



Legislative Assembly for the
Australian Capital Territory

Standing Committee on Transport
and City Services

Submission Cover Sheet

Inquiry into the effectiveness of Fix My Street

Submission number: 043

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Submission to the Inquiry into the effectiveness of Fix My Street

20 August 2025

Dear Committee,

Generally, I find the Fix My Street online tool a useful way to effectively inform City Services Directorate of issues that need addressing in my part of Canberra. I recommend it to other people to at least try but point out its drawbacks. I find this to be the slow response time from the trees and shrub team and that in the tiny minority of cases you are unable to get the issue addressed, there seems to be no ACT government person to turn to for assistance.

This submission comments on three of the Terms of Reference to the above Inquiry.

1. The extent to which it provides a user-friendly experience.

Filling out the Fix My Street online form is an easy and effective way to provide sufficient information about the problem, compared to phoning Access Canberra. Using a laptop, I can provide photos of the issue and give a reasonably precise location using the map option of the Fix My Street form. It is often quicker than phoning Access Canberra as lodging a request, including downloading relevant photos from my phone, takes 10 to 15 minutes.

The list of my requests or cases can be easily found under the Digital Account button on the website.

2. The responsiveness of the Transport Canberra and City Services Directorate from the receipt of requests to finalization.

The Fix My Street form addresses many different areas of maintenance. The Inquiry Committee might find it useful to know the length of the wait list for the different sub-sections of Fix My Street tasks within the Directorate, both the number of job requests, and the estimated time it will take to complete the back log of jobs, particularly the ones marked urgent and the number of staff employed to deal with each type of task.

I have been using the Fix My Street form since 2021 and have lodged 29 requests, across a range of tasks. Some types of issues are fixed promptly, others slower, and tree trimming and removal are the slowest. I assume the slow response is due to insufficient staff being employed in that section compared with the volume of requests. Recent past emails from this section confirming my requests include the statement – *‘During peak periods the trees and shrubs team receive over 200 public requests per week.’* Understandably the requests are triaged into the more urgent requests and less so.

I recommend the Committee examine the wait list within the Directorate for public tree trimming and removal specialists and if necessary, employ more staff in this section by the Directorate.

Some examples of my experience with Fix My Street follow -

The Directorate group that deals with picking up rubbish responded quickly to two requests earlier this year. Two mattresses that were dumped on the side of Hindmarsh Drive, Lyons were collected within 24 hours. During hot weather earlier this year approximately twenty tyres were dumped in stacks on dry grass on the Lyons side of the Tuggeranong Parkway. I reported them and they were collected within a few days.

In January 2024 the grass reached such a height on Hindmarsh Drive verges, that I could not see over it to turn right safely in my car from McInnes St Weston (without traffic lights) onto Hindmarsh Drive. I reported the problem, marking it as urgent, and the grass was mown within 24 hours, to my relief. In these 3 cases I know it was my reporting that prompted the issues being addressed as I received emails saying my request had been dealt with.

On the 6 September 2023 I lodged a request concerning a vehicle flattening a locked triangular metal gate leading to Oakey Hill, Lyons. (Tyre marks showed the vehicle then drove up to the top of Oakey Hill.) I marked this problem as urgent, due to the trip hazard of the flattened gate for people walking on the Hill at night, as there are no streetlights on the path. This issue was fixed 10 days later, by replacing the gate with 2 boulders.

I have reported local streetlight outages to Fix My Street and again they are dealt with promptly.

In regard to tree removal, my experience is that there is at least a 12 month wait for the request to be carried out in most cases. In one case of a long dead, half fallen tree, the bark with the yellow dot put on the trunk to indicate removal fell off after several months. The tree was cut down after 18 months. However, I am unable to get the 3 metre long, 0.4 metre wide barrel stump removed by the Directorate. I was allocated a request number but then the job was declared finished when the stump had not been removed at all. I informed the Directorate this but received no reply and the stump lies where it was left.

Another example is that I lodged a request for the tree in the photo below to be removed on July 6, 2024. The Directorate has been unable to do so yet, other than put a yellow dot on it. It is a hazard as it has two trunks over hanging the pathway.



The arborist was correct in assessing this tree 12 months ago that it was not about to immediately fall down, as the tree is still standing. However, its rotten state and position next to the path gives me concern.

The only time there was a quicker response (of a few months) to a request in regard to a large dead gumtree branch hanging over a road.

Waiting more than 12 months to remove trees is unreasonable. For non-urgent cases a 6 month wait is more acceptable. Despite the long wait times I still would lodge a tree removal quest through Fix My Street, as there is no legal alternative. In a few years the job may get done, or the tree will eventually fall over.

In April 2022 I lodged a request concerning tree roots that caused a concrete gutter going down the hill, in the above photo, to rise up due to tree roots. As a result, the rainwater cannot not enter the drain there at all and keeps flowing down the hill to McInnes St, but the request was closed with no correspondence.

3. The effectiveness of the online tool in its current state

For the reasons given above I consider the online tool mostly effective. However, where are community members supposed to turn for help when issues are reported that are not dealt with such as the useless gutter and drain mentioned above. It would be useful to have an ombudsman-type person within the Directorate of City Services, that community members could contact when their concerns have not been addressed by Fix My Street.

Tracey Gardiner