



STANDING COMMITTEE ON ECONOMY AND GENDER AND ECONOMIC EQUALITY  
Ms Leanne Castley (Chair), Ms Suzanne Orr (Deputy Chair), Mr Johnathan Davis MLA

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

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Asked by Peter Cain MLA on 20 October 2021: Ms Yu-Lan Chan, Executive Branch Manager, Projects, Governance and Support, Access Canberra took on notice the following question(s):

[Ref: Hansard Transcript 20 October 2021, Pages 48-49]

In relation to: Current and estimated cost of new Fix my Street system

**MR CAIN:** Minister, just regarding the new Fix My Street system, firstly, how much did the system upgrade cost?

**Ms Cheyne:** Thank you, Mr Cain. The Fix My Street system upgrade is an ongoing project. As you know, there was an Access Canberra website migration which occurred earlier this year that resulted in Fix My Street being linked to the ACT government digital account, which was a really important change for us, particularly as we look to provide more ongoing responses to people's concerns or issues that they raise through Fix My Street.

I might hand over to Mr Pryce and perhaps Yu-Lan Chan, again in her non-CEO capacity, to provide some detail of what the costs have been so far. But, Mr Cain, this is a set of rolling upgrades to this project, so we may not have a definitive figure for you at this stage, but we will see what we can give you.

**MR CAIN:** And time for final delivery, too, would be important to know.

**Ms Cheyne:** Sure.

**Ms Chan:** Thank you, Minister. I am not sure if we are able, again, under the Government Procurement Act to provide the figure for the external contractor. However, this has been a collaborative work between Transport Canberra and City Services, Access Canberra and ACT Digital to make a number of improvements.

As the minister mentioned, we have moved it from the previous provider to the new platform. There is very much a focus on having customer and citizen input into what improvements they would like. We had planned with TCCS, prior to the lockdown, to consult with a number of customers—very rich, in-depth research—to find out why they use the system, what they would like out of it, but also what would make it easier for them to use.

That is really the first piece of a major, major redesign process to understand how we could redesign the system. In the background we are continuing to make improvements all the time. So we will continually be rolling out improvements and releases, similar to what is done with apps, but in order to inform any further redesign work we really need to have that customer input.

That has been put on hold because of the lockdown. We will work out with the rest of government when that engagement with community is able to recommence.

We anticipate that that will take a couple of weeks, as in we had allowed about a six-week process and it depends on how long it takes to recruit willing customers who actually want to spend the time in interviews with us. Off the back of that, we will have some rich customer journeys and some identification of the pain points, and that will inform what further work needs to be undertaken. Depending on what comes out of the discovery process, that will inform the time frame for the project. But it is being done collaboratively between TCCS, Access Canberra and ACT Digital as an ongoing continual improvement process.

**MR CAIN:** Minister, Ms Chan mentioned she was not sure whether she could disclose the cost. Is that something you could take on notice, whether you can disclose the current cost and estimated cost of this new system?

**Ms Cheyne:** Yes, I will take it on notice and seek some advice, Mr Cain, and we will respond in the way that we can, depending on that advice.

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

Fix My Street is part of the Access Canberra website, which was migrated to a new platform at a cost of \$1.039 million.

Approved for circulation to the Standing Committee on Economy Gender and Economic Equality

Signature: 

Date: 11/11/21

By the Minister for Business and Better Regulation, Tara Cheyne MLA