental Health Justice Health and Alcohol and Drug Services, Canberra Health Services

FRIDAY 21ST JUNE 2019

Mr Chris Steel MLA, Minister for City Services

Transport Canberra and City Services Directorate

ACT Public Cemeteries Authority

- Ms Alison Playford, Director-General, Transport Canberra and City Services
- Mr Jim Corrigan, Deputy Director-General, City Services
- Mr Stephen Bartos, Chair, ACT Public Cemeteries Authority Governing Board
- Mr Stephen Alegria, Executive Branch Manager, City Presentation, City Services
- Mr Anthony Haraldson, A/g Executive Branch Manager, ACT NoWaste, City Services
- Ms Vanessa Little, Executive Branch Manager, Libraries ACT, City Services
- Mr Ken Marshall, Executive Branch Manager Roads ACT, City Services
- Mr Jeremy Smith, Executive Branch Manager, Infrastructure, Delivery, Transport Canberra
- Mr Duncan Edghill, Deputy Director-General, Transport Canberra
- Mr Geoffrey Davidson, Executive Branch Manager, Place Coordination and Planning, City Services

Ms Meegan Fitzharris MLA, Minister for Transport

Transport Canberra and City Services Directorate

- Mr Duncan Edghill, Deputy Director-General, Transport Canberra
- Mr Peter Steele, Performance Analysis and Business Improvement, Public Transport Operations, Transport Canberra
- Mr Geoffrey Davidson, Executive Branch Manager, Place Coordination and Planning, City Services
- Mr Ed O'Daly, Executive Branch Manager, Transport Canberra and City Services
- Ms Fleur Flanery, Executive Branch Manager, Public Transport Operations

Mr Michael Harris, ACT Auditor-General

ACT Audit Office

- Mr Ajay Sharma, Assistant Auditor-General, Financial Audits
- Mr Brett Stanton, Assistant Auditor-General, Performance Audits

Mr Michael Manthorpe PSM, ACT Ombudsman

Office of the Commonwealth Ombudsman

- Ms Jaala Hinchcliffe Deputy Ombudsman
- Ms Louise MacLeod, Senior Assistant Ombudsman, Program Delivery Branch

MONDAY 24TH JUNE 2019

Ms Yvette Berry MLA, Minister for Education and Early Childhood Development

Education Directorate

- Ms Meg Brighton, Director-General
- Mr Mark Huxley, Executive Group Manager, School Improvement
- Mr Robert Gotts, Executive Branch Manager, Analytics and Evaluation
- Mr David Matthews, Executive Group Manager, Business Services Division
- Ms Sam Seton, Executive Branch Manager, Student Engagement
- Mr Sean Moysey, Executive Branch Manager, Early Childhood Policy and Regulation
- Ms Elizabeth Howell, Executive Branch Manager, Enrolments and Planning
- Ms Deb Efthymiades, Deputy Director-General
- Ms Lynette Daly, Chief Finance Officer, Strategic Finance
- Ms Kate McMahon, Executive Branch Manager, Learning and Teaching
- Mr Rodney Bray, Executive Branch Manager, Infrastructure and Capital Works
- Ms Coralie McAlister, Executive Branch Manager, Strategic Policy
- Mr Ross Hawkins, Executive Group Manager, Service Design and Delivery

Professor Kate Auty, Commissioner for Sustainability and the Environment

Office of the Commissioner for Sustainability and the Environment

- Ms Kirilly Dickson, Director, Investigations

Minister Shane Rattenbury, Minister for Climate Change and Sustainability

Environment, Planning and Sustainability Directorate

- Mr Ben Ponton, Director-General
- Mr Geoffrey Rutledge, Deputy Director-General, Sustainability and the Built Environment
- Mr Gene McGlynn, Executive Group Manager, Climate Change and Sustainability
- Mr Daniel Harding, Senior Director, Energy Markets and Renewables
- Ms Antonia Harmer, Director, Energy Efficiency Improvement Scheme
- Mr Craig Simmons, Chief Operating Officer
- Ms Ros Malouf, Senior Director Sustainability Programs
- Mr Antonio Mozqueira, Director, Climate Change Policy

TUESDAY 25TH JUNE 2019

Mr Gordon Ramsay MLA, Attorney-General

Justice and Community Safety Directorate

Chief Minister, Treasury and Economic Development Directorate

- Mr Richard Glenn, Acting Director-General, JACS
- Mr David Pryce, Deputy Director-General, Community Safety, JACS
- Ms Kelly Williams, Acting Deputy Director-General, Justice, JACS
- Mr Philip Kellow, Principal Registrar, ACT Courts and Tribunal, JACS
- Ms Dragana Cvetkovski, Chief Finance Officer, JACS
- Ms Karen Greenland, Executive Branch Manager, Legislation, Policy & Programs, JACS
- Mr Lloyd Esau, Treasury, CMTEDD
- Mr Peter Garrisson AM SC, Solicitor-General for the ACT
- Ms Mary Toohey, ACT Parliamentary Counsel
- Ms Rebecca Minty, Deputy Inspector of Correctional Services

Statutory Office Holders

ACT Legal Aid Commission

- Dr John Boersig PSM, Chief Executive Officer

ACT Public Prosecutions

- Mr Shane Drumgold SC, Director of Public Prosecutions

ACT Human Rights Commission

- Dr Helen Watchirs OAM, President
- Ms Jodie Griffiths-Cook, Public Advocate, Children & Young People Commissioner
- Ms Karen Toohey, Discrimination, Health, Disability and Community Services Commissioner

Public Trustee and Guardian

- Mr Andrew Taylor, Public Trustee and Guardian
- Ms Joanne Thompson, Manager, Finance Director

Mr Mick Gentleman MLA, Minister for Police and Emergency Services

Justice and Community Safety Directorate

Emergency Services Authority

ACT Policing

- Ms Georgeina Whelan, Acting Commissioner, ACT Emergency Services Agency, JACS
- Mr Mark Brown, Chief Officer ACT Fire & Rescue, ACT Emergency Services Agency, JACS
- Mr Howard Wren, Chief Officer, ACT Ambulance Service, ACT Emergency Services Agency, JACS
- Ms Dragana Cvetkovski, Chief Finance Officer, JACS
- Assistant Commissioner Ray Johnson, Chief Police Officer, ACT Policing

- Ms Nicole Levay, Director, Corporate Services, ACT Policing
- Assistant Commissioner Michael Chew, ACT Policing

Mr Shane Rattenbury MLA, Minister for Corrections and Justice Health, Minister for Justice, Consumer Affairs and Road Safety

Justice and Community Safety Directorate

Chief Minister, Treasury and Economic Development Directorate

- Mr Jon Peach, Executive Director, ACT Corrective Services, JACS
- Ms Melissa Tierney, Executive Branch Manager ICT, Capital Works and Infrastructure, JACS
- Mr David Snowden, Executive Group Manager (Chief Operating Officer), Access Canberra, CMTEDD (Fair Trading Commissioner)
- Ms Belinda Owen, a/Director, Road Safety and Transport Regulation, Legislation, Policy & Programs, JACS

WEDNESDAY 26TH JUNE 2019

Mr Mick Gentleman MLA, Minister for Planning and Land Management

Environment, Planning and Sustainable Development Directorate

- Mr Ben Ponton, Director-General
- Mr Geoffrey Rutledge, Deputy Director-General, Sustainability & the Built Environment
- Mr Craig Simmons, Chief Operating Officer
- Dr Erin Brady, Deputy Director-General, Land Strategy & Environment
- Mr George Cilliers, Senior Director, Development Assessment
- Mr Gary Power, Senior Director, Building, Design and Projects
- Ms Alix Kaucz, Senior Director, Territory Plan

Ms Yvette Berry MLA, Minister for Housing and Suburban Development, Minister for Sport and Recreation, Minister for the Prevention of Domestic and Family Violence, Minister for Women

Suburban Land Agency

- Mr John Dietz, Chief Executive Officer, Suburban Land Agency
- Mr Neil Bulless, Deputy Chief Executive Officer, Suburban Land Agency
- Mr Tom Gordon, Executive Director, Development Delivery, Suburban Land Agency
- Ms Jody Gleeson, Director, Community Development and Engagement, Suburban Land Agency

Environment, Planning and Sustainable Development Directorate

- Mr Ben Ponton, Director-General
- Mr Geoffrey Rutledge, Deputy Director-General, Sustainability & the Built Environment
- Mr Bruce Fitzgerald, Executive Group Manager, Urban Renewal

- Ms Rebecca Kelley, Executive Branch Manager, Sport and Recreation, Economic Development
- Mr Daniel Bailey, Executive Branch Manager, ACT Property and Venues, Commercial Services and Infrastructure

Community Services Directorate

- Ms Jo Wood, Coordinator-General, Family Safety
- Ms Jacinta Evans, Executive Group Manager, Strategic Policy Witness
- Ms Louise Gilding, Executive Group Manager, Housing ACT
- Ms Catherine Loft, Executive Branch Manager, Infrastructure and Grants, Housing ACT
- Mr Geoff Aigner, Executive Branch Manager, Client Services, Housing ACT
- Ms Deb Foulcher, Executive Branch Manager, Policy and Business Transformation, Housing ACT

THURSDAY 27TH JUNE 2019

Mr Mick Gentleman MLA, Minister for the Environment and Heritage

Environment, Planning and Sustainable Development Directorate

- Mr Ben Ponton, Director-General
- Mr Ian Walker, Executive Group Manager, Environment, EPSDD and Conservator of Flora and Fauna
- Dr Erin Brady, Deputy Director-General, Land Strategy and Environment
- Mr Craig Simmons, Chief Operating Officer,
- Ms Fiona Moore, Senior Director, Heritage
- Mr Stuart Jeffress, Senior Director, Parks and Partnerships
- Dr Margaret Kitchen, Senior Director, Conservation Research
- Mr Matthew Kendall, Senior Manager, Catchment Management and Water Policy

Ms Rachel Stephen-Smith, Minister for Employment and Workplace Safety, Minister for Urban Renewal

Environment, Planning and Sustainable Development Directorate

Chief Minister, Treasury and Economic Development Directorate

- Mr Ben Ponton, Director-General, Environment, EPSDD
- Ms Geoffrey Rutledge, Deputy Director-General, Sustainability & the Built Environment, EPSDD
- Mr Bruce Fitzgerald, Executive Group Manager, Urban Renewal, EPSDD
- Mr John Dietz, Chief Executive Officer, Suburban Land Agency
- Ms Irena Sharp, Development Director – Urban Projects, Urban Commercial and Industrial, Development Delivery, Suburban Land Agency

- Mr Greg Jones, Executive Branch Manager, Workplace Protection, Access Canberra, CMTEDD
- Mr David Nicol, Under Treasurer, CMTEDD
- Mr Michael Young, Executive Group Manager, Workplace Safety and Industrial Relations, Economic Budget and Industrial Relations, CMTEDD
- Mr Dave Pepper, Deputy Director-General, Access Canberra, CMTEDD

Ms Joy Burch MLA, Speaker, Legislative Assembly

Office of the ACT Legislative Assembly

- Mr Tom Duncan, Clerk, Office of the Clerk
- Ms Julia Agostino, Deputy Clerk and Serjeant-at-Arms, Parliamentary Support Branch
- Mr Ian Duckworth, Executive Manager, Business Support Branch
- Mr David Skinner, Director, Office of the Clerk
- Mr Malcolm Prentice, Chief Financial Officer, Business Support Branch
- Ms Pattie Tancred, Editor of Debates, Hansard

FRIDAY 28TH JUNE 2019

Ms Rachel Stephen-Smith MLA, Minister for Disability, Minister for Aboriginal and Torres Strait Islander Affairs

Community Services Directorate

- Ms Mandy Donley, Executive Branch Manager, Senior Practitioner, Quality, Complaints & Regulation, Community Service Directorate
- Ms Jacinta Evans, Executive Group Manager, Strategic Policy, Community Services Directorate
- Ms Sally Gibson, Executive Branch Manager, Quality, Complaints & Regulation, Community Service Directorate
- Ms Christine Murray, Executive Branch Manager, People Management, Community Services Directorate
- Ms Katherine Parker, Senior Director, Child Development Services, Children, Youth & Families, Community Services Directorate
- Ms Anne-Maree Sabellico, Deputy Director-General, Community Services Directorate
- Ms Melanie Saballa, Executive Branch Manager, Child & Families, Children, Youth & Families, Community Services Directorate
- Ms Helen Pappas, Executive Group Manager, Children, Youth & Families, Community Services Directorate
- Ms Claire Barbato, Executive Branch Manager, Strategy & Governance, Children, Youth & Families, Community Services Directorate
- Ms Bernadette Mitcherson, Director-General, Community Services Directorate
- Ms Jodie Robinson, Executive Senior Branch Manager, Practice & Performance, Children, Youth & Families, Community Services Directorate

- Ms Lisa Charles, Executive Branch Manager, Aboriginal & Torres Strait Islander Affairs, Strategic Policy, Community Services Directorate

Mr Chris Steel MLA, Minister for Multicultural Affairs, Minister for Community Services and Facilities

Community Services Directorate

Environment, Planning and Sustainable Development Directorate

Chief Minister, Treasury and Economic Development Directorate

- Ms Jacinta Evans, Executive Group Manager, Strategic Policy, Community Services Directorate
- Ms Azra Khan, Senior Director, National Multicultural Festival, Inclusion & Participation, Community Services Directorate
- Mr Bruce Fitzgerald, Executive Group Manager, Urban Renewal, EPSDD
- Ms Anne-Maree Sabellico, Deputy Director-General, Community Services Directorate
- Mr Daniel Bailey, Executive Group Manager, Property and Venues, Commercial Services and Infrastructure, CMTEDD
- Ms Christine Murray, Executive Branch Manager, People Management, Community Services Directorate

Mr Damien Cantwell AM, ACT Electoral Commissioner

ACT Electoral Commission

- Mr Rohan Spence, Deputy Electoral Commissioner

APPENDIX B – COMMUNITY AND INDUSTRY SUBMISSIONS AND SURVEYS

Submission Number	Submitter	Received
01	Youth Coalition of the ACT	6 June 2019
02	ACT Equestrian Association Inc	7 June 2019
03	ACT Council of Social Service Inc.	7 June 2019
04	People with Disabilities ACT	11 June 2019
05	Pedal Power ACT	12 June 2019
Survey Number	Submitter	Received
1	Belconnen Community Council	27 May 2019
2	Landcare ACT	4 June 2019
3	Master Builders Association of the ACT	4 June 2019
4	Southern ACT Catchment Group	5 June 2019
5	Youth Coalition of the ACT	6 June 2019
6	Weston Creek Community Council	7 June 2019
7	YWCA Canberra	7 June 2019
8	Community Housing Industry Association – ACT Region	7 June 2019
9	Kingston and Barton Residents Group	7 June 2019
10	Public Transport Association of Canberra	7 June 2019
11	ACT Gifted Families Support Group	7 June 2019
12	Australian Breastfeeding Association	7 June 2019

APPENDIX C – EXHIBITS

	Date	Portfolio	Who tabled exhibit/document	Document Name
1	14 June 2019	Community and Industry Day	Mrs Elizabeth Singer – ACT Gifted Families Support Group	NSW Department of Education – Revisiting Gifted Education
2	14 June 2019	Community and Industry Day	Mrs Elizabeth Singer – ACT Gifted Families Support Group	UNSW Arts and Social Sciences, School of Education – EDST 4096 Course Information
3	14 June 2019	Community and Industry Day	Mrs Elizabeth Singer – ACT Gifted Families Support Group	UNSW Arts and Social Sciences, School of Education – EDST 5808 Course Information
4	17 June 2019	ICRC/Treasurer	ICRC - Dr Annette Weier Chief Executive Officer	Review of IW's Capital and Operating Expenditure for Water and Sewerage Services
5	18 June 2019	Icon Water	Icon Water - Ms Joy Yau	Schedule of Charges
6	19 June 2019	Veterans and Seniors	Mr Gordon Ramsay MLA, Minister for Veterans and Seniors	Age-Friendly Canberra: A Vision for our City
7	19 June 2019	Building Quality Improvement	Mr Gordon Ramsay MLA, Minister for Building Quality Improvement; Minister for Business and Regulatory Services	A. Unit Titles management in the ACT: What you need to know (booklet) B. Multi-unit residential: building maintenance guide (booklet) C. Thinking of buying a unit or apartment in the ACT (pamphlet) D. Thinking of buying a unit or apartment off the plan in the ACT (pamphlet)
8	19 June 2019	Access Canberra	Mr Dave Pepper, Deputy Director General Access Canberra	Noisy Neighbours Pamphlet

	Date	Portfolio	Who tabled exhibit/document	Document Name
9	20 June 2019	Canberra Hospital Services	Ms Bernadette McDonald, Chief Executive Officer, Canberra Health Services	Canberra Health Services: Our New Vision and Role
10	21 June 2019	City Services	Mr Chris Steel MLA, Minister for City Services	Better Suburbs: Making Progress, 2019-20
11	26 June 2019	Gaming and Regulation	Mr Richard Glenn, A/g Director-General, Justice and Community Safety Directorate	TR1999/17: Income tax: sportspeople - receipts and other benefits obtained from involvement in sport
12	20 June 2019	Health/CHS	Mr Shadbolt	CHARM Conference Flyer
13	20 June 2019	Health/CHS	Mr Shadbolt	CHARM Conference Daily Program
14	20 June 2019	Health/CHS		CHS – Consultation Guidelines for Managers
15	25 June 2019	ACT Policing	Assistant Commissioner Johnson	Roadside Drug Testing information (Confidential – Not for Publication)

APPENDIX D – QUESTIONS TAKEN ON NOTICE/ QUESTIONS ON NOTICE

**** Indicates an extension was given and answer was submitted in time.**

Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QTON	1	14/06/2019	Jones	Community and Industry Groups	25/06/2019	24/06/2019	Landcare
QTON	2	14/06/2019	Jones	Community and Industry Groups	25/06/2019	21/06/2019	Landcare
QTON	3	14/06/2019	Jones	Community and Industry Groups	25/06/2019	21/06/2019	ACT Gifted Families Support Group
QTON	4	14/06/2019	Jones	Community and Industry Groups	25/06/2019	24/06/2019	YWCA
QTON	5	14/06/2019	Jones	Community and Industry Groups	25/06/2019	25/06/2019	Belconnen Community Council
QTON	6	14/06/2019	Jones	Community and Industry Groups	25/06/2019	23/06/2019	MBA
QTON	7	14/06/2019	Jones	Community and Industry Groups	25/06/2019	23/06/2019	MBA
QTON	8	14/06/2019	Jones	Community and Industry Groups	25/06/2019	23/06/2019	MBA

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QTON	9	14/06/2019	Jones	Community and Industry Groups	25/06/2019	23/06/2019	MBA
QTON	10	14/06/2019	Jones	Community and Industry Groups	25/06/2019	25/07/2019	Youth Coalition
QTON	11	14/06/2019	Jones	Community and Industry Groups	25/06/2019	20/06/2019	People with Disabilities ACT
QTON	12	17/06/2019	Burch C	CMTEDD - Treasury	25/06/2019	26/06/2019	Barr
QTON	13	17/06/2019	Coe	CMTEDD - Treasury	25/06/2019	27/06/2019	Barr
QTON	14	17/06/2019	Jones	CMTEDD - Treasury	25/06/2019	26/06/2019	Barr
QTON	15	17/06/2019	Le Couteur	CMTEDD - Treasury	25/06/2019	25/06/2019	Barr
QTON	16	17/06/2019	Jones	CMTEDD - Treasury	25/06/2019	26/06/2019	Barr
QTON	17	17/06/2019	Jones	CMTEDD - Treasury	25/06/2019	26/06/2019	Barr
QTON	18	17/06/2019	Coe	CMTEDD - Treasury	25/06/2019	26/06/2019	Barr
QTON	19	17/06/2019	Coe	CMTEDD - Treasury	25/06/2019	26/06/2019	Barr
QTON	20	17/06/2019	Jones	CMTEDD - Treasury	25/06/2019	26/06/2019	Barr

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QTON	21	17/06/2019	Burch C	CMTEDD - Treasury	25/06/2019	02/07/2019	Barr
QTON	22	17/06/2019	Jones	CMTEDD - Treasury	25/06/2019	25/06/2019	Barr
QTON	23	17/06/2019	Coe	CMTEDD - Treasury	25/06/2019	25/06/2019	Barr
QTON	24	17/06/2019	Pettersson	CMTEDD - Treasury	25/06/2019	25/06/2019	Barr
QTON	25	17/06/2019	Jones	CMTEDD - Treasury	25/06/2019	25/06/2019	Barr
QTON	26	17/06/2019	Coe	CMTEDD - Treasury	25/06/2019	26/06/2019	Barr
QTON	27	17/06/2019	Jones	CMTEDD - Treasury	25/06/2019	25/06/2019	Barr
QTON	28	17/06/2019	Coe	CMTEDD - Treasury	25/06/2019	26/06/2019	Barr
QTON	29	17/06/2019	Coe	CMTEDD - Treasury	25/06/2019	25/06/2019	Barr
QTON	30	17/06/2019	Burch C	CMTEDD - Treasury	25/06/2019	01/07/2019	Barr
QTON	31	17/06/2019	Coe	CMTEDD - Treasury	25/06/2019	02/07/2019	Barr
QTON	32	17/06/2019	Jones	CMTEDD - Treasury	25/06/2019	26/06/2019	Barr
QTON	33	17/06/2019	Jones	CMTEDD - Treasury	25/06/2019	25/06/2019	Barr

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QTON	34	17/06/2019	Jones	CMTEDD - Treasury	25/06/2019	26/06/2019	Barr
QTON	35	17/06/2019	Jones	CMTEDD - Treasury	25/06/2019	25/06/2019	Barr
QTON	36	17/06/2019	Jones	CMTEDD - Treasury	25/06/2019	25/06/2019	Barr
QTON	37	17/06/2019	Jones	CMTEDD - Treasury	25/06/2019	25/06/2019	Barr
QTON	38	18/06/2019	Pettersson	CMTEDD - Chief Minister	26/06/2019	26/06/2019	Barr
QTON	39	18/06/2019	Coe	CMTEDD - Chief Minister	26/06/2019	27/06/2019	Barr
QTON	40	18/06/2019	Coe	CMTEDD - Chief Minister	26/06/2019	03/07/2019	Barr
QTON	41	18/06/2019	Jones	CMTEDD - Economic Development	26/06/2019	25/06/2019	Barr
QTON	42	18/06/2019	Jones	CMTEDD - Economic Development	26/06/2019	25/06/2019	Barr
QTON	43	18/06/2019	Le Couteur	EPSDD - CRA	26/06/2019	26/06/2019	Barr
QTON	44	18/06/2019	Jones	EPSDD - CRA	26/06/2019	26/06/2019	Barr
QTON	45	18/06/2019	Le Couteur	CMTEDD - Infrastructure	26/06/2019	26/06/2019	Barr

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QTON	46	18/06/2019	Jones	CMTEDD - Infrastructure	26/06/2019	02/07/2019	Barr
QTON	47	18/06/2019	Pettersson	CMTEDD - Infrastructure	26/06/2019	26/06/2019	Barr
QTON	48	18/06/2019	Coe	CMTEDD - Infrastructure	26/06/2019	25/06/2019	Barr
QTON	49	18/06/2019	Burch C	CMTEDD - Infrastructure	26/06/2019	26/06/2019	Barr
QTON	50	18/06/2019	Lawder	CMTEDD - Icon Water	26/06/2019	26/06/2019	Barr
QTON	51	18/06/2019	Jones	CMTEDD - Icon Water	26/06/2019	26/06/2019	Barr
QTON	52	18/06/2019	Jones	CMTEDD - Icon Water	26/06/2019	26/06/2019	Barr
QTON	53	18/06/2019	Coe	CMTEDD - Icon Water	26/06/2019	26/06/2019	Barr
QTON	54	18/06/2019	Coe	CMTEDD - Icon Water	26/06/2019	26/06/2019	Barr
QTON	55	18/06/2019	Coe	CMTEDD - Icon Water	26/06/2019	26/06/2019	Barr
QTON	56	18/06/2019	Jones	CMTEDD - Icon Water	26/06/2019	01/07/2019	Barr
QTON	57	18/06/2019	Jones	CMTEDD - Government Services and Procurement	26/06/2019	26/06/2019	Stephen-Smith

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QTON	58	18/06/2019	Jones	CMTEDD - Government Services and Procurement	26/06/2019	27/06/2019	Stephen-Smith
QTON	59	18/06/2019	Le Couteur	CMTEDD - Insurance Authority	26/06/2019	26/06/2019	Stephen-Smith
QTON	60	18/06/2019	Burch C	CMTEDD - Chief Minister	26/06/2019	26/06/2019	Barr
QTON	61	19/06/2019	Jones	CMTEDD - Access Canberra	27/06/2019	27/06/2019	Ramsay
QTON	62	19/06/2019	Jones	CMTEDD - Access Canberra	27/06/2019	27/06/2019	Ramsay
QTON	63	19/06/2019	Cody	CMTEDD - Tourism	27/06/2019	25/06/2019	Barr
QTON	64	19/06/2019	Burch C	CMTEDD - Tourism	27/06/2019	25/06/2019	Barr
QTON	65	19/06/2019	Jones	CMTEDD - Arts	27/06/2019	26/06/2019	Ramsay
QTON	66	19/06/2019	Pettersson	CMTEDD - Arts	27/06/2019	26/06/2019	Ramsay
QTON	67	19/06/2019	Cody	CMTEDD - Arts	27/06/2019	26/06/2019	Ramsay
QTON	68	19/06/2019	Dunne	CMTEDD - Arts	27/06/2019	26/06/2019	Ramsay

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QTON	69	19/06/2019	Le Couteur	CIT	27/06/2019	25/06/2019	Fitzharris
QTON	70	19/06/2019	Coe	CMTEDD - Higher Education	27/06/2019	28/06/2019	Fitzharris
QTON	71	19/06/2019	Burch C	CSD - Veterans and Seniors	27/06/2019	12/07/2019	Ramsay
QON	72	17/06/2019	Le Couteur	CMTEDD - Treasury	02/07/2019	04/07/2019	Barr
QON	73	19/06/2019	Le Couteur	CMTEDD - Social Inclusion	04/07/2019	02/07/2019	Barr
QON	74	19/06/2019	Le Couteur	CSD - Veterans and Seniors	04/07/2019		Ramsay
QTON**	75	20/06/2019	Jones	Health - Justice Health	28/06/2019	01/07/2019	Rattenbury
QTON**	76	20/06/2019	Dunne	Health - Mental Health	28/06/2019	01/07/2019	Rattenbury
QTON**	77	20/06/2019	Burch C	Health - Justice Health	28/06/2019	01/07/2019	Rattenbury
QTON**	78	20/06/2019	Jones	Health - Justice Health	28/06/2019	01/07/2019	Rattenbury
QTON	79	20/06/2019	Burch C	Health	28/06/2019	12/07/2019	Fitzharris
QTON**	80	20/06/2019	Jones	Health	28/06/2019	02/07/2019	Fitzharris

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QTON	81	20/06/2019	Jones	Health	28/06/2019	28/06/2019	Fitzharris
QTON	82	20/06/2019	Jones	Health	28/06/2019	08/07/2019	Fitzharris
QTON	83	20/06/2019	Dunne	Health	28/06/2019	28/06/2019	Fitzharris
QTON	84	20/06/2019	Dunne	Health	28/06/2019	28/06/2019	Fitzharris
QTON	85	20/06/2019	Dunne	Health	28/06/2019	28/06/2019	Fitzharris
QTON	86	20/06/2019	Jones	Health	28/06/2019	28/06/2019	Fitzharris
QTON	87	20/06/2019	Dunne	Health	28/06/2019	28/06/2019	Fitzharris
QTON	88	20/06/2019	Dunne	Health	28/06/2019	28/06/2019	Fitzharris
QTON	89	20/06/2019	Jones	Health	28/06/2019	28/06/2019	Fitzharris
QTON	90	20/06/2019	Dunne	Health	28/06/2019	09/07/2019	Fitzharris
QTON	91	20/06/2019	Dunne	Health	28/06/2019	28/06/2019	Fitzharris
QTON	92	20/06/2019	Dunne	Health	28/06/2019	28/06/2019	Fitzharris
QTON	93	20/06/2019	Le Couteur	Health	28/06/2019	28/06/2019	Fitzharris
QTON	94	20/06/2019	Dunne	Health	28/06/2019	28/06/2019	Fitzharris
QTON	95	20/06/2019	Dunne	Health	28/06/2019	28/06/2019	Fitzharris
QTON	96	20/06/2019	Pettersson	Health	28/06/2019	28/06/2019	Fitzharris
QTON**	97	21/06/2019	Dunne	Health	01/07/2019	02/07/2019	Fitzharris
QTON	98	21/06/2019	Dunne	Health	01/07/2019	28/06/2019	Fitzharris
QTON	99	21/06/2019	Dunne	Health	01/07/2019	28/06/2019	Fitzharris

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QTON	100	21/06/2019	Jones	ACT Ombudsman	01/07/2019	01/07/2019	ACT Ombudsman
QTON	101	21/06/2019	Le Couteur	Auditor General	01/07/2019	28/06/2019	Auditor General
QTON	102	21/06/2019	Burch C	TCCSD - City Services	01/07/2019	28/06/2019	Steel
QTON	103	21/06/2019	Jones	TCCSD - City Services	01/07/2019	28/06/2019	Steel
QTON	104	21/06/2019	Le Couteur	TCCSD - City Services	01/07/2019	28/06/2019	Steel
QTON	105	21/06/2019	Burch C	TCCSD - City Services	01/07/2019	28/06/2019	Steel
QTON	106	21/06/2019	Lawder	TCCSD - City Services	01/07/2019	28/06/2019	Steel
QTON	107	21/06/2019	Burch C	TCCSD - City Services	01/07/2019	28/06/2019	Steel
QTON	108	21/06/2019	Jones	TCCSD - City Services	01/07/2019	28/06/2019	Steel
QTON	109	21/06/2019	Jones	TCCSD - City Services	01/07/2019	01/07/2019	Steel
QTON	110	21/06/2019	Jones	TCCSD - City Services	01/07/2019	01/07/2019	Steel
QTON	111	21/06/2019	Lawder	TCCSD - City Services	01/07/2019	28/06/2019	Steel
QTON	112	21/06/2019	Jones	TCCSD - City Services	01/07/2019	28/06/2019	Steel

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QTON	113	21/06/2019	Jones	TCCSD - City Services	01/07/2019	28/06/2019	Steel
QTON**	114	21/06/2019	Jones	TCCSD - City Services	01/07/2019	04/07/2019	Steel
QTON	115	21/06/2019	Le Couteur	TCCSD - City Services	01/07/2019	28/06/2019	Steel
QTON	116	21/06/2019	Le Couteur	TCCSD - City Services	01/07/2019	01/07/2019	Steel
QTON**	117	21/06/2019	Burch C	TCCSD - Transport	01/07/2019	04/07/2019	Fitzharris
QTON**	118	21/06/2019	Jones	TCCSD - Transport	01/07/2019	03/07/2019	Fitzharris
QTON	119	21/06/2019	Burch C	TCCSD - Transport	01/07/2019	28/06/2019	Fitzharris
QTON	120	21/06/2019	Burch C	TCCSD - Transport	01/07/2019	28/06/2019	Fitzharris
QTON	121	21/06/2019	Le Couteur	TCCSD - Transport	01/07/2019	28/06/2019	Fitzharris
QTON	122	24/06/2019	Jones	TCCSD - Transport	02/07/2019	28/06/2019	Fitzharris
QTON	123	24/06/2019	Le Couteur	TCCSD - Transport	02/07/2019	28/06/2019	Fitzharris
QTON	124	24/06/2019	Le Couteur	TCCSD - Transport	02/07/2019	28/06/2019	Fitzharris

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QON	125	26/06/2019	Le Couteur	CMTEDD - Sport and Recreation	11/07/2019		Berry
QON	126	17/06/2019	Le Couteur	CMTEDD - Treasury	02/07/2019	03/07/2019	Barr
QON	127	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	128	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	129	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	130	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	03/07/2019	Barr
QON	131	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	10/07/2019	Barr
QON	132	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	17/07/2019	Barr
QON	133	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	08/07/2019	Barr
QON	134	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	08/07/2019	Barr
QON	135	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	04/07/2019	Barr
QON	136	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	04/07/2019	Barr

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QON	137	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	08/07/2019	Barr
QON	138	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	03/07/2019	Barr
QON	139	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	03/07/2019	Barr
QON	140	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	141	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	03/07/2019	Barr
QON	142	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	03/07/2019	Barr
QON	143	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	03/07/2019	Barr
QON	144	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	08/07/2019	Barr
QON	145	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	146	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	03/07/2019	Barr
QON	147	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	03/07/2019	Barr
QON	148	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	149	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	10/07/2019	Barr

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QON	150	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	151	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	152	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	153	17/06/2019	Coe	JACSD - Emergency Services	02/07/2019	02/07/2019	Barr
QON	154	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	01/07/2019	Barr
QON	155	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	156	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	157	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	158	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	159	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	160	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	161	17/06/2019	Coe	CMTEDD - Business and Regulatory Services	02/07/2019	10/07/2019	Ramsay

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QON	162	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	05/07/2019	Barr
QON	163	17/06/2019	Coe	CMTEDD - Treasury	02/07/2019	03/07/2019	Barr
QON	164	17/06/2019	Le Couteur	CMTEDD - Treasury	02/07/2019	02/07/2019	Barr
QON	165	17/06/2019	Le Couteur	CMTEDD - Business and Regulatory Services	02/07/2019	10/07/2019	Ramsay
QON	166	17/06/2019	Burch C	CMTEDD - Chief Minister	02/07/2019	01/07/2019	Barr
QTON	167	24/06/2019	Lawder	OCSE	02/07/2019	27/06/2019	Commissioner for Sustainability and the Environment
QTON	168	24/06/2019	Jones	Education	02/07/2019	05/07/2019	Berry
QTON	169	24/06/2019	Wall	Education	02/07/2019	05/07/2019	Berry
QTON	170	24/06/2019	Jones	Education	02/07/2019	05/07/2019	Berry
QTON	171	24/06/2019	Wall	Education	02/07/2019	04/07/2019	Berry
QTON	172	24/06/2019	Wall	Education	02/07/2019	09/07/2019	Berry
QTON	173	24/06/2019	Wall	Education	02/07/2019	09/07/2019	Berry
QTON	174	24/06/2019	Wall	Education	02/07/2019	09/07/2019	Berry

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QTON	175	24/06/2019	Burch C	Education	02/07/2019	09/07/2019	Berry
QTON	176	24/06/2019	Jones	Education	02/07/2019	04/07/2019	Berry
QTON	177	24/06/2019	Wall	Education	02/07/2019	04/07/2019	Berry
QTON	178	24/06/2019	Wall	Education	02/07/2019	04/07/2019	Berry
QTON	179	24/06/2019	Cody	Education	02/07/2019	02/07/2019	Berry
QTON	180	24/06/2019	Burch C	Education	02/07/2019	04/07/2019	Berry
QON	181	18/06/2019	Burch C	CMTEDD - Treasury	03/07/2019	05/07/2019	Barr
QON	182	18/06/2019	Burch C	CMTEDD - Treasury	03/07/2019	04/07/2019	Barr
QON	183	18/06/2019	Burch C	CMTEDD - Treasury	03/07/2019	04/07/2019	Barr
QON	184	18/06/2019	Burch C	CMTEDD - Treasury	03/07/2019	04/07/2019	Barr
QON	185	18/06/2019	Coe	CMTEDD - Treasury	03/07/2019	04/07/2019	Barr
QON	186	18/06/2019	Coe	CMTEDD - Treasury	03/07/2019	04/07/2019	Barr
QON	187	18/06/2019	Coe	CMTEDD - Treasury	03/07/2019	03/07/2019	Barr
QON	188	18/06/2019	Coe	CMTEDD - Treasury	03/07/2019	04/07/2019	Barr
QON	189	18/06/2019	Coe	CMTEDD - Treasury	03/07/2019	04/07/2019	Barr

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QON	190	18/06/2019	Coe	CMTEDD - Treasury	03/07/2019	04/07/2019	Barr
QON	191	18/06/2019	Coe	CMTEDD - Treasury	03/07/2019	03/07/2019	Barr
QON	192	18/06/2019	Coe	CMTEDD - Treasury	03/07/2019	04/07/2019	Barr
QON	193	18/06/2019	Le Couteur	CMTEDD - Chief Minister	03/07/2019	01/07/2019	Barr
QON	194	18/06/2019	Coe	CMTEDD - Trade, Industry and Investment	03/07/2019	04/07/2019	Barr
QON	195	18/06/2019	Coe	CMTEDD - Trade, Industry and Investment	03/07/2019	02/07/2019	Barr
QON	196	18/06/2019	Coe	CMTEDD - Trade, Industry and Investment	03/07/2019	02/07/2019	Barr
QON	197	18/06/2019	Coe	EPSDD - CRA	03/07/2019	04/07/2019	Barr
QON	198	18/06/2019	Coe	EPSDD - CRA	03/07/2019	04/07/2019	Barr
QON	199	18/06/2019	Coe	CMTEDD - Treasury	03/07/2019	10/07/2019	Barr
QON	200	18/06/2019	Coe	EPSDD - CRA	03/07/2019	04/07/2019	Barr
QON	201	18/06/2019	Coe	EPSDD - CRA	03/07/2019	04/07/2019	Barr

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QON	202	18/06/2019	Coe	EPSDD - CRA	03/07/2019	04/07/2019	Barr
QON	203	18/06/2019	Coe	EPSDD - CRA	03/07/2019	04/07/2019	Barr
QON	204	18/06/2019	Coe	EPSDD - CRA	03/07/2019	04/07/2019	Barr
QON	205	18/06/2019	Coe	EPSDD - CRA	03/07/2019	04/07/2019	Barr
QON	206	18/06/2019	Coe	EPSDD - CRA	03/07/2019	04/07/2019	Barr
QON	207	18/06/2019	Coe	EPSDD - CRA	03/07/2019	04/07/2019	Barr
QON	208	18/06/2019	Coe	EPSDD - CRA	03/07/2019	04/07/2019	Barr
QON	209	18/06/2019	Le Couteur	CMTEDD - Chief Minister	03/07/2019	01/07/2019	Barr
QON	210	18/06/2019	Le Couteur	CMTEDD - Government Services and Procurement	03/07/2019	03/07/2019	Stephen-Smith
QON	211	18/06/2019	Le Couteur	CMTEDD - Government Services and Procurement	03/07/2019	01/07/2019	Stephen-Smith
QON	212	18/06/2019	Le Couteur	CMTEDD - Government Services and Procurement	03/07/2019	01/07/2019	Stephen-Smith
QON	213	19/06/2019	Dunne	CMTEDD - Arts	04/07/2019	02/07/2019	Ramsay
QON	214	19/06/2019	Dunne	CMTEDD - Arts	04/07/2019	02/07/2019	Ramsay

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QON	215	19/06/2019	Dunne	CMTEDD - Arts	04/07/2019	05/07/2019	Ramsay
QON	216	19/06/2019	Dunne	CMTEDD - Arts	04/07/2019	02/07/2019	Ramsay
QON	217	19/06/2019	Dunne	CMTEDD - Arts	04/07/2019	02/07/2019	Ramsay
QON	218	19/06/2019	Dunne	CMTEDD - Arts	04/07/2019	03/07/2019	Ramsay
QON	219	19/06/2019	Dunne	CMTEDD - Arts	04/07/2019	03/07/2019	Ramsay
QON	220	19/06/2019	Dunne	CMTEDD - Arts	04/07/2019	03/07/2019	Ramsay
QON	221	19/06/2019	Dunne	CMTEDD - Arts	04/07/2019	04/07/2019	Ramsay
QTON	222	25/06/2019	Le Couteur	JACSD - Emergency Services	03/07/2019	05/07/2019	Gentleman
QON	223	19/06/2019	Parton	EPSDD - Building Quality	04/07/2019	09/07/2019	Ramsay
QON	224	19/06/2019	Cody	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay
QON	225	19/06/2019	Cody	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay

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QON	226	19/06/2019	Parton	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay
QON	227	19/06/2019	Parton	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay
QON	228	19/06/2019	Parton	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay
QON	229	19/06/2019	Burch C	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay
QON	230	19/06/2019	Burch C	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay
QON	231	19/06/2019	Burch C	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay
QON	232	19/06/2019	Burch C	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay
QON	233	19/06/2019	Burch C	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay
QON	234	19/06/2019	Burch C	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay

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QON	235	19/06/2019	Burch C	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay
QON	236	19/06/2019	Burch C	CMTEDD - Access Canberra	04/07/2019	10/07/2019	Ramsay
QON	237	19/06/2019	Burch C	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay
QON	238	19/06/2019	Burch C	CMTEDD - Access Canberra	04/07/2019	10/07/2019	Ramsay
QON	239	19/06/2019	Burch C	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay
QON	240	19/06/2019	Le Couteur	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay
QON	241	19/06/2019	Le Couteur	CMTEDD - Access Canberra	04/07/2019	09/07/2019	Ramsay
QON	242	19/06/2019	Le Couteur	CMTEDD - Chief Minister	04/07/2019	01/07/2019	Ramsay
QON**	243	19/06/2019	Le Couteur	CMTEDD - Treasury	04/07/2019	04/07/2019	Barr

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QON	244	19/06/2019	Le Couteur	CMTEDD - Business and Regulatory Services	04/07/2019	10/07/2019	Ramsay
QON	245	19/06/2019	Le Couteur	CMTEDD - VET	04/07/2019	03/07/2019	Fitzharris
QON	246	19/06/2019	Le Couteur	CMTEDD - VET	04/07/2019	03/07/2019	Fitzharris
QON	247	20/06/2019	Le Couteur	Health - Mental Health	05/07/2019	09/07/2019	Rattenbury
QON	248	20/06/2019	Le Couteur	Health - Mental Health	05/07/2019	09/07/2019	Rattenbury
QON	249	20/06/2019	Le Couteur	Health - Mental Health	05/07/2019	09/07/2019	Rattenbury
QON	250	20/06/2019	Dunne	Health - Mental Health	05/07/2019	09/07/2019	Rattenbury
QON	251	20/06/2019	Dunne	Health - Mental Health	05/07/2019	05/07/2019	Rattenbury
QON	252	20/06/2019	Dunne	Health - Mental Health	05/07/2019	10/07/2019	Rattenbury
QON	253	20/06/2019	Dunne	Health - Mental Health	05/07/2019	09/07/2019	Rattenbury

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QON	254	20/06/2019	Dunne	Health - Mental Health	05/07/2019	09/07/2019	Rattenbury
QON	255	20/06/2019	Dunne	Health - Mental Health	05/07/2019	09/07/2019	Rattenbury
QON	256	20/06/2019	Le Couteur	Health - Health and Wellbeing	05/07/2019	05/07/2019	Fitzharris
QON	257	20/06/2019	Le Couteur	Health - Health and Wellbeing	05/07/2019	09/07/2019	Fitzharris
QON	258	20/06/2019	Le Couteur	Health - Health and Wellbeing	05/07/2019	15/07/2019	Fitzharris
QON	259	20/06/2019	Le Couteur	Health - Health and Wellbeing	05/07/2019	08/07/2019	Fitzharris
QON	260	20/06/2019	Le Couteur	Health - Health and Wellbeing	05/07/2019	11/07/2019	Fitzharris
QON	261	20/06/2019	Le Couteur	Health - Health and Wellbeing	05/07/2019	18/07/2019	Fitzharris
QON	262	20/06/2019	Le Couteur	Health - Health and Wellbeing	05/07/2019	08/07/2019	Fitzharris

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QON	263	20/06/2019	Le Couteur	Health - Health and Wellbeing	05/07/2019	09/07/2019	Fitzharris
QON	264	20/06/2019	Le Couteur	Health - Health and Wellbeing	05/07/2019	09/07/2019	Fitzharris
QON	265	20/06/2019	Dunne	Health - Health and Wellbeing	05/07/2019	09/07/2019	Fitzharris
QON	266	20/06/2019	Dunne	Health - Health and Wellbeing	05/07/2019	05/07/2019	Fitzharris
QON	267	20/06/2019	Dunne	Health - Health and Wellbeing	05/07/2019	12/07/2019	Fitzharris
QON	268	20/06/2019	Dunne	Health - Health and Wellbeing	05/07/2019	05/07/2019	Fitzharris
QON	269	20/06/2019	Dunne	Health - Health and Wellbeing	05/07/2019	10/07/2019	Fitzharris
QON	270	20/06/2019	Dunne	Health - Health and Wellbeing	05/07/2019	11/07/2019	Fitzharris
QON	271	20/06/2019	Dunne	Health - Health and Wellbeing	05/07/2019	11/07/2019	Fitzharris

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QON	272	20/06/2019	Dunne	Health - Health and Wellbeing	05/07/2019	10/07/2019	Fitzharris
QON	273	20/06/2019	Dunne	Health - Health and Wellbeing	05/07/2019	09/07/2019	Fitzharris
QON	274	20/06/2019	Dunne	Health - Health and Wellbeing	05/07/2019	11/07/2019	Fitzharris
QON	275	20/06/2019	Dunne	Health - Health and Wellbeing	05/07/2019	12/07/2019	Fitzharris
QON	276	20/06/2019	Dunne	Health - Health and Wellbeing	05/07/2019	09/07/2019	Fitzharris
QON	277	20/06/2019	Dunne	Health - Health and Wellbeing	05/07/2019	11/07/2019	Fitzharris
QON	278	20/06/2019	Dunne	Health - Health and Wellbeing	05/07/2019	09/07/2019	Fitzharris
QON	279	20/06/2019	Dunne	Health - Health and Wellbeing	05/07/2019	09/07/2019	Fitzharris
QON	280	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019		Fitzharris

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QON	281	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	05/07/2019	Fitzharris
QON	282	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	12/07/2019	Fitzharris
QON	283	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	09/07/2019	Fitzharris
QON	284	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	11/07/2019	Fitzharris
QON	285	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	09/07/2019	Fitzharris
QON	286	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	09/07/2019	Fitzharris
QON	287	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	05/07/2019	Fitzharris

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QON	288	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	19/07/2019	Fitzharris
QON	289	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	10/07/2019	Fitzharris
QON	290	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	05/07/2019	Fitzharris
QON	291	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019		Fitzharris
QON	292	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	12/07/2019	Fitzharris
QON	293	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019		Fitzharris
QON	294	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	15/07/2019	Fitzharris

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QON	295	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	11/07/2019	Fitzharris
QTON	296	25/06/2019	Cody	JACSD - Attorney-General	03/07/2019	04/07/2019	Ramsay
QTON	297	25/06/2019	Hanson	JACSD - Attorney-General	03/07/2019	04/07/2019	Ramsay
QTON	298	25/06/2019	Le Couteur	JACSD - SOHO - Legal Aid	03/07/2019	03/07/2019	Ramsay
QTON	299	25/06/2019	Jones	JACSD - SOHO - Legal Aid	03/07/2019	03/07/2019	Ramsay
QTON	300	25/06/2019	Hanson	JACSD - SOHO - HRC	03/07/2019	01/07/2019	Ramsay
QTON	301	Number not use					
QTON	302	25/06/2019	Jones	JACSD - ACT Policing	03/07/2019	03/07/2019	Gentleman
QTON	303	25/06/2019	Jones	JACSD - ACT Policing	03/07/2019	03/07/2019	Gentleman
QTON	304	25/06/2019	Jones	JACSD - ACT Policing	03/07/2019	12/07/2019	Gentleman
QTON	305	25/06/2019	Le Couteur	JACSD - ACT Policing	03/07/2019	05/07/2019	Gentleman
QTON	306	25/06/2019	Jones	JACSD - ESA	03/07/2019	05/07/2019	Gentleman

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QTON	307	25/06/2019	Jones	JACSD - ESA	03/07/2019	05/07/2019	Gentleman
QTON	308	25/06/2019	Jones	JACSD - ESA	03/07/2019	05/07/2019	Gentleman
QTON	309	25/06/2019	Lawder	JACSD - ESA	03/07/2019	05/07/2019	Gentleman
QTON	310	25/06/2019	Jones	JACSD - ESA	03/07/2019	15/07/2019	Gentleman
QTON	311	25/06/2019	Jones	JACSD - ESA	03/07/2019	05/07/2019	Gentleman
QTON	312	25/06/2019	Jones	JACSD - ESA	03/07/2019	05/07/2019	Gentleman
QTON	313	25/06/2019	Le Couteur	JACSD - ESA	03/07/2019	19/07/2019	Gentleman
QTON	314	25/06/2019	Le Couteur	JACSD - ESA	03/07/2019	02/07/2019	Gentleman
QTON	315	25/06/2019	Le Couteur	JACSD - Corrections	03/07/2019	03/07/2019	Rattenbury
QTON	316	25/06/2019	Jones	JACSD - Corrections	03/07/2019	03/07/2019	Rattenbury
QTON	317	25/06/2019	Hanson	JACSD - Corrections	03/07/2019	19/07/2019	Rattenbury
QTON	318	25/06/2019	Le Couteur	JACSD - Justice and Consumer Affairs	03/07/2019	04/07/2019	Rattenbury
QTON	319	25/06/2019	Coe	JACSD - Justice and Consumer Affairs	03/07/2019	03/07/2019	Rattenbury
QON	320	20/06/2019	Jones	Health - Corrections & Justice Health	05/07/2019	09/07/2019	Rattenbury

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QTON	321	26/06/2019	Le Couteur	TCCSD - Sports and Recreation	04/07/2019	04/07/2019	Berry
QTON	322	26/06/2019	Le Couteur	EPSDD	04/07/2019	04/07/2019	Berry
QTON	323	26/06/2019	Jones	EPSDD	04/07/2019	04/07/2019	Berry
QTON	324	26/06/2019	Le Couteur	EPSDD	04/07/2019	15/07/2019	Gentleman
QTON	325	26/06/2019	Burch C	EPSDD	04/07/2019	02/07/2019	Gentleman
QTON	326	26/06/2019	Burch C	EPSDD	04/07/2019	Part 1 - 08/07/2019 Part 2 - 18/07/2019	Gentleman
QTON	327	26/06/2019	Coe	EPSDD	04/07/2019	04/07/2019	Berry
QTON	328	26/06/2019	Le Couteur / Jones	EPSDD	04/07/2019	04/07/2019	Berry
QTON	329	26/06/2019	Coe	EPSDD	04/07/2019	04/07/2019	Berry
QTON	330	26/06/2019	Coe	EPSDD	04/07/2019	04/07/2019	Berry
QON	331	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	19/07/2019	Fitzharris
QON	332	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	09/07/2019	Fitzharris

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QON	333	20/06/2019	Dunne	Health - Health and Wellbeing (CHS)	05/07/2019	17/07/2019	Fitzharris
QON	334	20/06/2019	Coe	Health - Health and Wellbeing	05/07/2019	12/07/2019	Fitzharris
QON	335	20/06/2019	Coe	Health - Health and Wellbeing	05/07/2019	09/07/2019	Fitzharris
QON	336	20/06/2019	Coe	Health - Health and Wellbeing	05/07/2019	12/07/2019	Fitzharris
QON	337	20/06/2019	Coe	Health - Health and Wellbeing	05/07/2019	05/07/2019	Fitzharris
QON	338	20/06/2019	Coe	Health - Health and Wellbeing	05/07/2019	24/07/2019	Fitzharris
QON	339	20/06/2019	Coe	Health - Health and Wellbeing	05/07/2019	09/07/2019	Fitzharris
QON**	340	20/06/2019	Coe	Health - Health and Wellbeing	05/07/2019	15/07/2019	Fitzharris
QON**	341	20/06/2019	Coe	Health - Health and Wellbeing	05/07/2019	16/07/2019	Fitzharris

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QON	342	20/06/2019	Coe	Health - Health and Wellbeing	05/07/2019	12/07/2019	Fitzharris
QTON	343	26/06/2019	Le Couteur	CSD - Prevention of DFV	04/07/2019	05/07/2019	Berry
QTON	344	26/06/2019	Jones	CSD - Prevention of DFV	04/07/2019	05/07/2019	Berry
QTON	345	26/06/2019	Burch C	CSD - Prevention of DFV	04/07/2019	04/07/2019	Berry
QTON	346	26/06/2019	Jones	CSD - Prevention of DFV	04/07/2019	05/07/2019	Berry
QTON	347	27/06/2019	Burch C	EPSDD - Environment and Heritage	05/07/2019	05/07/2019	Gentleman
QTON	348	27/06/2019	Lawder	EPSDD - Environment and Heritage	05/07/2019	05/07/2019	Gentleman
QTON	349	27/06/2019	Jones	EPSDD - Environment and Heritage	05/07/2019	05/07/2019	Gentleman
QTON	350	27/06/2019	Lawder	EPSDD - Environment and Heritage	05/07/2019	09/07/2019	Gentleman

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QTON	351	27/06/2019	Jones	EPSDD - Environment and Heritage	05/07/2019	05/07/2019	Gentleman
QTON	352	27/06/2019	Burch C	EPSDD - Environment and Heritage	05/07/2019	05/07/2019	Gentleman
QTON	353	27/06/2019	Jones	EPSDD - Environment and Heritage	05/07/2019	05/07/2019	Gentleman
QTON	354	26/06/2019	Berry	CSD - Housing ACT	04/07/2019	05/07/2019	Berry
QTON	355	26/06/2019	Parton	CSD - Housing ACT	04/07/2019	05/07/2019 (Amended answer received 18/7/2019)	Berry
QTON	356	26/06/2019	Le Couteur	CSD - Housing ACT	04/07/2019	05/07/2019	Berry
QON	357	21/06/2019	Le Couteur	TCCSD - City Services	08/07/2019	05/07/2019	Steel
QON	358	21/06/2019	Le Couteur	TCCSD - City Services	08/07/2019	05/07/2019	Steel
QON	359	21/06/2019	Le Couteur	TCCSD - City Services	08/07/2019	05/07/2019	Steel
QON	360	21/06/2019	Le Couteur	TCCSD - City Services	08/07/2019	15/07/2019	Steel
QON	361	21/06/2019	Burch C	TCCSD - City Services	08/07/2019	08/07/2019	Steel

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QON	362	21/06/2019	Burch C	TCCSD - Transport	08/07/2019	05/07/2019	Fitzharris
QON	363	21/06/2019	Burch C	TCCSD - Transport	08/07/2019	05/07/2019	Fitzharris
QON	364	21/06/2019	Burch C	TCCSD - Transport	08/07/2019	09/07/2019	Fitzharris
QON	365	21/06/2019	Burch C	TCCSD - Transport	08/07/2019	05/07/2019	Fitzharris
QON	366	21/06/2019	Burch C	TCCSD - Transport	08/07/2019	05/07/2019	Fitzharris
QON	367	21/06/2019	Burch C	TCCSD - Transport	08/07/2019	08/07/2019	Fitzharris
QON	368	21/06/2019	Le Couteur	TCCSD - Transport	08/07/2019	05/07/2019	Fitzharris
QON	369	21/06/2019	Le Couteur	TCCSD - Transport	08/07/2019	08/07/2019	Fitzharris
QON	370	21/06/2019	Le Couteur	TCCSD - Transport	08/07/2019	05/07/2019	Fitzharris
QON	371	21/06/2019	Le Couteur	TCCSD - Transport	08/07/2019	05/07/2019	Fitzharris
QTON	372	27/06/2019	Jones	CMTEDD - Workplace Safety	05/07/2019	05/07/2019	Stephen-Smith
QTON	373	27/06/2019	Jones	EPSDD - Loose-fill Asbestos	05/07/2019	05/07/2019	Stephen-Smith

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QTON	374	27/06/2019	Burch C	EPSDD - Loose-fill Asbestos	05/07/2019	11/07/2019	Stephen-Smith
QTON	375	27/06/2019	Burch C	EPSDD - Loose-fill Asbestos	05/07/2019	11/07/2019	Stephen-Smith
QTON	376	27/06/2019	Burch C	EPSDD - Loose-fill Asbestos	05/07/2019	11/07/2019	Stephen-Smith
QTON	377	27/06/2019	Le Couteur / Jones	EPSDD - Urban Renewal	05/07/2019	09/07/2019	Stephen-Smith
QTON	378	27/06/2019	Jones	EPSDD - Urban Renewal	05/07/2019	18/07/2019	Stephen-Smith
QTON	379	27/06/2019	Jones	OLA	05/07/2019	05/07/2019	J Burch (Speaker)
QTON	380	27/06/2019	Cody	OLA	05/07/2019	05/07/2019	J Burch (Speaker)
QTON	381	27/06/2019	Coe	OLA	05/07/2019	05/07/2019	J Burch (Speaker)
QTON	382	27/06/2019	Cody	OLA	05/07/2019	05/07/2019	J Burch (Speaker)
QON	383	21/06/2019	Le Couteur	TCCSD - Transport	08/07/2019	05/07/2019	Fitzharris
QON	384	21/06/2019	Le Couteur	TCCSD - Transport	08/07/2019	05/07/2019	Fitzharris

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QON	385	21/06/2019	Le Couteur	TCCSD - Transport	08/07/2019	05/07/2019	Fitzharris
QON	386	21/06/2019	Le Couteur	TCCSD - Transport	08/07/2019	12/07/2019	Fitzharris
QON	387	21/06/2019	Le Couteur	TCCSD - City Services	08/07/2019	05/07/2019	Steel
QON	388	21/06/2019	Le Couteur	TCCSD - City Services	08/07/2019	12/07/2019	Steel
QON	389	21/06/2019	Le Couteur	TCCSD - City Services	08/07/2019	05/07/2019	Steel
QON	390	21/06/2019	Lawder	TCCSD - City Services	08/07/2019	08/07/2019	Steel
QON	391	21/06/2019	Lawder	TCCSD - City Services	08/07/2019	08/07/2019	Steel
QON	392	21/06/2019	Lawder	TCCSD - City Services	08/07/2019	05/07/2019	Steel
QON	393	21/06/2019	Lawder	TCCSD - City Services and Roads	08/07/2019	17/07/2019	Steel
QON	394	21/06/2019	Lawder	TCCSD - City Services and Roads	08/07/2019	08/07/2019	Steel
QON	395	21/06/2019	Lawder	TCCSD - City Services and Roads	08/07/2019	08/07/2019	Steel

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QON	396	21/06/2019	Lawder	TCCSD - City Services and Roads	08/07/2019	09/07/2019	Steel
QON	397	21/06/2019	Lawder	TCCSD - City Services and Roads	08/07/2019	05/07/2019	Steel
QON	398	21/06/2019	Lawder	TCCSD - City Services and Roads	08/07/2019	08/07/2019	Steel
QON	399	21/06/2019	Lawder	TCCSD - City Services	08/07/2019	05/07/2019	Steel
QON	400	21/06/2019	Lawder	TCCSD - City Services	08/07/2019	05/07/2019	Steel
QON	401	28/06/2019	Le Couteur	CSD - Community Services and Facilities	15/07/2019	04/07/2019	Steel
QON	402	24/06/2019	Wall	Education	09/07/2019	09/07/2019	Berry
QON	403	24/06/2019	Wall	Education	09/07/2019	10/07/2019	Berry
QON	404	24/06/2019	Wall	Education	09/07/2019	10/07/2019	Berry
QON	405	24/06/2019	Wall	Education	09/07/2019	09/07/2019	Berry
QON	406	24/06/2019	Wall	Education	09/07/2019	09/07/2019	Berry
QON	407	24/06/2019	Wall	Education	09/07/2019	09/07/2019	Berry
QON	408	24/06/2019	Wall	Education	09/07/2019	09/07/2019	Berry
QON	409	24/06/2019	Wall	Education	09/07/2019	17/07/2019	Berry

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QON	410	24/06/2019	Wall	Education	09/07/2019	17/07/2019	Berry
QON	411	24/06/2019	Wall	Education	09/07/2019	17/07/2019	Berry
QON	412	24/06/2019	Wall	Education	09/07/2019	09/07/2019	Berry
QON	413	24/06/2019	Wall	Education	09/07/2019	10/07/2019	Berry
QON	414	24/06/2019	Wall	Education	09/07/2019	17/07/2019	Berry
QON	415	24/06/2019	Wall	Education	09/07/2019	09/07/2019	Berry
QON	416	24/06/2019	Wall	Education	09/07/2019	10/07/2019	Berry
QON	417	24/06/2019	Burch C	Education	09/07/2019	09/07/2019	Berry
QON	418	24/06/2019	Le Couteur	Education	09/07/2019	11/07/2019	Berry
QON	419	24/06/2019	Wall	Education	09/07/2019	09/07/2019	Berry
QON	420	24/06/2019	Le Couteur	Education	09/07/2019	17/07/2019	Berry
QON	421	24/06/2019	Lawder	EPSDD - Climate Change	09/07/2019	12/07/2019	Rattenbury
QON	422	26/06/2019	Lawder	EPSDD - Planning	11/07/2019	12/07/2019	Gentleman
QON	423	24/06/2019	Lawder	EPSDD - Climate Change	09/07/2019	12/07/2019	Rattenbury
QON	424	24/06/2019	Lawder	EPSDD - Climate Change	09/07/2019	12/07/2019	Rattenbury

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QON	425	24/06/2019	Le Couteur	EPSDD - Climate Change	09/07/2019	12/07/2019	Rattenbury
QTON	426	28/06/2019	Jones	CSD - Disability	08/07/2019	09/07/2019	Stephen-Smith
QTON	427	28/06/2019	Kikkert	CSD - Children and Youth	08/07/2019	09/07/2019	Stephen-Smith
QTON	428	28/06/2019	Jones / Kikkert	CSD - Children and Youth	08/07/2019	09/07/2019	Stephen-Smith
QTON	429	28/06/2019	Jones	CSD - Children and Youth	08/07/2019	15/07/2019	Stephen-Smith
QTON	430	28/06/2019	Le Couteur	CSD - Children and Youth	08/07/2019	09/07/2019	Stephen-Smith
QTON	431	28/06/2019	Jones	CSD - Children and Youth	08/07/2019	10/07/2019	Stephen-Smith
QTON	432	28/06/2019	Jones	CSD - Children and Youth	08/07/2019	08/07/2019	Stephen-Smith
QTON	433	28/06/2019	Jones	CSD - Children and Youth	08/07/2019	17/07/2019	Stephen-Smith
QTON	434	28/06/2019	Milligan	CSD - ATSIA	08/07/2019	05/07/2019	Stephen-Smith

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QTON	435	28/06/2019	Jones	CSD - ATSI	08/07/2019	19/07/2019	Stephen-Smith
QON	436	25/06/2019	Le Couteur	JACSD - SOHO - DPP	10/07/2019	04/07/2019	Ramsay
QON	437	25/06/2019	Le Couteur	JACSD - SOHO - HRC	10/07/2019	09/07/2019	Ramsay
QON	438	25/06/2019	Le Couteur	JACSD - SOHO - HRC	10/07/2019	15/07/2019	Ramsay
QON	439	25/06/2019	Le Couteur	JACSD - ACT Policing	10/07/2019	12/07/2019	Gentleman
QON	440	25/06/2019	Le Couteur	JACSD - ACT Policing	10/07/2019	12/07/2019	Gentleman
QON	441	25/06/2019	Jones	JACSD - ACT Policing	10/07/2019	12/07/2019	Gentleman
QON	442	25/06/2019	Jones	JACSD - ACT Policing	10/07/2019	23/07/2019	Gentleman
QON	443	25/06/2019	Jones	JACSD - ESA	10/07/2019	12/07/2019	Gentleman
QON	444	25/06/2019	Jones	TCCSD - City Services	10/07/2019	09/07/2019	Steel
QON	445	25/06/2019	Jones	JACSD - ESA	10/07/2019	12/07/2019	Gentleman
QON	446	25/06/2019	Le Couteur	JACSD - ESA	10/07/2019	12/07/2019	Gentleman
QON	447	25/06/2019	Jones	JACSD - Corrections	10/07/2019		Rattenbury
QON	448	25/06/2019	Jones	JACSD - Corrections	10/07/2019		Rattenbury

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QON	449	25/06/2019	Jones	JACSD - Corrections	10/07/2019	19/07/2019	Rattenbury
QON	450	25/06/2019	Jones	JACSD - Corrections	10/07/2019		Rattenbury
QON	451	25/06/2019	Le Couteur	JACSD - Justice and Consumer Affairs	10/07/2019	10/07/2019	Rattenbury
QON	452	26/06/2019	Le Couteur	EPSDD - Planning	11/07/2019	17/07/2019	Gentleman
QON	453	26/06/2019	Le Couteur	EPSDD - Planning	11/07/2019	24/07/2019	Gentleman
QON	454	26/06/2019	Le Couteur	EPSDD - Planning	11/07/2019	23/07/2019	Gentleman
QON	455	26/06/2019	Le Couteur	EPSDD - Housing and Suburban Development	11/07/2019	17/07/2019	Berry
QON	456	26/06/2019	Jones	CMTEDD - Access Canberra	11/07/2019	09/07/2019	Ramsay
QON	457	26/06/2019	Jones	EPSDD - Planning	11/07/2019	19/07/2019	Gentleman
QON	458	26/06/2019	Parton	EPSDD - Housing and Suburban Development	11/07/2019	09/07/2019	Berry

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QON	459	26/06/2019	Parton	EPSDD - Building Quality	11/07/2019	16/07/2019	Ramsay
QON	460	26/06/2019	Parton	EPSDD - Planning	11/07/2019	12/07/2019	Gentleman
QON	461	26/06/2019	Coe	EPSDD - Planning	11/07/2019	16/07/2019	Stephen-Smith
QON	462	26/06/2019	Coe	EPSDD - Planning	11/07/2019	17/07/2019	Gentleman
QON	463	26/06/2019	Coe	EPSDD - Planning	11/07/2019	17/07/2019	Gentleman
QON	464	26/06/2019	Coe	EPSDD - Planning	11/07/2019	17/07/2019	Gentleman
QON	465	26/06/2019	Coe	EPSDD - Planning	11/07/2019	17/07/2019	Gentleman
QON**	466	26/06/2019	Coe	EPSDD - Planning	11/07/2019	12/07/2019	Gentleman
QON	467	26/06/2019	Coe	EPSDD - Housing and Suburban Development	11/07/2019	23/07/2019	Berry
QON	468	26/06/2019	Coe	EPSDD - Planning	11/07/2019	17/07/2019	Gentleman
QON	469	26/06/2019	Coe	EPSDD - Planning	11/07/2019	23/07/2019	Gentleman
QON	470	26/06/2019	Coe	EPSDD - Planning	11/07/2019	17/07/2019	Gentleman

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QON	471	26/06/2019	Coe	EPSDD - Planning	11/07/2019	17/07/2019	Gentleman
QON	472	26/06/2019	Coe	EPSDD - Housing and Suburban Development	11/07/2019	23/07/2019	Berry
QON	473	26/06/2019	Coe	EPSDD - Housing and Suburban Development	11/07/2019		Berry
QON	474	26/06/2019	Coe	EPSDD - Housing and Suburban Development	11/07/2019	17/07/2019	Gentleman
QON	475	26/06/2019	Coe	EPSDD - Planning	11/07/2019	17/07/2019	Gentleman
QON	476	26/06/2019	Le Couteur	EPSDD - Housing and Suburban Development	11/07/2019	09/07/2019	Berry
QON	477	26/06/2019	Le Couteur	EPSDD - Housing ACT	11/07/2019	22/07/2019	Berry
QON	478	26/06/2019	Parton	EPSDD - Housing and Suburban Development	11/07/2019	17/07/2019	Berry
QON	479	26/06/2019	Jones	EPSDD	11/07/2019	10/07/2019	Berry

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QON	480	26/06/2019	Le Couteur	EPSDD - Housing and Suburban Development	11/07/2019	17/07/2019	Berry
QON	481	26/06/2019	Parton	EPSDD - Housing and Suburban Development - Housing ACT	11/07/2019	22/07/2019	Berry
QON	482	26/06/2019	Parton	EPSDD - Housing and Suburban Development - Housing ACT	11/07/2019	22/07/2019	Berry
QON	483	26/06/2019	Parton	EPSDD - Housing and Suburban Development - Housing ACT	11/07/2019		Berry
QON	484	26/06/2019	Burch C	CSD - Prevention of DFV	11/07/2019	17/07/2019	Berry
QON	485	26/06/2019	Le Couteur	CSD - Prevention of DFV	11/07/2019	11/07/2019	Berry
QON	486	26/06/2019	Le Couteur	CSD - Prevention of DFV	11/07/2019	11/07/2019	Berry
QON	487	26/06/2019	Le Couteur	CSD - Prevention of DFV	11/07/2019	11/07/2019	Berry

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QON	488	26/06/2019	Kikkert	CSD - Prevention of DFV	11/07/2019	11/07/2019	Berry
QON	489	26/06/2019	Kikkert	CSD - Prevention of DFV	11/07/2019	11/07/2019	Berry
QON	490	26/06/2019	Kikkert	CSD - Prevention of DFV	11/07/2019	17/07/2019	Berry
QON	491	26/06/2019	Kikkert	CSD - Prevention of DFV	11/07/2019	11/07/2019	Berry
QON	492	26/06/2019	Kikkert	CSD - Prevention of DFV	11/07/2019	17/07/2019	Berry
QON	493	26/06/2019	Kikkert	CSD - Prevention of DFV	11/07/2019	17/07/2019	Berry
QON	494	26/06/2019	Le Couteur	CSD - Prevention of DFV	11/07/2019	11/07/2019	Berry
QON	495	26/06/2019	Le Couteur	CSD - Prevention of DFV	11/07/2019	11/07/2019	Berry
QON	496	26/06/2019	Le Couteur	CMTEDD - Chief Minister	11/07/2019	10/07/2019	Berry
QON	497	26/06/2019	Le Couteur	CSD - Women	11/07/2019	17/07/2019	Berry

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QON	498	26/06/2019	Le Couteur	CSD - Women	11/07/2019	17/07/2019	Berry
QON	499	26/06/2019	Le Couteur	EPSDD - Housing and Suburban Development - Housing ACT	11/07/2019	11/07/2019	Berry
QON	500	26/06/2019	Le Couteur	EPSDD	11/07/2019	17/07/2019	Berry
QON	501	26/06/2019	Le Couteur	EPSDD - Housing and Suburban Development - Housing ACT	11/07/2019	11/07/2019	Berry
QON	502	27/06/2019	Lawder	EPSDD - Environment and Heritage	12/07/2019		Steel
QON	503	27/06/2019	Lawder	EPSDD - Environment and Heritage	12/07/2019	12/07/2019	Gentleman
QON	504	27/06/2019	Lawder	TCCS	12/07/2019	19/07/2019	Steel
QON	505	27/06/2019	Lawder	EPSDD - Environment and Heritage	12/07/2019	19/07/2019	Gentleman
QON	506	27/06/2019	Lawder	EPSDD - Environment and Heritage	12/07/2019	12/07/2019	Gentleman
QON	507	27/06/2019	Lawder	EPSDD - Environment and Heritage	12/07/2019	12/07/2019	Gentleman

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Type of Question	No	Hearing Date	Asked By (MLA)	Directorate / Portfolio	Due Date	Answer Date	Minister
QON	508	27/06/2019	Lawder	EPSDD - Environment and Heritage	12/07/2019	17/07/2019	Gentleman
QON	509	27/06/2019	Lawder	EPSDD - Environment and Heritage	12/07/2019	17/07/2019	Gentleman
QON	510	27/06/2019	Lawder	EPSDD - Environment and Heritage	12/07/2019	17/07/2019	Gentleman
QON	511	27/06/2019	Lawder	CMTEDD - Sport and Recreation	12/07/2019	17/07/2019	Berry
QON**	512	27/06/2019	Lawder	CSD - Community Services and Facilities	12/07/2019	15/07/2019	Steel
QON	513	27/06/2019	Lawder	EPSDD - Environment and Heritage	12/07/2019	17/07/2019	Gentleman
QON	514	27/06/2019	Le Couteur	EPSDD - Environment and Heritage	12/07/2019	24/07/2019	Gentleman
QON	515	27/06/2019	Le Couteur	EPSDD - Environment and Heritage	12/07/2019	19/07/2019	Gentleman
QON	516	27/06/2019	Le Couteur	EPSDD - Environment and Heritage	12/07/2019	12/07/2019	Gentleman

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QON	517	27/06/2019	Le Couteur	EPSDD - Housing and Suburban Development	12/07/2019	17/07/2019	Berry
QON	518	27/06/2019	Le Couteur	EPSDD - Environment and Heritage	12/07/2019	17/07/2019	Gentleman
QON	519	27/06/2019	Le Couteur	EPSDD - Environment and Heritage	12/07/2019	12/07/2019	Gentleman
QON	520	27/06/2019	Le Couteur	EPSDD - Environment and Heritage	12/07/2019	19/07/2019	Gentleman
QON	521	27/06/2019	Le Couteur	CMTEDD - Workplace Safety	12/07/2019	15/07/2019	Stephen-Smith
QON	522	27/06/2019	Dunne	EPSDD - Urban Renewal	12/07/2019	15/07/2019	Stephen-Smith
QON	523	27/06/2019	Le Couteur	EPSDD - Urban Renewal	12/07/2019	24/07/2019	Stephen-Smith
QON	524	27/06/2019	Le Couteur	EPSDD - Urban Renewal	12/07/2019	16/07/2019	Stephen-Smith
QON	525	28/06/2019	Kikkert	CSD - Disability	15/07/2019	18/07/2019	Stephen-Smith
QON	526	28/06/2019	Kikkert	CSD - Disability	15/07/2019	24/07/2019	Stephen-Smith

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QON	527	28/06/2019	Kikkert	CSD - Disability	15/07/2019	18/07/2019	Stephen-Smith
QON	528	28/06/2019	Kikkert	CSD - Disability	15/07/2019	25/07/2019	Stephen-Smith
QON	529	28/06/2019	Kikkert	CSD - Disability	15/07/2019	24/07/2019	Stephen-Smith
QON	530	28/06/2019	LE Couteur	Education	15/07/2019	17/07/2019	Steel
QON	531	28/06/2019	Kikkert	CSD - Multicultural Affairs	15/07/2019	16/07/2019	Steel
QON	532	28/06/2019	Kikkert	CSD - Multicultural Affairs	15/07/2019	16/07/2019	Steel
QON	533	28/06/2019	Kikkert	CSD - Multicultural Affairs	15/07/2019	15/07/2019	Steel
QON	534	28/06/2019	Kikkert	CSD - Multicultural Affairs	15/07/2019	18/07/2019	Steel
QON	535	28/06/2019	Kikkert	CSD - Multicultural Affairs	15/07/2019	16/07/2019	Steel
QON	536	28/06/2019	Kikkert	CSD - Multicultural Affairs	15/07/2019	18/07/2019	Steel
QON	537	28/06/2019	Kikkert	CSD - Multicultural Affairs	15/07/2019	16/07/2019	Steel

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QON	538	28/06/2019	Kikkert	CSD - Multicultural Affairs	15/07/2019	16/07/2019	Steel
QON	539	28/06/2019	Kikkert	CSD - Children and Youth	15/07/2019	18/07/2019	Stephen-Smith
QON	540	28/06/2019	Kikkert	CSD - Children and Youth	15/07/2019	25/07/2019	Stephen-Smith
QON	541	28/06/2019	Kikkert	CSD - Children and Youth	15/07/2019	25/07/2019	Stephen-Smith
QON	542	28/06/2019	Kikkert	JACS	15/07/2019	17/07/2019	Stephen-Smith
QON	543	28/06/2019	Kikkert	CSD - Children and Youth	15/07/2019		Stephen-Smith
QON	544	28/06/2019	Kikkert	CSD - Children and Youth	15/07/2019	18/07/2019	Stephen-Smith
QON	545	28/06/2019	Kikkert	CSD - Children and Youth	15/07/2019	18/07/2019	Stephen-Smith
QON	546	28/06/2019	Kikkert	CSD - Children and Youth	15/07/2019	25/07/2019	Stephen-Smith
QON	547	28/06/2019	LE Couteur	CSD - Children and Youth	15/07/2019	18/07/2019	Stephen-Smith

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QON	548	28/06/2019	Kikkert	CSD - ATSIA	15/07/2019	16/07/2019	Steel
QTON	549	17/06/2019	Jones	CMTEDD - Treasury	25/06/2019	10/07/2019	Barr