



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON PLANNING AND URBAN RENEWAL
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Submission Cover Sheet

Engagement with Development Application Processes in the ACT

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ACT Government Submission to the

Standing Committee on Planning and Urban Renewal

Inquiry into Engagement with Development Application Processes in the ACT

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Minister for Planning and Land Management

Mick Gentleman MLA

Introduction

The ACT Government is pleased to provide the following submission to the Standing Committee on Planning and Urban Renewal's (the Committee) Inquiry into Engagement with Development Application Processes in the ACT.

The Government welcomes the opportunity to assist the Committee's inquiry by providing information on existing statutory processes, Government policies and key initiatives. The Government has recently implemented a number of key initiatives to reinforce community engagement with the Development Application (DA) process and has outlined these in the submission.

Development Application Process – Statutory Context

The DA process is established under the *Planning and Development Act 2007* (the Act). The Act also establishes the planning and land authority (the authority). The Chief Planning Executive is the authority. In practice, the Chief Planning Executive delegates decision-making functions to staff within the Environment, Planning and Sustainable Development Directorate (EPSDD).

Chapter 7 of the Act provides for development approvals and establishes the assessment tracks for DAs. Part 7.3 of the Act sets out the DA process including pre-application matters, requirements for DAs, referral of DAs, public notification processes and decision-making functions.

Assessment of a DA is made according to whether it is in the code track, merit track or impact track. Timeframes for decisions also depend on what track the development application is in and whether representations are received during the public notification of the DA.

The authority or the Minister can:

- approve a DA;
- approve a DA subject to conditions; or
- refuse a DA.

Once a decision has been made, applicants receive an automated email with a link to download the notice of decision, together with any associated plans. Plans that are approved are electronically stamped. Applicants will need to comply with the conditions of development approval in the notice of decision and will need to consider any further approvals required for construction.

A notice of decision is also sent to anyone who made a representation during the public notification period. A public register of DAs and decisions about them is kept. Rights to review of a decision may apply.

Community Engagement and Participation in the Development Application Process

- [Planning website, ACT Legislation Register and online resources](#)

The authority website, www.planning.act.gov.au, contains information to support the public's engagement with all planning processes, including the DA process. The website provides information for applicants, objectors and the general public. The information on the authority website aids the public to understand and engage with the DA process. More detailed information on the content of the authority website is provided throughout this submission.

The ACT Legislation Register, www.legislation.act.gov.au, provides public access to all of the Territory's legislation. The Register provides access to Acts of the Assembly and legislative instruments made under Acts. Specifically, the Register contains the Act and subordinate legislation, including the Planning and Development Regulation 2008, approved forms, disallowable and notifiable instruments, and fee determinations.

- DA signage

Development Application signage is required as a result of statutory notification processes that are set out in the Act. More information on the requirements of the statutory notification process is provided below.

In 2017, the authority undertook a project to review and improve the language and visual appeal of DA signage and to make signage more user-friendly for the community. A number of improvements were made including altering the language used to make it easier to understand whilst also complying with the legal obligations for the signage. The visual appeal of signage was also improved and branding aligned to mirror ACT Government brand guidelines.

- DA Finder App

The DA Finder App is a smartphone application that allows users to search and to be notified of any DA, Territory Plan Variation or Environment Impact Assessment application lodged in the ACT. The app allows users to create a search area and receive electronic updates as well as comment online. The DA Finder App is free to download from the App Store (Apple) and Play Store (Google).

The authority has recently commissioned an upgrade to the app which will make it compatible with current Apple and Android devices, improve mapping and data accuracy, and improve search functionality. The upgrade will also improve the accuracy of electronic notifications and improve mapping clarity.

- Pre-DA consultation

Pre-DA Community Consultation Guidelines

In November 2017, the Chief Planning Executive introduced new guidelines to encourage developers of significant projects to have meaningful engagement with the community prior to submitting a DA.

In introducing the new guidelines, the ACT Government has responded to growing community expectations and industry best practice by making guidelines on how developers are to consult with the community prior to lodging a DA for certain projects. The guidelines recognise that pre-DA consultation is an opportunity for developers to involve the community in the early design stages of a development.

The guidelines were developed in partnership with the community and industry through consultations held in early 2017. The guidelines set out the minimum engagement requirements and provide both the community and developers with greater certainty as to what the community and Government considers and expects as good engagement practice.

Pre-DA consultation by the developer is required under section 138AE of the Act for prescribed developments. A prescribed development (under section 20A of the Planning and Development Regulation) is:

- building for residential use with 3 or more storeys and 15 or more dwellings
- a building with a gross floor area of more than 5,000m²
- if the development proposal is for more than 1 building—the buildings have a total gross floor area of more than 7,000m²
- a building or structure more than 25m above finished ground level
- a variation of a lease to remove its concessional status.

Section 138AF of the Act allows the authority to make guidelines about how a developer must undertake the required community consultation.

The guidelines require the developer to undertake the following, at a minimum:

- Ensure the community is informed about the consultation process and consulted on the proposal
- Target a diverse demographic (age, gender, race, religion, physical abilities)
- Make available to the community conceptual drawings
- Make available all relevant documentation - online
- Conduct face-to-face engagement sessions that are accessible by a diverse cross-section of the community.

The guidelines require the developer to make a site plan, indicative floor plans, elevations, perspectives, landscaping plans and the proposed materials and finishes available for the public to view online on the proponent's website or another appropriate location.

The guidelines also require the developer to conduct face-to-face engagement sessions that are accessible by a diverse cross-section of the community.

The ACT Government has committed to undertaking a 12 month implementation review, to be completed in early 2019.

The guidelines and further information can be found online at http://www.planning.act.gov.au/topics/design_build/da_assessment/approvals_needed/pre-da-community-consultation.

The authority website also contains a webpage listing all current pre-DA consultations being undertaken in the ACT. The webpage provides details of the consultation and provides a link to the project website. The webpage is available at http://www.planning.act.gov.au/topics/design_build/da_assessment/approvals_needed/current-pre-da-consultations.

At the same time that the pre-DA community consultation guidelines were released (November 2017), the authority also released a factsheet on how members of the community can have their say on developments. The factsheet covers both the pre-DA community consultation and statutory notification processes. The factsheet was prepared to specifically respond to feedback received during consultation on the guidelines about confusion within the community on the difference between pre-DA consultation and the DA notification process. The factsheet is available on the authority website at http://www.planning.act.gov.au/data/assets/pdf_file/0018/1125081/Pre-DA-Consultation-Guidelines-Factsheet_ACCESS.pdf

National Capital Design Review Panel

The ACT Government is establishing the National Capital Design Review Panel (NCDRP) in partnership with the National Capital Authority (NCA) and the ACT Government Architect.

The NCDRP will be an evaluation process in which a panel of architects, urban designers, landscape architects and technical specialists (e.g. transport, infrastructure, heritage, and engineers) review and provide independent advice on the design quality of development proposals. Aimed at a preliminary design stage, the NCDRP will be formally established as part of the pre-DA process to provide independent advice to decision makers, developers and their design teams.

Chaired by the ACT Government Architect, and where the NCA has planning responsibilities, co-chaired by the NCA's Chief Planner, the NCDRP will enable Government and industry to collaborate for the delivery of high-quality design outcomes for significant development proposals across the city including in our town centres, the city centre and along important gateway entrances to the city, such as Northbourne Avenue.

Key benefits to establishing the NCDRP lie in the panel's independent, expert and impartial advice to the proponent and the Government's development approval bodies. The panel will bring an added value of expertise that supports the skills of the proponent's design teams and the pre-application advice provided by Government. The experience from other jurisdictions across Australia demonstrates that the benefit of design review, early in the design phase of a proposal, includes improved design quality, reduced project costs for the developer and faster development approval timeframes.

In August 2017, EPSDD and the NCA established the interim NCDRP to review time-critical projects. To date, the interim panel has reviewed 7 major projects, resulting in positive changes to individual development proposals and practical advice provided to Government for consideration through the DA process. The interim design review panel sessions have also provided the opportunity for Government to test the design review panel processes and procedures to ensure that the review of design is useful for Government and proponents alike. Funding for the NCDRP has been secured in the 2018/19 Budget.

- Statutory notification processes

Under provisions of the Act, the authority notifies DAs that are lodged in the merit track or impact track. More information on the development assessment track system is provided further on in this submission. There is no requirement to publicly notify a code track DA.

There are two categories of public notification:

- Minor (section 153 of the Act) - letters are sent to adjoining neighbours, who have 10 working days in which to make a representation; and
- Major (section 155 of the Act) - a sign is placed on the property, a notice is placed on the authority website and letters are sent to adjoining neighbours, who have 15 working days in which to make a representation.

Adjoining neighbours are those who immediately abut or are directly opposite the property for which the DA has been lodged. This means that not everyone in the street will receive a personal letter of notice. The letters, signs and notices will advise of the location of where to view the DA, which may include DA Public Notifications.

Either types of notification may apply to merit track DAs, while impact track DAs always involve the major notification process. Sections 27 and 28 of the Planning and Development Regulation determine whether a DA requires minor or major notification and the applicable timeframe for the public notification period during which representations can be made.

- Availability and accessibility of current and historical DAs and decisions, including reasons, conditions or rejections

Where required by the Act, current DAs are available for public inspection and comment on the authority website at http://www.planning.act.gov.au/development_applications/pubnote. The website provides documentation for DAs subject to minor and major notification processes. This includes the DA, site plans and elevations and supporting documentation. The notifications webpage also provides information on how to submit a representation in relation to a DA.

For historical DAs, section 27 of the Act requires the authority to maintain a public register. Section 28 of the Act sets out the content requirements of the public register.

Section 29 of the Act requires the authority to ensure that, during business hours, the public register and associated documents are available for public inspection. This includes a requirement to all people to make copies of, or take extracts from, the register and associated documents. Associated documents include the notice of decision and documentation provided to support a DA. More information on using the public register is available at http://www.planning.act.gov.au/topics/your_say/informed/using_public_register.

In practice, members of the public are able to view historical DAs at the Dickson Customer Service Centre, or request copies through the EPSDD Customer Services email or by completing an online enquiry form at www.planning.act.gov.au.

Accessibility and effectiveness of Development Application processes

- Information provided in relation to the requirements for DAs

The authority's website contains a large amount of information to help applicants and the community to understand the requirements for DA processes. The website contains information packs for building approvals, DAs and owner-builder's licensing. These information packs collate all relevant information relating to these processes on one webpage to assist the reader in finding relevant information about the process. These information packs are available at http://www.planning.act.gov.au/development_applications/info_packs.

The DA Gateway Team is the first point of contact for all enquiries relating to ACT planning matters and the DA process. The team also manages pre-application meetings, completeness checks for DAs, and exemption declaration applications.

The DA Gateway Team can provide advice on:

- planning rules in the ACT, including zoning
- planning codes that may apply to a development or a block of land
- whether development approval may be required
- the DA process including documentation requirements.

The DA Gateway team can be contacted by phone or through an online enquiry form and is available for face-to-face meetings at EPSDD's office in Dickson during business hours to discuss DA requirements.

The DA Leasing Team is responsible for administering the DA side of leasing in the ACT. This includes enquiries relating to varying a Crown lease, assessing and determining DAs for varying a Crown lease and for the leasing process after a DA has been approved, known as the post approval leasing process.

The DA Leasing Team can provide advice on:

- leasing enquiries and research for lessees on matters relating to the varying of a Crown lease, for example to change the purpose clause of a Crown lease or subdivide or consolidate a Crown lease.
- pre-application meetings for DAs that include the variation of a Crown lease.
- lease variation only DAs, including reconsideration of DA decisions, and provide input into design and siting DAs.
- the concessional status of a Crown lease and assess and determine DAs to remove the concessional status including preparation of Ministerial Briefings.

The DA Leasing team can be contacted by phone or email.

The DA Gateway and DA Leasing teams aim to provide consistent, quality and timely advice to the community, developers and government with a focus on business improvement and innovation.

The authority has also recently updated the documentation requirements checklist for all types of DAs. The checklist is updated quarterly and provides advice on the minimum documentation requirements for lodgement of DAs. The checklist is available on the authority website at http://www.planning.act.gov.au/topics/design_build/da_assessment/avoiding_delays_with_your_da/docregs.

DA Fees

A DA is not considered lodged until the applicable fee is paid. DA fees are determined through a fee determination under the Act. The current determination is the *Planning and Development (Fees) Determination 2018* (DI2018-167).

The authority prepares a Fees and Charges booklet that provides information of the applicable fees in the current financial year. The Fees and Charges booklet is available on the authority website at: http://www.planning.act.gov.au/data/assets/pdf_file/0015/1217130/Fees-and-charges-Planning-2018-19.pdf.

Generally, DA fees are based on the cost of building works, calculated in accordance with the Building Cost Guide. There are also fees associated with public notification and administration of the DA. For developments in the impact track, further fees are payable based on the complexity of the DA.

Current DA fees are not charged on a cost-recovery basis and there is a shortfall in the costs associated with assessing a DA and the fee payable. DA fees are paid into consolidated revenue and do not provide own-source revenue for the authority.

- The current development assessment track system

The ACT planning system has a track-based system for assessing developments. The track system is established under Chapter 7 of the Act.

There are three assessment tracks:

- Code: code track applies to simpler developments that meet all the relevant rules in the Territory Plan. With the increase in development types that can now be considered exempt, there are few developments that are currently considered in this track.
- Merit: most developments fall into this track including applications to vary a lease. Multi-unit and commercial developments are usually considered under the merit track, as are single houses when they do not meet all the relevant rules of the Territory Plan.
- Impact: for developments that may have an impact on the environment of the ACT. This track has the highest level of scrutiny and notification, and involves the assessment of environmental impacts.

The track a development falls into depends on a number of factors including its location, size and the possible impact on the surrounding area. More information of the development assessment track system is available

at http://www.planning.act.gov.au/topics/design_build/da_assessment/which_track_will_by_da_be_assessed_incode_merit_or_impact.

- The DA e-lodgement and tracking system, e-Development

eDevelopment (eDev) is the authority's electronic DA lodgement system and provides a convenient and fast way to lodge DAs. Applicants can upload plans and documentation, lodge additional information and amendments and see the status of their application at any time. Since January 2012 DAs and associated processes (amendments, further information, satisfying conditions of approval etc) have not been accepted over the counter, via post or email. They are accepted via the eDev portal only.

To assist with the customer experience, Customer Service staff offer training on the eDev system. The Dickson Customer Service Centre also houses a number of computer terminals for those applicants who wish to visit the Centre to lodge their application.

Throughout 2017-18, EPSDD and Access Canberra have been working on a project to create a new platform for DA lodgement and workflow management. This platform will replace the current notifications website and will have the ability to search public information after the close of the public notification period. Documentation relating to DAs lodged through the new platform will remain as publicly accessible records on the platform.

This new platform will also provide improved functionality and includes improvements to the way notifications are made available to the public through the use of filters and various search tools on relevant data. The DA Finder App will continue to provide an option for a subscription to alerts on DA notifications.

The system will be designed and built in a way to reflect a consistent look and feel across processes and where modifications can be made over time to address legislative and business changes and has the potential to encompass more business processes.

- Processing time for DAs

The Act specifies timeframes for decisions to be made on DAs. The applicable timeframe is determined by provisions relating to the particular track: section 118 of the Act for the code track, section 122 for the merit track and section 131 for the impact track. The statutory timeframe is influenced by whether there is a concurrent process, whether any representations are made and any referrals to the Commonwealth.

The authority seeks to make decisions on all DAs within the statutory timeframe, however some applications raise complex issues that require more detailed information and consideration before a decision on approval can be made. The authority will spend the necessary time to ensure that a correct decision is made.

- Retrospective DAs

Under section 205 of the Act, the lessee of land where development was undertaken without approval may apply for approval of the development under part 7.3 of the Act. Applications under this section must be treated by the authority as if the development had not been undertaken.

The DA is assessed under the standard process for DAs set out in the Act. An additional requirement for the DA to be accompanied by a plan of the development prepared by a registered surveyor setting out the dimensions of the development applies.

- Reconsideration and appeal processes

Reconsideration

Decisions made by the authority are subject to appeal processes as set out in the Act. An applicant for development approval may apply for reconsideration of the original decision. The provisions relating to reconsideration are set out Division 7.3.10 of the Act. If the authority receives a reconsideration application, a new and more senior decision-maker must reconsider the original decision and confirm the original decision or substitute a new decision.

The Act contains provisions relating to timeframes for making an application, limitations on the review right and interaction with ACT Civil and Administrative Tribunal (ACAT) appeals.

ACAT Merits Review

Chapter 13 of the Act provides for review of decisions. Eligible entities, including applicants and people who made representations on the DA, may have appeal rights to ACAT for merits review of a decision. The Act provides for timeframes for making an application for review. Schedule 1 of the Act sets out the types of decisions that are reviewable and the eligible entities who have appeal rights.

The *ACT Civil and Administrative Tribunal Act 2008* also provides relevant rules for ACAT applications, processes and timeframes.

More information on reconsiderations and appeals processes is available at http://www.planning.act.gov.au/topics/design_build/lodging/reconsiderations.

- Heritage, Tree Protection and Environmental Assessments

Division 7.3.3 of the Act provides for the referral of DAs. Under section 148 of the Act, DAs may be referred to entities for comment and advice. Section 26 of the Planning and Development Regulation lists the referral entities and the circumstances in which a referral is made.

If a DA is referred to an entity, that entity must give advice within 15 working days. If a referral entity does not provide advice within this time, the entity is taken to have given advice that supports the application.

Where the authority gives development approval that is consistent with the referral entity advice, that advice is binding – the referral entity must act consistently with their advice when issuing subsequent approvals and undertaking compliance or other actions.

Heritage

Where DAs relate to heritage places and objects subject to provisions of the *Heritage Act 2004*, those applications are referred to the ACT Heritage Council (the Council) for entity advice. The Council considers each referral against heritage requirements, including those set out in the ACT Heritage Register, any declared heritage guidelines, any approved Conservation Management Plan and any other Heritage Act approvals issued for the place. Informed by this assessment, the Council provides advice to the authority on the effect of the proposed development on heritage places and objects, and any ways that heritage effects could be avoided or minimised.

In accordance with Heritage Act provisions and Council policy, heritage assessments are generally conducted early in the planning process, prior to DAs being submitted. These assessments evaluate the heritage significance values of a place, the potential effects of development on those values, and the appropriate management of heritage places; and are submitted to the Council for independent review. Where Heritage Act approvals are required for a project to proceed, these are also generally sought from the Council prior to DAs being made.

More information on the management of development at heritage places and objects is available at <http://www.environment.act.gov.au/heritage/development-at-heritage-sites>.

Tree Protection

The Transport Canberra and City Services (TCCS) Urban Treescapes unit is responsible for the review of DAs that relate to trees on both private and public land. This includes administering the *Tree Protection Act 2005* (predominantly applying to private land) and cross-directorate planning processes (public land).

For trees on public land, TCCS provides input to DAs referred by the authority. These are distributed to relevant internal land/asset managers to review, amend, suggest conditions and request further information to enable TCCS to determine support for a development proposal. The Urban Treescapes unit is consulted when the development proposal is likely to impact existing public trees or where new public trees are proposed and provides advice on:

- an overarching landscape approach including tree canopy cover, species selection and urban forest longevity, and
- DA specific issues, including protection of existing trees and proposed plantings and their interaction with surrounding assets, such as hard infrastructure.

A DA routinely includes a Landscape Management and Protection Plan that shows tree species, size, location and tree health/condition and indicates how trees will be adequately protected during works. For larger, more complex projects, it is preferred that the DA provides Tree Impact Plan/s that summarise proposed works and their related impacts. An accompanying Tree Management Report (prepared by a consulting arborist) demonstrates mitigation measures as needed.

TCCS also requests further information if the proposal information is inadequate to determine DA endorsement. TCCS will endorse or object to a proposed tree removal and will provide advice on the most appropriate species, spacing and planting methodology for new or replacement trees. If a tree removal is endorsed during the DA process, it is the responsibility of the applicant to ensure that the tree is sign-posted in line with TCCS public notification procedures.

For trees on privately leased land, protections under the Tree Protection Act apply, including both regulated and registered trees. All regulated or registered trees likely impacted by the DA are to be indicated on Tree Management Plans. TCCS reviews and assesses the impacts of the development proposal on trees protected under the Tree Protection Act. TCCS also provides advice and recommendations on tree retention, tree protection and tree removal to the Conservator and this is incorporated into the Conservator's decision. The Conservator may ask the Tree Advisory Panel for further advice regarding a development proposal. The Conservator must refer the proposal to other entities such as the Heritage Council and Representative Aboriginal Organisations.

Environmental assessments

Environmental assessment is conducted prior to development assessment to understand the potential impacts of a development and recommend conditions to be imposed on any development approval. The environmental assessment process is not in itself an approval for works; rather, it is an information gathering process to identify and address the likely environmental impacts of a proposed development. For land in the ACT, both the Territory and the Commonwealth have environmental assessment pathways which may apply to development.

If a development proposal is listed under section 123 of the Act, it is likely to need environmental assessment in the ACT planning framework. There are three environmental assessment options available for ACT protected matters: an Environmental Impact Statement (EIS), an EIS exemption or an Environmental Significance Opinion (ESO). The suitability of each assessment process depends on the circumstances and likely impacts of a proposed development. More information on the Territory's environmental assessment processes is available at http://www.planning.act.gov.au/topics/design_build/da_assessment/environmental_assessment.

The Environment Protection Authority (EPA) is a mandatory referral agency for DAs and provide advice to the authority in relation to pollution impacts of development proposals. Generally, assessment of DAs by the EPA relates to the following categories:

- air pollution
- odour
- noise
- water pollution
- water resources
- contaminated land, and
- hazardous materials.

The advice provided by the EPA is based on publicly available guidelines and policies developed by the EPA or adopted by the EPA from other jurisdictions, including:

- Air pollution and odour impacts are assessed in accordance with a range of assisting documents including those adopted from other jurisdictions including Queensland (spray drift from ag chemicals impacting residential) , NSW (Group 6 standards, [HIPAP](#) etc), Victoria ([landfills](#) which includes leachate and other matters beyond air and odour) and SA (separation distance guidelines etc) depending on the specific issues.
- Noise Management Plans are required to be prepared in accordance with our [Guidelines for the Preparation of Noise Management Plans for Development Applications](#) which ensures businesses can move into the commercial spaces for the uses they are designed for without having conflict between themselves and surrounding sensitive users. Compliance with the Noise Zone Standard and the Australian Standard 2107 are the basis of these assessments to ensure businesses comply and human health and amenity is protected.
- Water pollution is assessed in accordance with Schedule 4 of the Environment Protection Regulation 2005.
- Water resources are considered against the *Water Resources Act 2007*.
- Sediment and erosion control is assessed in accordance with our [Environment Protection Guidelines for Construction & Land Development in the ACT](#) and for the larger sites are reinforced by our Environmental Agreements and Environmental Authorisations issued under the *Environment Protection Act 1997*.
- Land Contamination issues are assessed in accordance with our [Contaminated Sites Environment Protection Policy](#). Common sources of contaminations include uncontrolled fill, underground fuel tanks, such as from service stations but also those used for heating of buildings prior to the introduction of mains natural gas, pesticides (such as organochlorine pesticides which were used in the past such as DDTs – especially when old golf courses and other sporting areas are redeveloped as these pollutants are very persistent).
- Hazardous material surveys are required to be prepared by a suitably qualified environmental consultant in accordance with our [Hazardous Materials Environment Protection Policy](#) which looks at the presence or not of asbestos and synthetic mineral fibres, underground fuel tanks, PCBs (Poly Chlorinated Biphenyls which are found in old electrical equipment), Ozone Depleting Substances (such as CFCs in old air conditioning and refrigeration systems) and guides how those matters will be dealt with to minimise environmental and consequential human health impacts.

Development Application compliance assessment and enforcement measures

The Act contains a number of offences relating to development approvals. Part 7.4 of the Act provides a number of offences relating to developments without approval. In summary, it is an offence to develop without approval, to undertake prohibited development, and to develop other than in accordance with conditions of an approval. The offences range from strict liability offences to offences with fault elements of knowledge, recklessness and negligence. There are significant penalties that apply to these offences.

Chapter 11 of the Act also provides for compliance and enforcement of controlled activities. Controlled activities are listed in schedule 2 of the Act and includes undertaking a development for which approval is required without approval or other than in accordance with the approval. Under the Act, the authority is required to take reasonable steps to investigate each complaint made about controlled activities.

A person may make a complaint, apply to the authority for a controlled activity order, or an order may be proposed on the authority's own initiative.

Undertaking a controlled activity may result in:

- a controlled activity order
- the issuing of an infringement notice
- a direction to undertake rectification work
- a prohibition notice in relation to the conduct
- the issuing of an injunction, or
- the termination of a lease or licence.

Access Canberra undertakes compliance and enforcement under delegation from the authority. Access Canberra employs inspectors to undertake enforcement measures. Inspectors have a number of powers under the Act to support their investigations including the power to enter premises, seize things and to obtain information or documents related to an investigation.

Questions, reports, complaints and feedback can be made to Access Canberra through an online enquiry form available at https://www.accesscanberra.act.gov.au/app/forms/epd_feedback, by mail, or through phoning 13 22 81.