



STANDING COMMITTEE ON PLANNING, TRANSPORT, AND CITY SERVICES
JO CLAY MLA (CHAIR), SUZANNE ORR MLA (DEPUTY CHAIR), MARK PARTON MLA

Inquiry into referred 2019–20 Annual and Financial Reports and Budget Estimates 2020-21
ANSWER TO QUESTION ON NOTICE

Asked by Nicole Lawder:

In relation to: Libraries Annual Report – Page 41-41.

- 1) I note that Libraries ACT has initiated a pilot Home Delivery service for Canberrans impacted by Covid-19 and that the service will be ready for full implementation in 2020-21. What has stopped this service from being operational sooner?
- 2) Fast-forwarding to a post COVID world - could the home delivery service remain an option for physically impaired people or for Canberrans that are physically isolated due to not having accessible modes of transport?
- 3) In the Annual Report it is noted that 'conducting a pilot of a Mystery Box home delivery service' was a priority for 2020-21. Was this the same home delivery service as previously mentioned or an additional service? If it's an additional service can you elaborate on the initiative?

Chris Steel MLA: The answer to the Member's question is as follows: –

- 1) The Mystery Box pilot is a home delivery service initiated in response to COVID-19 and available to community members whose access to Libraries ACT has been impacted by the COVID-19 pandemic. During the COVID-19 pandemic shutdown it was identified that a larger group in the community were restricted from social contact due to the vulnerable categories as defined by the World Health Organisation. The Mystery Box service was implemented on 1 September 2020 and will cease on 30 June 2021. This service is a pilot which is run by a team of staff recruited via the Jobs for Canberrans project.
- 2) Libraries ACT offers a separate and ongoing Home Library Service to vulnerable Canberran community members who have limited access to library branches. This service is a core part of the Libraries ACT business model offered for many years, and was resumed after COVID-19 shutdown, on 1 September 2020. This service has been delivered alongside Mystery Box, in a COVID-19 safe way, to provide ongoing access to library materials and ensure the safety of the community. The Home Library Service will continue post 30 June 2021 and will utilise existing volunteer and courier delivery arrangements.
- 3) Yes, the Mystery Box service is the same pilot previously mentioned for community members whose access to Library services has been impacted by COVID-19. It is in addition to the existing Home Library Service which offers a delivery model to community members with injury or illness which limits access to Library branch services, most frequently in an ongoing capacity.



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QON No. 27

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

Signature:

A handwritten signature in blue ink, appearing to be "Chris Steel", written over a blue horizontal line.

Date:

12/3/21

By the Minister for Transport and City Services, Chris Steel MLA