



Inquiry into Annual and Financial Reports 2023–2024

Answer to question taken on notice

Asked by: Ms Chiaka Barry MLA

Addressed to: Ms Vanessa Attridge, Executive Group Manager, Finance and Infrastructure

In relation to: Maintenance requests at public schools

Hearing: 17 February 2025

Uncorrected Proof Transcript pp 17-18

Transcript provided: 20 February 2025

Answer Due: 27 February 2025, 05:00 PM

Ms Attridge took on notice the following question(s):

MS BARRY: Thank you. Would you have data on how many maintenance you get and how long it takes to respond to your maintenance requests? Would that be something that you could—

Ms Attridge: We certainly would in the sense of a specific school reporting, say, a piece of equipment that needed maintenance, and then the time that was taken to procure services. Sometimes where it is a maintenance responsibility that the directorate is responsible for providing, there might then be a procurement process and working with our delivery partners in Infrastructure Canberra, as well, to deliver some of those services. So sometimes it takes a bit of time.

MS BARRY: Are you happy to take that on notice, then, to provide that data to the committee?

Ms Attridge: For a specific—

MS BARRY: **So across Canberra schools, public schools, how many maintenance have you requested you received, and how long has it taken to respond?**

Ms Wood: Ms Barry, we can take on notice to look at what data we have got because as Ms Attridge just said, there are different categories, so there might not be one number, but we will look at what we have got.

MS BARRY: Thank you.

Minister Berry: The answer to the Member's question is as follows:

ACT public schools are responsible for minor/routine maintenance activities. As this work is managed by Schools, data on the total number of ACT public school maintenance activities is not available.

Directorate maintenance responsibilities for ACT public schools, including routine maintenance and compliance activities, are delivered in partnership with Infrastructure Canberra.

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Repairs and Maintenance requests from schools are triaged when they are received. Time taken to respond is dependent on the urgency, risk and works required.

- Same day response occurs where there is an urgent requirement, including potential risk to safety or impact to school operations/learning.
- Maintenance that is less urgent may be scheduled to occur in future, for example during stand down (school holidays).

During 2023-2024, the Directorate lodged approximately 4765 maintenance requests with iCBR. Works facilitated through iCBR are undertaken in accordance with the following priority response times:

- a. Call Outs – 4 hours (112 jobs)
- b. Urgent - 4 hours (1424 jobs)
- c. Priority - 3 days (551 jobs)
- d. Normal - 10 days (2673 jobs)
- e. Other – Priority not specified (5 jobs)

Approved for circulation to the Standing Committee on Social Policy

Signature:

By the Minister for Education and Early Childhood, Ms Yvette Berry MLA

Date:

4/03/25