



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: 034

Submitter: John McMaster

Date authorised for publication: 28 August 2025

From: John McMaster [REDACTED]

Sent: Friday, 18 July 2025 5:09 PM

To: LA Committee - Transport <LACommitteeTransport@parliament.act.gov.au>

Subject: FIX MY STREET INQUIRY - STREETLIGHTS

Hi,

I'm a little concerned at the lack of information provided through the "Fix my Street" response emails where the matter has been referred to "City Services".

I'm directed, via the Fix my Street Portal, to view, submit and update a request using my Digital Account, however there is no link, and certainly nowhere to input a case number to view progress. All it does is put you through endless loops.....

The case in question relates to multiple lights out at a busy round-a-bout at the intersection of Erindale Drive/Harricks Cres and Amsink Street Monash. This issue was first reported by me on 10 April and subsequently "Closed through Fix my Street" on 16 April. I was advised through that email advice that the issue is cable related and may require excavation to rectify. I was also directed to follow progress on this request through the City Services web-site at [Streetlighting - City Services \(act.gov.au\)](https://www.act.gov.au/city-services/streetlighting). There is no reference to this issue anywhere on this site..... Very difficult to seek an update if it's not even recognised as an issue..... and it certainly hasn't been rectified. (I note that City Services allow themselves up to 21 days to rectify such faults.)

I again reported the same issue on 27 June and 7 July and on both occasions told I can track progress through my Digital Account. Once again, I can find no reference, link or information through this portal.

The streetlights are still inoperative and pose a significant safety concern.

I hope your inquiry looks into ALL aspects of reporting through the ACT Governments "Digital Account", City Services web-site and the Fix My Street portal. There does not appear to be any link between any of these 'portals' and it is extremely difficult, no, even worse, impossible to track progress on any submissions, even with a (provided) reference number.

Thanks,

John McMaster

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