



LEGISLATIVE ASSEMBLY

FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON PLANNING, TRANSPORT AND CITY SERVICES

Jo Clay MLA (Chair), Suzanne Orr MLA (Deputy), Mark Parton MLA

Inquiry into Annual and Financial Reports 2020-2021

ANSWER TO QUESTION TAKEN ON NOTICE 4

24 February 2022

Asked by Ms Clay on 24 February 2022: Mr Cilliers and Mr Ponton took on notice the following question(s):

[Ref: Hansard Proof Transcript 24 February 2022 [PAGE 44]]

In relation to:

THE CHAIR: I wonder if perhaps—and I do not know if this is possible, but on notice—I could get a consolidated list of complaints about DAs that come through all the different channels. If there are some that are coming through you and are treated informally, some are treated formally and some are going to ombudsman or other services, is there a single list so that we can get a sense of how many complaints there are about DAs?

Mr Ponton: I might turn to Mr Cilliers on this. In terms of providing that information, sometimes those complaints, if I was to provide you with the details of the complainant, that might actually breach privacy. So I need to be very careful about how I do that. Perhaps we could potentially look at numbers.

THE CHAIR: Numbers would suit me. Numbers. Not names or subject matter, just the overall amount of complaints, would actually suit me.

Mr Cilliers: Yes. We can provide the numbers of those complaints we decide to formally investigate and review internally. We can provide the ombudsman data. I am not sure about the Access Canberra data, though.

Mr Ponton: We will seek advice from our colleagues in Access Canberra. I should also point out, in terms of this particular policy and the work that Mr Cilliers is doing and the number of complaints—and you have raised concern that there is not a lot—just to be really clear, it is not complaints about DAs, it is complaints around integrity. So in some respects it is a good thing that we are not being flooded with complaints about integrity of our process. I think that is an important distinction to make, that it is actually about the integrity of our process, and we have got an integrity manager who deals with these, as opposed to, “I do not like the outcome that I have seen here.” That is a different issue.

THE CHAIR: Agreed. I might pass over to Mr Parton for his next question.

Mr Steel: The answer to the Member's question is as follows:-

During the reporting period 1 July 2020 to 30 June 2021, the Statutory Planning Division received six complaints, and resolved six complaints. These complaints consider matters including the management of conflict of interest, improper conduct and administrative matters.

There are other complaints processes available which include complaints about breaches of the *Planning and Development Act 2007*. Access Canberra is responsible for assessing and investigating complaints. More information is available at: <https://www.planning.act.gov.au/build-buy-renovate/disputes-and-complaints/making-a-complaint>

During the reporting period 1 July 2020 to 30 June 2021, Access Canberra received 870 complaints relating to development matters.

During the reporting period 1 July 2020 to 30 June 2021, the Environment, Planning and Sustainable Development Directorate also responded to one request from the ombudsman seeking information from EPSDD about a development approval matter. Requests for additional complaints statistics in relation to ombudsman processes should be made to the ombudsman.

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

Signature:



Date:

10/3/22

By the A/g Minister for Planning and Land Management, Chris Steel MLA