



STANDING COMMITTEE ON PLANNING TRANSPORT AND CITY SERVICES
Jo Clay MLA (Chair), Suzanne Orr MLA (Deputy Chair), Mark Parton MLA

Inquiry into ACT Budget 2021–22
ANSWER TO QUESTION TAKEN ON NOTICE
28 October 2021

Asked by Jo Clay MLA on 28 October 2021: Mr Nick Lhuede, ACT Construction Occupations Registrar took on notice the following question(s):

[Ref: Hansard Transcript 28 October 2021, Pages 41-42]

In relation to:

THE CHAIR: Thank you. And just as the final, very quick, supp on that, are you doing any work with the 666 complainants to find out if their matter was resolved to their satisfaction?

Mr Lhuede: In terms of do you wish—

THE CHAIR: Do you have data on, was your matter resolved?

Mr Lhuede: I would have to take that one on notice directly in terms of actual resolve. But there is a sense of all of the complaints having been considered and investigated, all 866 are considered in one form or another. Whether they are resolved, or not, I suppose that may depend on the perspective often of where it is coming from, the complainant or the respondent.

In some circumstances the resolution we do achieve may not always be to the satisfaction of one or either parties. So in the sense that all are investigated, yes, in the sense that, are they resolved, or not? Well it ultimately depends on the perspective. That being said, often we do get recurrent complaints. So from time to time, we do get matters that are not resolved, and they come back and we will continue to work through those matters to achieve resolution.

THE CHAIR: If you could take on notice what, sort of, follow up you do with the original complainants that would be great, and I will pass onto Mr Parton for a substantive question.

MINISTER GENTLEMAN: The answer to the Member's question is as follows:—

Access Canberra records 'incidents' when a member of the public makes contact about a matter – this may be an inquiry or a complaint. Where a complaint is made, a case will be opened and the matter will be investigated. There may be multiple complaints relating to a single case, for example where several complaints are received about a single site or building.

Access Canberra balances the requirements of the *Planning and Development Act 2007* with the requirements of the *Information Privacy Act 2014* in addressing complaints. Access Canberra provides complainants with the following information:

- The date(s) of the inspection(s) of the relevant premises

- Where relevant, details of applicable development approvals or an explanation about exempt development
- Whether the subject matter of the complaint appeared to be compliant with relevant legislation and/or approvals
- A general description of the action proposed to be taken as a result of the complaint, including where no action is proposed to be taken
- A statement that privacy legislation prevents specific details being shared with third parties

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

Signature:



Date: 9/11/2024

By the Minister for Planning and Land Management, Mick Gentleman MLA