



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: 045

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Inquiry into the effectiveness of Fix My Street

20 August 2025

From: Kimuel Jetter

I've made various submissions to fix my street over the last 9 years that have included requests to consider speed bumps to address speeding drivers along blind corners and densely parked out streets to fixing nonworking streetlights.

My latest submissions have been as recent as May 2025. For two years I had made multiple requests to have the streetlights in our area fixed. At one point making up to 7 requests in less than 12 months. Most of those requests were ignored with no follow up response. When I did receive a response, I was told the matter

"...has been investigated and a cable fault has been identified. Please note cable faults can be complex to repair. The cables are located underground so the fault's exact location needs to be identified. Approvals are often then required to undertake excavation works. Your request has been closed through Fix My Street"

Clearly the matter had not been fixed and the large number of lights out in our suburb remained out. It wasn't until the issue was escalated to multiple MLAs for action (in government and in opposition) that the matter was eventually resolved. However, we continue to monitor the lighting situation in our suburb because the residents are not confident that they will remain on. As I previously stated, the issue had been going on for years with lights turned on and then going out after one or two months with no explanation given to us, and the process would start again.

Additional comments:

- The portal is old, outdated and not very user friendly.
- Since the user must register and log into the portal to submit an issue, a response to the user should be given via the site or via email (per the user's preference) and also provide the user with access to a **downloadable record/history of past submissions including their outcomes, what actions were taken and why/how it was resolved (using plain English language NOT technical or legal jargon).**
- It should also provide an expected timeframe for a response and resolution/closure of each issue in the submission
- When a user is selecting an issue in the issue dropdown list if they select "multiple" issues (like "multiple streetlights out" the free text field character limits are often not sufficient to provide enough information.
- The text limits for comments and other fields are insufficient
- The portal does not allow users to enter multiple entries, where a user has multiple issues, they should be able to provide multiple details rather than submit multiple requests

Transparency and **accountability** are two major issues that need to be addressed in the ACT Government. This entire process, along with others, should have much **greater transparency in its auditing processes and provide clear accountability and escalation channels to the public.**