



# Inquiry into the effectiveness of Fix My Street

## Answer to question taken on notice

---

Asked by: Andrew Braddock MLA

Addressed to: Minister for City and Government Services

In relation to: City Services and Feedback on Fix My Street

Hearing: 15 October 2025

Uncorrected Proof Transcript 15 October 2025 pp 17-18

Transcript provided: 21 October 2025

Answer Due: 28 October 2025

**Tara Cheyne MLA, Minister for City and Government Services - took on notice the following question(s):**

**MR BRADDOCK:** Ms Chan, if I might just, sorry just to interrupt there. The question was more about by what process are we getting that user feedback or input into process, rather than the actual improvements themselves, which are great to hear about.

**Ms Cheyne:** Sure.

**MR BRADDOCK:** But I want the confidence that the consumer is not lost when you are designing the system.

**Mr Mudge:** Yes, so I am happy to talk to that a little bit. We take, across the territory, a user centric design thinking approach when we design new systems or major improvements. For Fix My Street, in particular, a couple of years ago we commissioned an external firm that came in to help us with that. They looked at what City of Melbourne do, Sydney and Brisbane. They did user research interviews with representative members of the public to say, if you were using this system, what makes sense and what does not?

Even did some fairly technical AB-type testing, to figure out which was more intuitive or easier to use. And all of that sort of reporting is fed into our backlog and guides future work as well. So getting actual in-users into that testing work is really important. As well as the minister has said, is responding to people logging things. This was a bit difficult. And I think I mentioned earlier, we have now got that one to five rating that is helping informing what we should look at next.

**MR BRADDOCK:** Is it possible to get a report on that consumer rating feedback they provided? You can take it on notice if you wish?

**Mr Mudge:** We – yes, we—

**Ms Cheyne:** Is it in the annual report?

**MR BRADDOCK:** Just further information, just be interested to see the consumer feedback.

**Ms Cheyne:** Yes, we will see what we can give you, yes.


**Tara Cheyne MLA: The answer to the Member's question is as follows:**

Citizens are invited to indicate their satisfaction level with the outcome of their request through selecting a 'smiley face' rating once their request is closed.

As of October 2025, 11% of citizens that received a closure email responded with a rating and 58% of these feedback ratings have indicated the citizens are either satisfied or very satisfied with the outcome of their request.

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

Signature:



Date:

27/10/25

By the Minister for City and Government Services, Tara Cheyne MLA