



**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: 035

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**From:** Alice Paton [REDACTED]  
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**To:** LA Committee - Transport <LACommitteeTransport@parliament.act.gov.au>  
**Subject:** Fix My Street Inquiry

**The Fix My Street tool is not effective due to delays in responding to submissions and the reactive rather than proactive nature of responses.**

### **Delays in responding to submissions**

Fix My Street does not provide a response in a relevant time period, often not responding until months after the incident and then only to close the incident report. Long response times:

- reduce community confidence in the tool and decrease the likelihood that they will make future reports
- delay rectification and may result in increased costs if the issue has deteriorated further
- may increase occurrences of a problem as it appears the situation is acceptable (e.g. dumping of rubbish on common land)
- force community members to look for other means of correcting the issue, which may not be the most appropriate means of doing so (e.g. attempting repairs themselves, seeking assistance from media or government representatives etc)

### **Reactive rather than proactive response**

The Fix My Street tool does not adequately address the root cause of problems, resulting in continued reports of similar occurrences. The tool should monitor trends and take action to correct the root cause rather than attempting to rectify issues as they occur. The solution should not be to remove a category of reporting (e.g. reporting shopping trolleys).

### **Case study: Shopping trolleys**

The arterial bike path along Athllon Rd near Hindmarsh Drive is a popular dumping ground for shopping trolleys from a number of grocery stores in Woden Plaza and the Dan Murphy's store in the industrial area. To illustrate the extent of the issue, on 05 December 2024 I counted 12 trolleys within the 650m between Power St and Hindmarsh Drive, a 13<sup>th</sup> along Hindmarsh Dr near Ainsworth St and a large collection at the end of Surprise Pl.

The abandoned trolleys on or adjacent to the bike path are a WHS issue as the area is poorly lit and has high usage by pedestrians and cyclists. The trolleys were also an environmental issue as they were used as rubbish receptacles and were thrown into the canal.

Repeated attempts to report abandoned trolleys to their owners did not resolve the problem – they cleared the trolleys and then let them accumulate until the next report. Reports to Fix My Street had a similar outcome, albeit with a delayed response. There did not appear to be an attempt to address the issue with the shopping trolley owners.

When I raised the issue with the Members for Murrumbidgee, Marisa Paterson wrote to the companies and the situation has significantly improved. Although trolleys are still dumped, they are collected semi-regularly (the current count is 5 trolleys along the 650m).

This is an example of how monitoring trends and taking action to address the root cause can reduce subsequent occurrences, which does not appear to occur with the Fix My Street tool.

Regards,

Alice Paton

