# Appropriation Bill 2018-2019 and Appropriation (Office of the Legislative Assembly) Bill 2018-2019

Select Committee on Estimates 2018-2019

July 2018

Report

## The Committee

### Committee Membership

* Mr Andrew Wall MLA Chair
* Ms Tara Cheyne MLA Deputy Chair
* Ms Caroline Le Couteur MLA Member
* Ms Elizabeth Lee MLA Member
* Ms Suzanne Orr MLA Member

### Participating Members

* Ms Candice Burch MLA, Mr Alistair Coe MLA, Mrs Vicki Dunne MLA, Mr Jeremy Hanson MLA,   
  Ms Nicole Lawder MLA, Mr James Milligan MLA, Mr Mark Parton MLA, Mr Chris Steel MLA

### Secretariat

* Secretary Mrs Nicola Kosseck
* Clerks Mr Hamish Finlay, Ms Annemieke Jongsma, Mrs Nicola Kosseck, Dr Brian Lloyd, Ms Brianna McGill, Mrs Josephine Moa, Mr Andrew Snedden
* Writers Ms Jindriska Coufalova, Mr Hamish Finlay, Ms Annemieke Jongsma,   
  Mrs Nicola Kosseck, Dr Brian Lloyd, Ms Brianna McGill, Mrs Josephine Moa, Mr Andrew Snedden
* Senior Research Officer Ms Jindriska Coufalova
* Administration Ms Lydia Chung

### Contact Information

* Telephone 02 6205 0127
* Post GPO Box 1020, CANBERRA ACT 2601
* Email [committees@parliament.act.gov.au](mailto:committees@parliament.act.gov.au)
* Website [www.parliament.act.gov.au](http://www.parliament.act.gov.au)

### Resolution of Appointment

At its meeting on Thursday, 22 March 2018, the Assembly passed the following resolution:

“That:

1. a Select Committee on Estimates 2018-2019 be appointed to examine the expenditure proposals contained in the Appropriation Bill 2018-2019, the Appropriation (Office of the Legislative Assembly) Bill 2018-2019 and any revenue estimates proposed by the Government in the 2018-2019 Budget and prepare a report to the Assembly;
2. the Committee be composed of:
   1. two Members to be nominated by the Government;
   2. two Members to be nominated by the Opposition; and
   3. one Member to be nominated by The Greens; and

to be notified in writing to the Speaker by 12.15 pm today;

1. an Opposition Member shall be elected chair of the Committee by the Committee;
2. funds be provided by the Assembly to permit the engagement of external expertise to work with the Committee to facilitate the analysis of the Budget and the preparation of the report of the Committee;
3. the Committee is to report by Tuesday, 31 July 2018;
4. if the Assembly is not sitting when the Committee has completed its inquiry, the Committee may send its report to the Speaker or, in the absence of the Speaker, to the Deputy Speaker, who is authorised to give directions for its printing, publishing and circulation; and
5. the foregoing provisions of this resolution, so far as they are inconsistent with the standing orders, have effect notwithstanding anything contained in the standing orders.”[[1]](#footnote-1)

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## Recommendations

[Recommendation 1](#_Toc520375581)

[3.24 The Committee recommends that the ACT Electoral Commission look into issues around how to track donations from companies, and their subsidiary companies, and seek advice from interstate Commissions who have found solutions for such issues.](#_Toc520375582)

[Recommendation 2](#_Toc520375583)

[3.29 The Committee recommends that the ACT Electoral Commission advise as to when electoral returns from third-party campaigners would be best due, in order to inform an improved process.](#_Toc520375584)

[Recommendation 3](#_Toc520375585)

[3.30 The Committee recommends that the ACT Electoral Commission urgently investigate the issue of external campaigners and undue influence in the social media landscape to identify:](#_Toc520375586)

[ the risks of influence from parties outside the ACT](#_Toc520375587)

[ how those risks could be mitigated](#_Toc520375588)

[and report to the Assembly as soon as practicable.](#_Toc520375589)

[Recommendation 4](#_Toc520375590)

[3.31 The Committee recommends that the ACT Electoral Commission pursue discussions with the Electoral Council of Australia and New Zealand (ECANZ) and the Australian Cyber Security Centre to ensure relationships with big social media operators can facilitate swift action against third-party campaigners if they are found to be operating maliciously via social media platforms.](#_Toc520375591)

[Recommendation 5](#_Toc520375592)

[4.4 The Committee recommends that the Office of the Legislative Assembly make the after- hours door at the public entrance to the Legislative Assembly building an entry door during the day.](#_Toc520375593)

[Recommendation 6](#_Toc520375594)

[5.5 The Committee recommends that the ACT Government establish an integrity commission.](#_Toc520375595)

[Recommendation 7](#_Toc520375596)

[5.7 The Committee recommends that the ACT Government report on the structure and specific goals of the Policy Innovation Team by the end of November 2018.](#_Toc520375597)

[Recommendation 8](#_Toc520375598)

[5.27 The Committee recommends that the ACT Government report to the Assembly on specific procedures taken to safeguard the privacy of personal information when it is transferred between any of: the ACT Government and its agencies; the Federal Government and its agencies; and businesses.](#_Toc520375599)

[Recommendation 9](#_Toc520375600)

[5.29 The Committee recommends that the ACT Government publish clear guidelines for the participation of ACT Government employees in public consultation run by the ACT Government which recognise their human right to participate in public life.](#_Toc520375601)

[Recommendation 10](#_Toc520375602)

[5.39 The Committee recommends that the ACT Government report on the number and nature of entry level and apprenticeship positions in each directorate.](#_Toc520375603)

[Recommendation 11](#_Toc520375604)

[5.41 The Committee recommends that the ACT Government report on all voluntary redundancies accepted by ACT public servants in 2017-18, including the level of employment, and the reasons for each redundancy, and the reasons why each employee could not be redeployed elsewhere in the public service.](#_Toc520375605)

[Recommendation 12](#_Toc520375606)

[5.47 The Committee recommends that the ACT Government clearly publishes the processes involved in suspension of driver licences for medical reasons, including avenues of appeal.](#_Toc520375607)

[Recommendation 13](#_Toc520375608)

[5.54 The Committee recommends that Access Canberra provide clearer public advice about what Fix My Street is for, to assist in directing requests for capital works to the appropriate location.](#_Toc520375609)

[Recommendation 14](#_Toc520375610)

[5.55 The Committee recommends that, while the Asset Management System is being established, Access Canberra and Transport Canberra and City Services work on interim measures to improve communication with a customer when a call or job is closed or completed.](#_Toc520375611)

[Recommendation 15](#_Toc520375612)

[5.58 The Committee recommends that the ACT Government update the data on mobile speed cameras on www.data.act.gov.au.](#_Toc520375613)

[Recommendation 16](#_Toc520375614)

[5.59 The Committee recommends that licence plate recognition data be made available on www.data.act.gov.au in a similar way to data for mobile speed camera visits.](#_Toc520375615)

[Recommendation 17](#_Toc520375616)

[5.63 The Committee recommends that Access Canberra introduce a service standard for providing regular, brief updates to complainants on building and planning compliance matters.](#_Toc520375617)

[Recommendation 18](#_Toc520375618)

[5.64 The Committee recommends that Access Canberra introduce an accountability indicator once a service standard has been introduced.](#_Toc520375619)

[Recommendation 19](#_Toc520375620)

[5.74 The Committee recommends that the Minister for Economic Development table in the Assembly the guidelines for the Priority Investment Program, when they are complete.](#_Toc520375621)

[Recommendation 20](#_Toc520375622)

[5.75 The Committee recommends that the ACT Government undertake a review into the research partnerships identified in the Business Development Strategy, *Confident and Business Ready: Building on our Strengths*, to determine the effectiveness of the current approach and any changes in the priority sectors for the Priority Investment Program.](#_Toc520375623)

[Recommendation 21](#_Toc520375624)

[5.80 The Committee recommends that the ACT Government review whether, in light of increased tourism demand from China, there is more that could be done to make the city friendly for Chinese tourism, for example improved signage and translated government material.](#_Toc520375625)

[Recommendation 22](#_Toc520375626)

[5.83 The Committee recommends that the ACT Government better harness cycling tourism opportunities related to mountain biking.](#_Toc520375627)

[Recommendation 23](#_Toc520375628)

[5.90 The Committee recommends that, once the consultants have finalised the Floriade 2017 accounts, the Minister for Tourism and Major Events inform the Assembly what the final overspend was, how it will be funded and whether any probity or integrity issues were uncovered.](#_Toc520375629)

[Recommendation 24](#_Toc520375630)

[5.91 The Committee recommends that the ACT Government publish the forensic accounting report regarding the finances of Floriade.](#_Toc520375631)

[Recommendation 25](#_Toc520375632)

[5.92 The Committee recommends that the ACT Government publish the number and value of invoices relating to Floriade 2017 that were paid in (a) less than 30 days, (b) between 30 days and 90 days, (c) between 90 days and 180 days and (d) greater than 180 days.](#_Toc520375633)

[Recommendation 26](#_Toc520375634)

[5.96 The Committee recommends that the ACT Government keep key stakeholders and the Assembly updated on what is happening at Kingston Arts Precinct.](#_Toc520375635)

[Recommendation 27](#_Toc520375636)

[5.100 The Committee recommends the ACT Government work with Kulture Break to determine the best funding sources for their programs.](#_Toc520375637)

[Recommendation 28](#_Toc520375638)

[5.101 The Committee recommends the ACT Government recognise that many community organisations deliver results that are multi-disciplinary and government funding models should be able to cater for that approach.](#_Toc520375639)

[Recommendation 29](#_Toc520375640)

[5.102 The Committee recommends that the ACT Government, in consultation with the arts sector, to review arts funding and the adequacy of CPI as a funding growth factor for key arts organisations.](#_Toc520375641)

[Recommendation 30](#_Toc520375642)

[5.111 The Committee recommends that the ACT Government ensure that the former Woden CIT site is used for either community facilities or employment generating facilities.](#_Toc520375643)

[Recommendation 31](#_Toc520375644)

[5.119 The Committee recommends that the ACT Government continue a focus on balancing the budget.](#_Toc520375645)

[Recommendation 32](#_Toc520375646)

[5.139 The Committee recommends that the ACT Government continue a focus on diversifying the economy.](#_Toc520375647)

[Recommendation 33](#_Toc520375648)

[5.140 The Committee recommends that the ACT Government increase economic activity in the ACT not reliant on the Commonwealth.](#_Toc520375649)

[Recommendation 34](#_Toc520375650)

[5.154 The Committee recommends that the ACT Budget papers publish the percentage of the capital works budget expended in the budget year.](#_Toc520375651)

[Recommendation 35](#_Toc520375652)

[5.156 The Committee recommends that the ACT Government ensure that the ACT Budget papers clearly publish the total value of large scale generation certificates.](#_Toc520375653)

[Recommendation 36](#_Toc520375654)

[5.158 The Committee recommends that the ACT Government finalises and implements updated accountancy standards for trees.](#_Toc520375655)

[Recommendation 37](#_Toc520375656)

[5.228 The Committee recommends the ACT Government continue to focus on delivering the services for a growing city.](#_Toc520375657)

[Recommendation 38](#_Toc520375658)

[5.256 The Committee recommends that the ACT Government undertake broader analysis of the effects of recent changes to the rates and land tax regime in the Territory, and publish the results of that analysis, before the end of the 2018-19 financial year.](#_Toc520375659)

[Recommendation 39](#_Toc520375660)

[5.260 The Committee recommends that the ACT Government release an updated Supplementary Budget Paper “Socio Economic Analysis on Taxation and Concessions Policy” every year, using consistent household types from year to year, and incorporate commentary on this information into the ‘Cost of Living’ statement as a spreadsheet.](#_Toc520375661)

[Recommendation 40](#_Toc520375662)

[5.261 The Committee recommends that the ACT Government release the 2018-19 Supplementary Budget Paper “Socio Economic Analysis on Taxation and Concessions Policy” in spreadsheet format.](#_Toc520375663)

[Recommendation 41](#_Toc520375664)

[5.269 The Committee recommends that the adjustment of a property’s unimproved value should occur automatically following a variation to the lease without requiring any action from the lessee.](#_Toc520375665)

[Recommendation 42](#_Toc520375666)

[5.312 The Committee recommends that the ACT Government consider potential long-term risk arising from non-payment of availability payments on late public private partnership projects and take effective measures to manage such risk.](#_Toc520375667)

[Recommendation 43](#_Toc520375668)

[5.321 The Committee recommends that the ACT Government introduces Accountability Indicators covering breaches of environmental regulations for all Output Classes that procure and supervise construction work.](#_Toc520375669)

[Recommendation 44](#_Toc520375670)

[5.322 The Committee recommends that the ACT Government extends the workplace health and safety Accountability Indicators to all Output Classes that procure and supervise construction work.](#_Toc520375671)

[Recommendation 45](#_Toc520375672)

[5.323 The Committee recommends the ACT Government undertake, and make public, a thorough analysis of the regulatory impact to infrastructure projects as a result of proposed changes to the Work Safety legislation and government procurement policy.](#_Toc520375673)

[Recommendation 46](#_Toc520375674)

[5.326 The Committee recommends the ACT Government develop an indicative plan of major long-term infrastructure priorities to ensure confidence in the construction industry.](#_Toc520375675)

[Recommendation 47](#_Toc520375676)

[5.329 The Committee recommends the ACT Government continues to invest in vocational training and trades in the building industry.](#_Toc520375677)

[Recommendation 48](#_Toc520375678)

[5.335 The Committee recommends that the ACT Government develop a policy for when peppercorn rents will be offered to community groups leasing ACT Government property.](#_Toc520375679)

[Recommendation 49](#_Toc520375680)

[5.336 The Committee recommends that the ACT Government develop and publish new guidelines, systems and policies in relation to peppercorn rental agreements, and create a public register of those organisations who benefit from peppercorn rental arrangements during each financial year.](#_Toc520375681)

[Recommendation 50](#_Toc520375682)

[5.388 The Committee recommends that Icon Water publishes a complete version of its services contract with ActewAGL on its website by the last day of September 2018.](#_Toc520375683)

[Recommendation 51](#_Toc520375684)

[5.389 The Committee recommends that the ACT Government and Icon Water publish the results of the audit into the Shared Services Agreements between ActewAGL and Icon Water.](#_Toc520375685)

[Recommendation 52](#_Toc520375686)

[5.390 The Committee recommends that Icon Water should undertake an independent market appraisal of the value of the services provided in the Service Agreements with ActewAGL.](#_Toc520375687)

[Recommendation 53](#_Toc520375688)

[5.391 The Committee recommends that Icon Water publish the cost of terminating the Service Agreements with ActewAGL.](#_Toc520375689)

[Recommendation 54](#_Toc520375690)

[6.19 The Committee recommends that the ACT Government ensure staff and clients at the Centenary Hospital for Women and Children are adequately consulted before any changes are made to current governance arrangements for nursing and midwifery structures, and that consideration is given to the separate and distinct purposes of the birth centre and the birthing suite as part of this process.](#_Toc520375691)

[Recommendation 55](#_Toc520375692)

[6.20 The Committee recommends that the ACT Government examine the risks associated with expanding the home birth program to the northside catchment (through Calvary Hospital).](#_Toc520375693)

[Recommendation 56](#_Toc520375694)

[6.21 The Committee Recommends that the Minister for Health and Wellbeing report to the Assembly on the implementation of the ‘single point of entry’ for maternity services.](#_Toc520375695)

[Recommendation 57](#_Toc520375696)

[6.31 The Committee recommends that the ACT Government provide details of scheduled works, costs and timelines for the:](#_Toc520375697)

[ Surgical Procedure Interventional Radiation and Emergency project ; and](#_Toc520375698)

[ upgrades to the Centenary Women’s and Children’s Hospital.](#_Toc520375699)

[Recommendation 58](#_Toc520375700)

[6.32 The Committee recommends that the ACT Government consider bringing forward the completion of the upgrades to the Centenary Hospital for Women and Children, and construction of the Adolescent Mental Health Unit.](#_Toc520375701)

[Recommendation 59](#_Toc520375702)

[6.39 The Committee recommends that the ACT Government table a detailed report of the Upgrade and Maintain ACT Health Assets (UMAHA) Program including the following:](#_Toc520375703)

[ the individual projects that comprised the program when it began, including the contractor, scope, estimated cost, and timeline for each project;](#_Toc520375704)

[ subsequent changes made to any elements in the details provided in part (a);](#_Toc520375705)

[ the details of any projects added to the program after it began, including the contractor, scope, estimated cost and timeline for each project; and](#_Toc520375706)

[ whether and to what extent the UMAHA budget was increased to allow for any changes or additions outlined in parts (b) and (c).](#_Toc520375707)

[Recommendation 60](#_Toc520375708)

[6.40 The Committee recommends that the Minister for Health and Wellbeing table the business case for Upgrade and Maintain ACT Health Assets (UMAHA) stage 2 and the Strategic Asset Management Plan.](#_Toc520375709)

[Recommendation 61](#_Toc520375710)

[6.51 The Committee recommends that the ACT Government implement a process that ensures transparency in contractual negations and dealings with contract panel members.](#_Toc520375711)

[Recommendation 62](#_Toc520375712)

[6.77 The Committee recommends that the Minister for Health and Wellbeing table the report on the system-wide data review, which was provided to the ACT Government prior to consultation with the Health Directorate. The Committee further recommends that the report on the system-wide data review, post consultation be tabled, noting any amendments between the two versions.](#_Toc520375713)

[Recommendation 63](#_Toc520375714)

[6.80 The Committee recommends the ACT Government undertake work to consider the viability of moving cystic fibrosis clinic to Canberra Hospital to ensure Canberrans with cystic fibrosis are able to access the full suite of tests and allied health professionals they require.](#_Toc520375715)

[Recommendation 64](#_Toc520375716)

[6.81 The Committee recommends the ACT Government continue to work with Cystic Fibrosis ACT to improve support for people in the ACT living with cystic fibrosis.](#_Toc520375717)

[Recommendation 65](#_Toc520375718)

[6.89 The Committee recommends that the ACT Government develop a framework, including for maintaining prisoner health records, to ensure coordinated treatment between Winnunga Nimmityjah Aboriginal Health Services and ACT Health.](#_Toc520375719)

[Recommendation 66](#_Toc520375720)

[6.97 The Committee recommends that the ACT Government address the need for a centralised facility or adolescent step up, step down program.](#_Toc520375721)

[Recommendation 67](#_Toc520375722)

[6.109 The Committee recommends that the ACT Government continue to support pill testing and consider future opportunities to run pill testing at events and locations across the ACT.](#_Toc520375723)

[Recommendation 68](#_Toc520375724)

[6.110 The Committee recommends that the ACT Government sponsor an independent review of the pill testing trial, including legal, health and effectiveness issues and present this review to the Assembly.](#_Toc520375725)

[Recommendation 69](#_Toc520375726)

[6.115 The Committee recommends that the ACT Government dedicate funding to determining why sexually transmitted infections are generally trending up.](#_Toc520375727)

[Recommendation 70](#_Toc520375728)

[6.116 The Committee recommends that the ACT Government work with partner agencies like Sexual Health and Family Planning ACT, Aids Action Council, youth organisations and advisory committees to develop more targeted sexual health awareness campaigns to address the increase in STIs.](#_Toc520375729)

[Recommendation 71](#_Toc520375730)

[6.117 The Committee recommends that the ACT Government investigate making free condoms available at more Government health centres and publish information on its websites about where free condoms are available.](#_Toc520375731)

[Recommendation 72](#_Toc520375732)

[6.118 The Committee recommends that the ACT Government consider reporting on sexual health including outcomes in public sexual health as part of the Budget Papers and include further statistical information as part of Annual Reporting.](#_Toc520375733)

[Recommendation 73](#_Toc520375734)

[6.129 The Committee recommends that the ACT Government work with Arthritis ACT and other interested parties on an arrangement for maintaining appropriate and affordable access to hydrotherapy pools on the southside of Canberra.](#_Toc520375735)

[Recommendation 74](#_Toc520375736)

[6.130 The Committee recommends that the ACT Government provide details of the hydrotherapy pool at the Mt Stromlo aquatic centre, including specifications, associated equipment, costs, timelines, details of the hydrotherapy services to be provided, who will provide those services, and whether the pool will be available exclusively for hydrotherapy service.](#_Toc520375737)

[Recommendation 75](#_Toc520375738)

[6.139 The Committee recommends that the ACT Government arrange for representatives of the Little Company of Mary to attend hearings of future Legislative Assembly estimates committees and Legislative Assembly committee hearings for annual reports on a basis similar to the Australian Federal Police.](#_Toc520375739)

[Recommendation 76](#_Toc520375740)

[6.146 The Committee recommends that the Health Directorate publish in each annual report a full account of (a) the money it receives from the Commonwealth government and (b) what the payments were for.](#_Toc520375741)

[Recommendation 77](#_Toc520375742)

[6.152 The Committee recommends that relevant officials from the Health Directorate provide the Assembly with all the reasons for the downgrade in the accreditation status for the radiology department.](#_Toc520375743)

[Recommendation 78](#_Toc520375744)

[6.153 The Committee recommends that the ACT Government provide a detailed plan to the Assembly on measures being implemented to ensure the radiology training accreditation moves back to an A grade accreditation rating within the next 12 months.](#_Toc520375745)

[Recommendation 79](#_Toc520375746)

[6.154 The Committee recommends the ACT Government provide advice to the Assembly on the current status of accreditation for ACT public hospitals and for each of the separate divisions and accreditation of services by individual medical colleges, including the anticipated dates for future accreditation inspections.](#_Toc520375747)

[Recommendation 80](#_Toc520375748)

[6.158 The Committee recommends the ACT Government continue to work with Epilepsy ACT to develop clear sustainable funding options for the organisation.](#_Toc520375749)

[Recommendation 81](#_Toc520375750)

[7.6 The Committee recommends that the ACT Government publish details of the Restorative Justice program, including funding, relations with external participants and advisers and others (such as universities), including evaluation of the program.](#_Toc520375751)

[Recommendation 82](#_Toc520375752)

[7.12 The Committee recommends that the ACT Government publish the results of the last review of juror payments, and also address issues of juror payment where prolonged and demanding attendance and attention is required in the case of long trials.](#_Toc520375753)

[Recommendation 83](#_Toc520375754)

[7.16 The Committee recommends that the process used to appoint the new Director of Public Prosecutions be made public.](#_Toc520375755)

[Recommendation 84](#_Toc520375756)

[7.17 The Committee recommends that the announcement for the appointment for the new Director of Public Prosecutions be made as soon as possible.](#_Toc520375757)

[Recommendation 85](#_Toc520375758)

[7.21 The Committee recommends that the Justice and Community Safety Directorate prepare a list of Auslan interpreters to ensure availability in the event of hearing impaired people being called up for jury duty.](#_Toc520375759)

[Recommendation 86](#_Toc520375760)

[7.22 The Committee recommends that the Justice and Community Safety Directorate works with registered training organisations including the Canberra Institute of Technology to ensure an adequate skill base for Auslan interpreters to service the courts.](#_Toc520375761)

[Recommendation 87](#_Toc520375762)

[7.30 The Committee recommends that the ACT Government prepare a detailed review on the age of criminal liability in the Territory, including an analysis of current offenders and the consequential impacts throughout the justice system and present this review to the Assembly.](#_Toc520375763)

[Recommendation 88](#_Toc520375764)

[7.31 The Committee recommends that the topic of the age of criminal liability be raised with the Standing Committee of Attorneys-General as a matter for national consideration, and the results of this action be included in the review to be prepared for the Assembly.](#_Toc520375765)

[Recommendation 89](#_Toc520375766)

[7.32 The Committee recommends that the ACT Government formally engage with those currently calling for changes to the age of criminal responsibility, in order to give this issue a thorough and robust hearing.](#_Toc520375767)

[Recommendation 90](#_Toc520375768)

[7.42 The Committee recommends that the ACT Government prepare a detailed plan for the development and implementation of a Drug and Alcohol Court for the ACT for the Assembly, including firm deadlines for its implementation.](#_Toc520375769)

[Recommendation 91](#_Toc520375770)

[7.43 The Committee recommends that the ACT Government ensure that ACT drug and alcohol rehabilitation services are adequately resourced to respond to demand, including any increased demand expected from the opening of the Drug and Alcohol Court.](#_Toc520375771)

[Recommendation 92](#_Toc520375772)

[7.48 Given the delays to the new courts building, the Committee recommends that the ACT Government provide the Assembly with a revised timeline on the completion of the new court building and the Assembly be informed of any further variations to that completion date.](#_Toc520375773)

[Recommendation 93](#_Toc520375774)

[7.49 Given the delays to the new courts building, the Committee recommends that the ACT Government prepare an estimate of the consequential costs and impact, including delayed trials or use of alternative venues, and present it to the Assembly on a quarterly basis in conjunction with building updates.](#_Toc520375775)

[Recommendation 94](#_Toc520375776)

[7.51 The Committee recommends that the ACT Government appoint an eighth magistrate as a priority.](#_Toc520375777)

[Recommendation 95](#_Toc520375778)

[7.54 The Committee recommends that details of the new caseload management program for courts and tribunals be published in the next Justice and Community Safety Directorate annual reports to show expenditure on the program to date and be updated in future estimates and financial statements form the Justice and Community Safety Directorate.](#_Toc520375779)

[Recommendation 96](#_Toc520375780)

[7.62 The Committee recommends that the ACT Government analyse the factors contributing to the 18 per cent increase above target in custody days at Bimberi Youth justice centre and report findings to the Assembly.](#_Toc520375781)

[Recommendation 97](#_Toc520375782)

[7.63 The Committee recommends that the ACT Government table the Human Rights Commission’s review into practices at Bimberi Youth justice Centre, along with its response, as quickly as practicable.](#_Toc520375783)

[Recommendation 98](#_Toc520375784)

[7.67 The Committee recommends that a program for public consultation and input into the Victims of Crime Charter of Rights be developed and publicly promoted to ensure the community (especially victims and those affected by crime) are given the best opportunity to have input into drafting the final documentation.](#_Toc520375785)

[Recommendation 99](#_Toc520375786)

[7.73 The Committee recommends that the ACT Government provide regular updates to the Assembly on the outcomes of negotiations with the United Firefighters Union relating to planned capital works at the Ainslie Fire Station.](#_Toc520375787)

[Recommendation 100](#_Toc520375788)

[7.75 The Committee recommends that the ACT Government ensures transition areas are included in the design and planning for all new fire stations in the ACT, and that where possible, these areas are retrofitted into existing stations to limit contamination and maximise safety for firefighters.](#_Toc520375789)

[Recommendation 101](#_Toc520375790)

[7.97 The Committee recommends that the ACT Government provide and update to the Assembly on the expected release date of *ACT Policing Futures Program – Policing for Tomorrow’s ACT.*](#_Toc520375791)

[Recommendation 102](#_Toc520375792)

[7.102 Given the increase in outlaw motorcycle gang activity, and comments from the Chief Police Officer, the Committee recommends the ACT Government consider further initiatives to address organised crime.](#_Toc520375793)

[Recommendation 103](#_Toc520375794)

[7.104 The Committee recommends that the Minster for Emergency Services and ACT Policing work with industry to improve the success rate for laying charges for fuel theft compared to the number of fuel theft offences reported.](#_Toc520375795)

[Recommendation 104](#_Toc520375796)

[7.111 The Committee recommends that the Chief Police Officer work with the Australia New Zealand Policing Advisory Agency (ANZPAA) to ensure that the survey of police satisfaction is appropriate and asks the right questions relating to women’s safety.](#_Toc520375797)

[Recommendation 105](#_Toc520375798)

[7.117 The Committee recommends that the ACT Government provide regular updates to the Assembly on the progress of implementing the Winnunga Nimmityjah Model of Care in the Alexander Maconochie Centre.](#_Toc520375799)

[Recommendation 106](#_Toc520375800)

[7.120 The Committee recommends that the ACT Government advise the Assembly what strategies are being considered to cope with the growing detainee population at the Alexander Maconochie Centre.](#_Toc520375801)

[Recommendation 107](#_Toc520375802)

[7.129 The Committee recommends that the Government extend the application period for funding from the greyhound industry transition package for an additional few months, noting that a number of individuals and organisations were expecting to make applications but none had been received very close to the end of the financial year.](#_Toc520375803)

[Recommendation 108](#_Toc520375804)

[7.133 The Committee recommends that the Government, in its review of the gambling code, review the ACAT appeals process for matters under the Gambling Code of Conduct to ensure complainants and those with lived experience of gambling harm are given opportunities to participate in the process.](#_Toc520375805)

[Recommendation 109](#_Toc520375806)

[8.17 The Committee recommends the ACT Government, as part of the Housing Choices review, give particular attention to ensuring diversity in housing options to meet the needs of Canberra’s ageing population.](#_Toc520375807)

[Recommendation 110](#_Toc520375808)

[8.18 The Committee recommends the ACT Government continues to engage with People with Disabilities ACT on its commitment to make sure all new public housing accessible.](#_Toc520375809)

[Recommendation 111](#_Toc520375810)

[8.19 The Committee recommends the ACT Government establish an access advisory group to advise on planning/housing.](#_Toc520375811)

[Recommendation 112](#_Toc520375812)

[8.28 The Committee recommends that the ACT Government prioritise the work of the billboards working group and ensures community views are considered, given considerable community interest and the number of months since the ACT Government provided its response on this issue to the Assembly.](#_Toc520375813)

[Recommendation 113](#_Toc520375814)

[8.35 The Committee recommends the ACT Government continue to work with FrogWatch ACT to develop sustainable funding options for the program.](#_Toc520375815)

[Recommendation 114](#_Toc520375816)

[8.43 The Committee recommends that the ACT Government identify key projects to commemorate the 50th anniversary of the Apollo 11 moon landing, in conjunction with former workers at the tracking station, and allocate funding to ensure a comprehensive commemoration in July 2019.](#_Toc520375817)

[Recommendation 115](#_Toc520375818)

[8.46 The Committee recommends that the ACT Government action heritage recommendations outlined in the report on the *Appropriation Bill 2017-2018 and Appropriation (Office of the Legislative Assembly) Bill 2017-2018*.](#_Toc520375819)

[Recommendation 116](#_Toc520375820)

[8.51 The Committee recommends that a small amount of operational support is provided to the National Trust to allow it to continue its representative role for the heritage sector, which could be a small annual grant or in-kind support (for example free storage and meeting space).](#_Toc520375821)

[Recommendation 117](#_Toc520375822)

[8.61 The Committee recommends, in the short-medium term, the ACT Government focus on eliminating greenhouse gas emissions from transport and natural gas.](#_Toc520375823)

[Recommendation 118](#_Toc520375824)

[8.62 The Committee recommends that the ACT Government explore further options for reducing natural gas in new developments, including further ‘all electric’ suburbs such as Ginninderry stage 1.](#_Toc520375825)

[Recommendation 119](#_Toc520375826)

[8.63 The Committee recommends that the ACT Government facilitate the development of zero emissions buildings, including high density residential and commercial buildings](#_Toc520375827)

[Recommendation 120](#_Toc520375828)

[8.64 The Committee recommends that the ACT Government should ensure all new/infill estates/developments are compatible with a zero emissions future, prioritise sustainable transport, and emphasise living infrastructure to adapt to a warmer climate.](#_Toc520375829)

[Recommendation 121](#_Toc520375830)

[8.67 The Committee recommends that the ACT Government set a milestone date by which time all registered vehicles in the ACT will be zero emission vehicles.](#_Toc520375831)

[Recommendation 122](#_Toc520375832)

[8.68 The Committee recommends that the ACT Government:](#_Toc520375833)

[ develop a strategy for transitioning its fleet (including buses) to be zero emissions; and](#_Toc520375834)

[ explore partnering with the Commonwealth Government to transition fleet vehicles to be zero emission.](#_Toc520375835)

[Recommendation 123](#_Toc520375836)

[8.69 The Committee recommends that the ACT Government produce and publish a plan for how the ACT electricity supply will cope with different scenarios of electric vehicle uptake.](#_Toc520375837)

[Recommendation 124](#_Toc520375838)

[8.73 The Committee recommends that the ACT Government publish a complete breakdown of the makeup of energy costs, including investment in renewable energy, administrative costs and maintenance of infrastructure such as wires and poles.](#_Toc520375839)

[Recommendation 125](#_Toc520375840)

[8.79 The Committee recommends that clearer advice on the delineation of work between the Suburban Land Agency and Environment, Planning and Sustainable Development Directorate is documented and made available to other directorates and future Assembly Estimates committees and Standing committees.](#_Toc520375841)

[Recommendation 126](#_Toc520375842)

[8.83 The Committee recommends that the ACT Government complete work on the ‘expression of interest database’ to include requirements relating to on-sale of affordable properties.](#_Toc520375843)

[Recommendation 127](#_Toc520375844)

[8.86 The Committee recommends that the ACT Government clarify the rationale behind the targets for public housing and community housing site allocation and land release.](#_Toc520375845)

[Recommendation 128](#_Toc520375846)

[8.87 The Committee recommends that the ACT Government provide more ambitious targets to the City Renewal Authority and Suburban Land Agency for affordable housing, community housing or public housing targets.](#_Toc520375847)

[Recommendation 129](#_Toc520375848)

[8.88 The Committee recommends that the ACT Government explains how the sites allocated to community housing providers will be allocated.](#_Toc520375849)

[Recommendation 130](#_Toc520375850)

[8.89 The Committee recommends that the ACT Government adjusts its land release program so as to support Assembly motion of 11 April 2018 about the need for ‘growing social housing stock to at least maintain a minimum of 7.1 percent of the ACT’s housing stock’ over the long term and provide an increased supply of affordable rental housing.](#_Toc520375851)

[Recommendation 131](#_Toc520375852)

[8.90 The Committee recommends that the ACT Government provides sufficient capacity to Housing ACT to take on new land opportunities and have the capital to develop on that land.](#_Toc520375853)

[Recommendation 132](#_Toc520375854)

[8.91 The Committee recommends that the ACT Government reduce land tax for community housing providers.](#_Toc520375855)

[Recommendation 133](#_Toc520375856)

[8.105 The Committee recommends that the ACT Government undertakes a comprehensive assessment of future growth areas for Canberra, in consultation with the community, as part of the current Transport for Canberra and Planning Strategy review processes.](#_Toc520375857)

[Recommendation 134](#_Toc520375858)

[8.107 The Committee recommends that the Government coordinate land release with light rail development so as to maximise the financial return to the Territory.](#_Toc520375859)

[Recommendation 135](#_Toc520375860)

[8.119 The Committee recommends that the ACT Government prepare and publish a policy for owners of properties with loose-fill asbestos that still own and live in a property beyond 2020.](#_Toc520375861)

[Recommendation 136](#_Toc520375862)

[8.120 The Committee recommends that the ACT Government decide and announce whether properties with no current evidence of loose fill-asbestos will be allowed to be occupied beyond 2020.](#_Toc520375863)

[Recommendation 137](#_Toc520375864)

[8.127 The Committee recommends that the ACT Government detail how the balance of the Commonwealth loose-fill asbestos loan facility is currently being utilised.](#_Toc520375865)

[Recommendation 138](#_Toc520375866)

[8.130 The Committee recommends that the ACT Government put in place a mechanism to inform the community which blocks have dual occupancy rights due to them being in the loose-fill asbestos buyback concession scheme.](#_Toc520375867)

[Recommendation 139](#_Toc520375868)

[8.138 The Committee recommends that new accountability indicators be established to better reflect and measure the work performed by the Office of the Commissioner for Sustainability and the Environment.](#_Toc520375869)

[Recommendation 140](#_Toc520375870)

[8.151 The Committee recommends that the ACT Government maintain an open and consultative dialogue with businesses in the Sydney and Melbourne Buildings, particularly in relation to the extensive changes, such as is occurring with waste collection management, which are being undertaken to activate the rear laneways of these buildings.](#_Toc520375871)

[Recommendation 141](#_Toc520375872)

[8.152 The Committee recommends that the City Renewal Authority publish a quarterly report detailing how the CBD improvements levy is being expended.](#_Toc520375873)

[Recommendation 142](#_Toc520375874)

[8.158 The Committee recommends the ACT Government publish the minutes of the first three meetings of the Suburban Land Agency Board.](#_Toc520375875)

[Recommendation 143](#_Toc520375876)

[8.163 The Committee recommends that the ACT Government publish its policy for how residential sales agencies are chosen for work undertaken for the Suburban Land Agency.](#_Toc520375877)

[Recommendation 144](#_Toc520375878)

[8.164 The Committee recommends that the ACT Government always engage a sales agent independent of the valuer engaged, to minimise conflicts of interest.](#_Toc520375879)

[Recommendation 145](#_Toc520375880)

[8.166 The Committee recommends that the Budget papers include the Suburban Land Agency’s profit target as a percentage of total revenue from land sales.](#_Toc520375881)

[Recommendation 146](#_Toc520375882)

[8.168 The Committee recommends that the Suburban Land Agency ensure that all staff and members of the Suburban Land Agency have completed record-keeping training and undertake record-keeping refresher training every 12 months.](#_Toc520375883)

[Recommendation 147](#_Toc520375884)

[9.7 The Committee recommends that the ACT Government consider what work can be done to extend the life of Chromebooks provided to students in order to minimise e-waste.](#_Toc520375885)

[Recommendation 148](#_Toc520375886)

[9.14 The Committee recommends that the ACT Government create an early childhood educators’ Professional Development Fund to support the ongoing need for training of specialist educators in the early childhood sector.](#_Toc520375887)

[Recommendation 149](#_Toc520375888)

[9.15 The Committee recommends that the ACT Government undertake a feasibility study into the cost of extending ACT preschool access to three year olds.](#_Toc520375889)

[Recommendation 150](#_Toc520375890)

[9.20 The Committee recommends that the ACT Government ensure that school playgrounds include substantial tree cover to provide shade and allow natural play spaces, particularly in light of the climate becoming hotter and drier.](#_Toc520375891)

[Recommendation 151](#_Toc520375892)

[9.27 The Committee recommends that the ACT Government conduct an audit of existing government preschool and primary school accommodation to determine future capacity needs and the impact extending preschool to three year olds.](#_Toc520375893)

[Recommendation 152](#_Toc520375894)

[9.28 The Committee recommends that the ACT Government develop more accurate assessment tools to determine future enrolment demand in ACT Government schools in both existing and potential future suburbs.](#_Toc520375895)

[Recommendation 153](#_Toc520375896)

[9.38 The Committee recommends the ACT Government continue to work with a wide range of appropriate, trained professional staff, including psychologists and allied health experts, to meet the increased demand for these types of services in our schools.](#_Toc520375897)

[Recommendation 154](#_Toc520375898)

[9.39 The Committee recommends the ACT Government consider increasing its target of 20 school psychologists to keep up to demand with the growing enrolments in ACT Government schools and the increasing complexity of health and social issues, to work to achieving the ratio of 1 psychologist to 500 students.](#_Toc520375899)

[Recommendation 155](#_Toc520375900)

[9.40 The Committee recommends the ACT Government provide updates in Annual Reports on the progress of recruitment of school psychologists and other trained professional staff with relevant allied health expertise.](#_Toc520375901)

[Recommendation 156](#_Toc520375902)

[9.50 The Committee recommends that the ACT Government undertake an audit of all transportable buildings in use in ACT public schools to assess whether their continued use is best practice and the best, cost efficient, solution to changing enrolments in schools.](#_Toc520375903)

[Recommendation 157](#_Toc520375904)

[10.20 The Committee recommends the ACT Government consult more closely with community groups, in both the health and disability sectors, affected by the introduction of the National Disability Insurance Scheme to assist them to identify future funding pathways.](#_Toc520375905)

[Recommendation 158](#_Toc520375906)

[10.29 The Committee recommends that the ACT Government continues to provide adequate funding for advocacy for people interacting with the National Disability Insurance Scheme.](#_Toc520375907)

[Recommendation 159](#_Toc520375908)

[10.34 The Committee recommends that the ACT Government work closely with the Commonwealth Government to find a long-term solution for people with mental health issues that do not qualify under current National Disability Insurance Scheme guidelines.](#_Toc520375909)

[Recommendation 160](#_Toc520375910)

[10.39 The Committee recommends the ACT Government to explore what may be appropriate initiatives and support programs for children in the ‘middle years’, including extending adolescent support to eight-year-olds.](#_Toc520375911)

[Recommendation 161](#_Toc520375912)

[10.41 The Committee recommends that the ACT Government develop more consider additional mechanisms, both formal and informal, for consulting with the Territory’s diverse multicultural communities and better engage Canberrans from culturally and linguistically diverse backgrounds who do not participate in a particular multicultural community.](#_Toc520375913)

[Recommendation 162](#_Toc520375914)

[10.42 The Committee recommends that the ACT Government consider developing performance indicators to measure the success of such consultation with multicultural communities and culturally and linguistically diverse Canberrans.](#_Toc520375915)

[Recommendation 163](#_Toc520375916)

[10.53 The Committee recommends that the ACT Government examine whether existing budget indicators adequately measure young peoples’ engagement beyond youth justice and child and youth protection.](#_Toc520375917)

[Recommendation 164](#_Toc520375918)

[10.54 The Committee recommends that the ACT Government consider developing and reporting specific performance indicators that focus on youth issues such as inclusion and engagement, health and mental health, employment, and so forth.](#_Toc520375919)

[Recommendation 165](#_Toc520375920)

[10.55 The Committee Recommends that the ACT Government report on the progress of the new job brokering service for asylum seekers and refugees, including numbers served and measurable outcomes.](#_Toc520375921)

[Recommendation 166](#_Toc520375922)

[10.60 The Committee recommends that the ACT Government report on the progress of the expanded English language program for asylum seekers and refugees, including numbers served and measurable outcomes.](#_Toc520375923)

[Recommendation 167](#_Toc520375924)

[10.65 The Committee recommends that the ACT Government work with other States and Territories on ways to ensure reciprocal rights for seniors card holders.](#_Toc520375925)

[Recommendation 168](#_Toc520375926)

[10.69 The Committee recommends the ACT Government publish application guidelines and approvals of Veterans’ grants.](#_Toc520375927)

[Recommendation 169](#_Toc520375928)

[10.70 The Committee recommends the ACT Government explore the viability of rental assistance or relief for office accommodation for Veterans’ groups.](#_Toc520375929)

[Recommendation 170](#_Toc520375930)

[10.79 The Committee recommends that the Minister for Women and the Chief Police Officer collaborate with the agency that delivers the National Survey on Women’s Safety to ensure the best methodology for the survey is utilised.](#_Toc520375931)

[Recommendation 171](#_Toc520375932)

[10.80 The Committee recommends that the Minister for Women and the Chief Police Officer work together to identify ways to make women safer and feel safer.](#_Toc520375933)

[Recommendation 172](#_Toc520375934)

[10.93 The Committee recommends that the ACT Government facilitate a list of qualified Auslan interpreters, in conjunction with the languages register, that can be made available to the ACT courts in the event of hearing impaired people being called up for jury duty.](#_Toc520375935)

[Recommendation 173](#_Toc520375936)

[10.98 The Committee recommends that the ACT Government continues efforts across the Community Services Directorate and ACT Health to provide suitable accommodation options for young people needing long term residential care.](#_Toc520375937)

[Recommendation 174](#_Toc520375938)

[10.109 The Committee recommends that the ACT Government continue to address funding needs to meet demand by frontline domestic violence and rape crisis services.](#_Toc520375939)

[Recommendation 175](#_Toc520375940)

[10.110 The Committee recommends that the ACT Government consider providing performance indicators for domestic violence and rape crisis frontline services in order to track demand.](#_Toc520375941)

[Recommendation 176](#_Toc520375942)

[10.111 The Committee recommends that the ACT Government establish accountability targets for specific prevention and early intervention measures relating to family and personal violence and report on these to the Assembly regularly.](#_Toc520375943)

[Recommendation 177](#_Toc520375944)

[10.118 The Committee recommends the ACT Government continue to support early intervention parenting support programs.](#_Toc520375945)

[Recommendation 178](#_Toc520375946)

[10.119 The Committee recommends the ACT Government continue to engage with Marymead on the New Horizons program to ensure continuity and benefits for the Territory.](#_Toc520375947)

[Recommendation 179](#_Toc520375948)

[10.131 The Committee recommends that the ACT Government report on the outcomes of the functional family therapy and the family group conferencing pilot programs.](#_Toc520375949)

[Recommendation 180](#_Toc520375950)

[10.141 The Committee recommends that, in light of comments by the Children and Young People Commissioner that she has no jurisdiction to advocate for parents or other carers, the ACT Government cease to recommend that parents/carers with concerns regarding child protection decisions direct their concerns to the Commissioner.](#_Toc520375951)

[Recommendation 181](#_Toc520375952)

[10.142 The Committee recommends that the ACT Government consider recommendations from the Children and Young People Commissioner and preliminary suggestions from the Law Reform Advisory Council regarding the need to make more Child and Youth Protection decisions externally reviewable.](#_Toc520375953)

[Recommendation 182](#_Toc520375954)

[10.143 The Committee recommends that the ACT Government make sure that its forthcoming carers’ handbook provide clear and comprehensive information regarding all currently available pathways for review or the raising of concerns regarding care and protection decisions, and that this information be accurately reflected in communications with parents/carers from Child and Youth Protection Services.](#_Toc520375955)

[Recommendation 183](#_Toc520375956)

[10.144 The Committee recommends that the ACT Government table as quickly as practicable the joint Justice and Community Safety Directorate/Community Services Directorate paper regarding what care and protection decisions should be reviewable on their merits.](#_Toc520375957)

[Recommendation 184](#_Toc520375958)

[10.153 The Committee recommends that the ACT Government:](#_Toc520375959)

[ provide an update in the 2019-20 Budget Statement G on implementation of the new facilities management contract; and](#_Toc520375960)

[ consider implementing additional performance indicators in future Budget Statements for Output 1.1 that measure delivery performance under the new Total Facilities Management Contract and client complaint levels.](#_Toc520375961)

[Recommendation 185](#_Toc520375962)

[10.158 The Committee recommends that future ACT Budget Statements report on the number of full time equivalent (FTE) employees to client service roles, both in the budget and Forward Estimates.](#_Toc520375963)

[Recommendation 186](#_Toc520375964)

[10.166 The Committee recommends that the ACT Government provide a reconciliation of the information in Estimates Question Taken on Notice 422 and evidence provided at the hearing of 27 June 2018 about the number of homelessness support and accommodation places. This reconciliation should provide a definition of support and accommodation places.](#_Toc520375965)

[Recommendation 187](#_Toc520375966)

[10.167 The Committee recommends that the ACT Government continue to address funding needed to make sure that Canberra’s crisis accommodation is not in a position where it needs to turn away people in need.](#_Toc520375967)

[Recommendation 188](#_Toc520375968)

[10.168 The Committee recommends that the ACT Government funds additional crisis accommodation physical beds, as well as support services.](#_Toc520375969)

[Recommendation 189](#_Toc520375970)

[10.169 The Committee recommends that the ACT Government clarify if funding for older women’s homelessness services includes any new beds.](#_Toc520375971)

[Recommendation 190](#_Toc520375972)

[10.170 The Committee recommends that the percentage figures for the Community Serviced Directorate Strategic Indicator 1 be supplemented with a line showing the number of applicants or people in greatest need that were actually housed within three months in each financial year](#_Toc520375973)

[Recommendation 191](#_Toc520375974)

[10.171 The Committee recommends that the ACT Government prioritise the finalisation of the Housing Affordability Strategy.](#_Toc520375975)

[Recommendation 192](#_Toc520375976)

[10.176 The Committee recommends that the ACT Government work with the homelessness sector on how to spend the $100,000 allocated for staff training in the sector.](#_Toc520375977)

[Recommendation 193](#_Toc520375978)

[10.184 The Committee recommends that the ACT Government develop transitional housing with appropriate levels of support for people leaving Alexander Maconachie Centre in parallel with the throughcare program.](#_Toc520375979)

[Recommendation 194](#_Toc520375980)

[11.15 The Committee recommends that the ACT Government continue to give priority to, and increase investment in, public transport and active transport.](#_Toc520375981)

[Recommendation 195](#_Toc520375982)

[11.16 To enable the community to more fully understand the impact of the changes to the bus network, the Committee recommends that the ACT Government release modelling on:](#_Toc520375983)

[ the difference in travel times between Gungahlin suburbs and Civic;](#_Toc520375984)

[ the effects of cancelling some dedicated school bus services, including the numbers of children taking dedicated school buses to and from school, the number of children taking regular buses to school, and the traffic congestion impact of more parents choosing to drive their children to school;](#_Toc520375985)

[ the difference in total travel times for current users of school bus services; and](#_Toc520375986)

[ the difference in total travel times for current users of Xpresso services and the number of exiting users of these services.](#_Toc520375987)

[Recommendation 196](#_Toc520375988)

[11.20 The Committee recommends that the ACT Government ensures that its procurement process for the next tranches of 40 buses encourages purchase of low emissions (eg electric or hybrid) buses.](#_Toc520375989)

[Recommendation 197](#_Toc520375990)

[11.26 The Committee recommends that the ACT Government provides additional de-identified data from MyWay using the ACT’s open data portal. This data would include patronage on individual routes at specific times of day.](#_Toc520375991)

[Recommendation 198](#_Toc520375992)

[11.30 The Committee recommends the ACT Government converts the current trial of free off-peak travel for concession card holders into a permanent change in fare policy.](#_Toc520375993)

[Recommendation 199](#_Toc520375994)

[11.35 The Committee recommends the ACT Government consider providing free off-peak travel for school students whose parents/guardians are eligible for free off-peak travel, in addition to their usual student concession arrangements.](#_Toc520375995)

[Recommendation 200](#_Toc520375996)

[11.39 The Committee recommends that the ACT Government report on proposed staffing numbers at transport interchanges, both currently and in the new network, broken down by time of day, as part of Annual Reports.](#_Toc520375997)

[Recommendation 201](#_Toc520375998)

[11.41 The Committee recommends that the ACT Government continue to trial demand responsive transport services and report to the Assembly on the progress of any such trials on a quarterly basis.](#_Toc520375999)

[Recommendation 202](#_Toc520376000)

[11.43 The Committee recommends that the ACT Government release indicative plans for improving community safety around transport stops and interchanges, such as improved and increased lighting of streets and pedestrian pathways.](#_Toc520376001)

[Recommendation 203](#_Toc520376002)

[11.49 The Committee recommends that the ACT Government assure parents of student with special needs that the Special Needs Transport service will continue to be made available and the ACT Government meet the cost of the service until a resolution between the Australian Government and states and territories is determined.](#_Toc520376003)

[Recommendation 204](#_Toc520376004)

[11.52 The Committee recommends the ACT Government demonstrate transparency during the planning of Light Rail Stage 2, and:](#_Toc520376005)

[ release advice received form the National Capital Authority related to the route of Light Rail Stage 2;](#_Toc520376006)

[ when conducting future consultations on the light rail route, commit to publish submissions on the Transport Canberra and City Services website (and inform people of this before they make their submission to ensure their consent);](#_Toc520376007)

[ release all costings for the proposed Light Rail Stage 2, including ongoing operating cost;](#_Toc520376008)

[ provide full and accurate information about the time taken, frequency and stops for proposed routes; and](#_Toc520376009)

[ provide full information on all alternative routes considered.](#_Toc520376010)

[Recommendation 205](#_Toc520376011)

[11.59 The Committee recommends, that with the rollout of Light Rail Stage 2, the ACT Government commits to continuing a public transport service from Tuggeranong and Woden to the City with equivalent journey times to the current Blue Rapid.](#_Toc520376012)

[Recommendation 206](#_Toc520376013)

[11.60 The Committee recommends the ACT Government ensures that Light Rail Stage 2 is designed with infrastructure and operational flexibility that allows for express bus and light rail services.](#_Toc520376014)

[Recommendation 207](#_Toc520376015)

[11.67 The Committee recommends that the ACT Government continue working with the manager of the streetlight network to communicate where appropriate with nearby residents about the reasons for delay in situations when a streetlight cannot be repaired quickly and easily.](#_Toc520376016)

[Recommendation 208](#_Toc520376017)

[11.73 The Committee recommends the ACT Government ensure all suburbs have adequate footpaths.](#_Toc520376018)

[Recommendation 209](#_Toc520376019)

[11.74 The Committee recommends the ACT Government re-consider the erection of metal chicanes, rails and similar barriers on or adjacent to footpaths.](#_Toc520376020)

[Recommendation 210](#_Toc520376021)

[11.75 The Committee recommends the ACT Government widen the standard width of footpaths.](#_Toc520376022)

[Recommendation 211](#_Toc520376023)

[11.78 The Committee recommends that the ACT Government explore the feasibility of extending 40km per hour zones in Town Centres and high pedestrian areas.](#_Toc520376024)

[Recommendation 212](#_Toc520376025)

[11.82 The Committee recommends that the ACT Government prioritise community groups use of library meeting rooms. In doing so, the Government should not charge more for those groups who charge small or token membership fees. The Government should ensure that the cost to the community group does not exceed the marginal cost to the Government of their use of the room.](#_Toc520376026)

[Recommendation 213](#_Toc520376027)

[11.87 The Committee recommends the ACT Government continue to identify and implement ways that waste generation in the ACT can be reduced.](#_Toc520376028)

[Recommendation 214](#_Toc520376029)

[11.92 The Committee recommends that the ACT Government implement initiatives to collect and process organic food waste from residential and commercial waste streams, to prevent it from entering landfill.](#_Toc520376030)

[Recommendation 215](#_Toc520376031)

[11.93 The Committee recommends that the ACT Government progress options for processing organic waste, such as anaerobic digestion and composting, to minimise greenhouse gas emissions and improve environmental outcomes.](#_Toc520376032)

[Recommendation 216](#_Toc520376033)

[11.100 The Committee recommends that the ACT Government, as part of the Better Suburbs program:](#_Toc520376034)

[ provide dedicated funding to the upgrading of playgrounds where many playgrounds are becoming older and less appealing; and](#_Toc520376035)

[ provide specific funding to increase sun protection measures at existing playgrounds.](#_Toc520376036)

[Recommendation 217](#_Toc520376037)

[11.103 The Committee recommends that the ACT Government publicise to the community the process for triaging graffiti removal, including the response timeframes for different categories of graffiti, and circumstances in which there may be a delay in removal.](#_Toc520376038)

[Recommendation 218](#_Toc520376039)

[11.110 The Committee recommends that the ACT Government formally document a policy for deciding sportsground upgrades in the ACT, including the criteria for prioritising one project over another.](#_Toc520376040)

[Recommendation 219](#_Toc520376041)

[11.111 The Committee recommends the ACT Government develop a webpage to provide the community with information about current and future upgrades to sportsgrounds and facilities.](#_Toc520376042)

[Recommendation 220](#_Toc520376043)

[11.114 Once the investigation is concluded into an incident in which a dog was euthanised on the June 2018 long weekend, the Committee recommends that the ACT Government report on the outcomes of the investigation.](#_Toc520376044)

[Recommendation 221](#_Toc520376045)

[11.116 The Committee recommends that the ACT Government manage weed growth on median strips and verges as a priority.](#_Toc520376046)

[Recommendation 222](#_Toc520376047)

[11.118 The Committee recommends that the ACT Government allocate resources to ensure abandoned vehicles are removed in a timely manner.](#_Toc520376048)

[Recommendation 223](#_Toc520376049)

[11.124 The Committee recommends that the ACT Government should set a strong tree canopy target, and ensure all developments and redevelopments are climate-wise and adapted to a warmer, drier climate.](#_Toc520376050)

[Recommendation 224](#_Toc520376051)

[11.131 The Committee recommends that the ACT Government makes public the criteria they will use to decide if the Southern Memorial Park will proceed, the level of Government capital investment and on-going financial commitment. This should include how the Government will decide if the park will be run by the ACT Public Cemeteries Authority or a private organisation.](#_Toc520376052)

[Recommendation 225](#_Toc520376053)

[11.132 The Committee recommends that the ACT Government continue to keep the community informed as Southern Memorial Park is progressed.](#_Toc520376054)

[Recommendation 226](#_Toc520376055)

[11.137 The Committee recommends that the ACT Government prioritise community consultation and legislation development for any tenure changes for burial plots.](#_Toc520376056)

## Introduction

### Establishment

On Thursday 15 February, the ACT Legislative Assembly (the Assembly) considered a resolution to establish a Select Committee on Estimates 2018-2019. Debate was adjourned and the Assembly tasked the Standing Committee on Administration and Procedure ‘to inquire into the establishment of an Estimates Committee for this year, but also to inquire into any other matter pertaining to the conduct of Estimates in the Assembly going forward’.[[2]](#footnote-2)

On Thursday 22 February, the Chair of the Standing Committee on Administration and Procedure,[[3]](#footnote-3) Ms Joy Burch MLA, presented Report 6: *Models for Estimates Inquiries*.

On Thursday 22 March, the Assembly agreed to establish Select Committee on Estimates 2018-2019.[[4]](#footnote-4)

###### Committee Comment

The Committee is aware of ongoing consideration amongst Members of the Assembly around the best way to conduct future inquiries into appropriation bills and has written to the Standing Committee on Administration and Procedure accordingly, asking that it give the matter due consideration.

### Conduct of the Inquiry

The Committee first met on 28 March 2018. Mr Wall was elected Chair of the Committee and Ms Cheyne MLA was elected as Deputy Chair.

At successive private meetings the Committee considered and accepted proposals for: community and industry groups to be asked to comment on the 2018-19 Australian Capital Territory (ACT) Budget and to appear before the Committee during hearings; a schedule of public hearings during which community groups, government agencies and statutory office-holders would appear before the Committee as part of its inquiry.

The Committee agreed to engage a specialist adviser to provide an independent economic and financial analysis of the ACT Budget 2018-19, in accordance with Standing Order 238 of the Assembly and as provided for in the Committee’s Resolution of Appointment. Pegasus Economics was selected via a competitive tender process to provide the specialist budget adviser services to the Committee. Pegasus provided the Committee with a report on the Budget entitled Review of the ACT Budget 2018-19. This report is available on the Committee website.[[5]](#footnote-5)

The Committee held public hearings over 11 days from 15 to 29 June 2018 inclusive. It heard evidence across all ministerial portfolios; the officers of Territory owned corporations, ACT statutory office-holders and Officers of the Legislative Assembly. The Committee deliberated on its report over 5 days of private meetings. In total the Committee met 25 times during the course of the inquiry, including private meetings and public hearings.

Hansard transcripts of the evidence provided at the hearings are available on the inquiry webpage.[[6]](#footnote-6) Public hearings can be viewed at the Committee on Demand section of the ACT Legislative Assembly website, a portal of audio-visual recordings of committee hearings.[[7]](#footnote-7)

A total of 173 questions were taken on notice by Ministers and officials during the hearings. An additional 493 questions on notice were submitted subsequent to the hearings, taking the total number of questions to 666. A list of questions, by number, including question subjects, the Minister to whom the question was addressed, and the date the answers for each question were received is available on the Inquiry website. The answers to all questions are also available on the website.[[8]](#footnote-8) At the time this report was finalised, the answers to 36 were outstanding.

With regard to outstanding Questions on Notice, the Committee notes that Standing Order 253A of the ACT Legislative Assembly states:

When presenting its report, the Chair of the Select Committee on Estimates will present to the Assembly a schedule listing questions on notice for which answers were not provided during the annual estimates inquiry. Outstanding questions on notice will be provided to the Clerk within 30 days from the tabling of the estimates report. The Speaker will present to the Assembly the answers received after the report has been tabled and a schedule of questions on notice outstanding after the 30-day period.[[9]](#footnote-9)

### Structure of the Report

The structure of this report by the Select Committee on Estimates 2018-19 is as follows:

* This introduction, Chapter One, outlines the conduct of the inquiry, provides an overview of the conduct of the inquiry as well as an outline of the structure of the report.
* Substantive report chapters commence with community groups and Officers of Parliament and the Office of the Legislative Assembly. The balance of the chapters follow the sequence of the 2018-19 Budget Statement starting with Treasury and Chief Minister’s portfolio areas.
* Each chapter reflects the issues discussed at the Committee’s public hearings in relation to individual directorates and agencies.
* Within chapters, for each agency, sub-agency, or statutory office-holder considered, information is presented in the following manner where possible:
* Introduction — providing a brief description of the entity/business unit; and
* Matters Considered — providing a summary dot point of substantive issues discussed in hearings, with citations to the relevant sections of hearing transcripts; and
* Key Issues — providing an expanded coverage of selected issues from ‘Matters Considered’ as well as the views of the Select Committee on the matters they have considered during the inquiry, and recommendations the Committee has made in relation to those matters.
* Appendices to the report. These provide:
* a list of hearings and witnesses appearing before the Committee;
* a list of the community groups that provided written feedback to the Committee;
* a list of exhibits and other tabled during hearings; and
* a table indicating the subject and number of all question taken on notice and questions asked on notice.

The following documents are published on the Committee’s website:

* Hansard transcripts;
* exhibits and tabled documents;
* submissions from community groups;
* answers to questions taken on notice during the hearings and questions asked on notice, along with a table indicating question numbers and subjects; and
* the report of the specialist budget adviser.

###### REFERENCES TO HANSARD TRANSCRIPTS

Footnotes in the Report generally reference the proof transcripts of evidence. Page numbers may vary between the proof and the final Hansard transcript.

### Acknowledgements

The Committee thanks everyone who participated in, or otherwise assisted, this Inquiry. These include, among others, representatives of ACT community and industry groups, ACT Government Ministers, Members of the Assembly, Members’ staff, Statutory Office-Holders, Officers of the Legislative Assembly, ACT Government officials, and staff of the Office of the Legislative Assembly.

## Community and Industry Representative Groups

The Committee sought the views of community and industry representative groups on the ACT Budget 2018-19 by inviting them to complete a survey. The Committee sent invitations to a large number of organisations and also invited contributions to the survey on the Inquiry website and via the Assembly Facebook page and Twitter feed. The Committee received 15 survey responses, and two detailed submissions, from a range of organisations.

On Friday, 15 June 2018, the Committee held a public hearing and heard from 15 community and industry representative groups regarding their views on the ACT Budget 2018-19.

### ACT Council of Social Service

#### Introduction

The ACT Council of Social Service Inc. (ACTCOSS) is the peak representative body for not-for-profit community organisations, people living with disadvantage and low-income citizens of the Territory. ACTCOSS states that its vision is to live in a fair and equitable community that respects and values diversity and actively encourages collaborations that promote justice, equity and social inclusion.[[10]](#footnote-10)

#### Matters Considered

At the hearing, the following matters were discussed:

* investment in services that respond to people facing difficult circumstances; [[11]](#footnote-11)
* investment in infrastructure support;[[12]](#footnote-12)
* investment in mental health prevention, treatment, and recovery support services, in homelessness services, in disability support, and disability advocacy;[[13]](#footnote-13)
* digital literacy, digital exclusion and access to data;[[14]](#footnote-14)
* justice reinvestment;[[15]](#footnote-15)
* social investment approach focused on addressing unmet demand;[[16]](#footnote-16)
* Newstart allowance; [[17]](#footnote-17)
* income considerations, rates and utilities concessions;[[18]](#footnote-18)
* affordable and community housing. [[19]](#footnote-19)
* NDIS transition and further investment in community development and peer support;[[20]](#footnote-20)

#### Key Issues

##### Social Determinants of Offending

ACTCOSS supports investment in justice reinvestment but commented about the need to address the social determinants of offending, particularly affordable housing:

We think the restorative communities work can potentially be helpful in that space as well. Both of those are positive measures. But we still think that even all of those measures cannot deliver what we need in terms of reducing reoffending—without a house that you can call a home, that you can afford to live in and have money left over for being part of the world, and a pathway to a job.[[21]](#footnote-21)

ACTCOSS advised that the associated costs of lack of affordable housing is being dealt with by the justice, health and education sectors. ACTCOSS noted each of the portfolios needs to make a contribution to addressing the housing issue, not just the housing portfolio.[[22]](#footnote-22)

These matters were also discussed on Tuesday 26 June 2018 with the Minister for Corrections.

##### Affordable and Community Housing

When asked, ACTCOSS explained the reasoning behind its 2017-18 proposal to divert $100 million from government bonds and invest in community housing providers:

The reason we have said that is that we think it is the kind of quantum of investment that will actually address the size of the problem we have. We know it is significant, but we also think that the return on investment you get through government bonds would be matched by the return on investment you would get from stabilising people’s housing, which we know has two major impacts.[[23]](#footnote-23)

ACTCOSS provided the evidence on lowest income groups in Canberra:

The foundation of a comprehensive approach to prevention and early intervention needs to be an increasing supply of affordable housing for the lowest income groups in Canberra—certainly, the 35,000 people living in households that live on less than $500 a week, but also those households in the next income quintile with less than $100,000 a year. We note that the measures to invest in affordable purchase are in the budget, but that does not meet the needs of the people that are looking for affordable rental. [[24]](#footnote-24)

When asked, ACTCOSS explained its view on tax treatment of community housing provision as one of suitable interventions:

A whole other suite of interventions could be done: recognising who the landlord is, that they are offering at a sub-market rate, and that there could be a way of considering the government fees and charges that are attached to that product. There has been some work done in the housing policy group that includes the private sector and community organisations and professional groups, thinking through what might be reasonable in that space.[[25]](#footnote-25)

These matters were also discussed on Wednesday 27 June 2018 (see Chapter 10: Community Services Directorate for further discussion and associated recommendations).

### ACT and Region Frogwatch Program

#### Introduction

The ACT and Region Frogwatch Program (Frogwatch) is an award-winning citizen science program that has been operating for 16 years with thousands of ACT residents participating in the Program. Frog species are widely recognised as indicators of environmental health. [[26]](#footnote-26) Frogwatch is the only ACT frog monitoring program and is managed by the Ginninderra Catchment Group.[[27]](#footnote-27)

#### Matters Considered

At the hearing, the following matters were considered:

* current funding; [[28]](#footnote-28)
* programs for community engagement; [[29]](#footnote-29) and
* programs for schools. [[30]](#footnote-30)

#### Key Issues

##### Current Funding

The Committee received the clarification on funding proposed by Frogwatch within its pre-budget submission to the ACT Government.[[31]](#footnote-31)

Frogwatch advised the Committee about its Australian and ACT Government funding:

The funding base for Frogwatch was significantly reduced at 30 June. It previously was supported at a level of around $80,000 by the commonwealth government, the ACT government and, to a small extent, non-government organisations. The commonwealth ceased providing funding towards the Frogwatch program from 2015. We can understand that funding is quite tight when you have other sources of funding. We appreciate that the government have further consideration of this, possibly looking at other sources. Examples are the water abstraction charge, which could be directed as well.[[32]](#footnote-32)

The Committee heard that Frogwatch received some core funding from the ACT Government for the last three years, which only covered a quarter of their costs and has now ceased. [[33]](#footnote-33) Frogwatch advised it requires $90,000 per year for the next four years to ensure its programs continue, including the census, the climate change component and environmental restoration of frog habitat. Frogwatch noted that it’s requirements may be slightly less as it has possible funding for its education component by Icon Water:

We have got very strong indications that we will be receiving money for the education component of Frogwatch through Icon Water but, unless we receive some funding through the ACT government, the census which has been now operating since 2002 will cease this year[[34]](#footnote-34)

The Committee was advised the organisation has been operating on about half of what it actually costs to run the program, chiefly using volunteers, ‘but those teams of volunteers are not always available’.[[35]](#footnote-35)

Frogwatch provided a breakdown of its funding requirements across the different components of the program.[[36]](#footnote-36)

These matters were discussed further on 28 June 2018 with the Minister for Environment and Heritage[[37]](#footnote-37) (see Chapter 8: Environment, Planning and Sustainable Development Directorate for further discussion and associated recommendations).

### Belconnen Community Council

#### Introduction

Belconnen Community Council (BCC) is a community advocacy group who receive and raise issues to government from the community on matters that affect them in the Belconnen District. It facilitates consultation and are funded by the ACT Government to provide safe and respectful environments where all can participate. [[38]](#footnote-38)

#### Matters Considered

At the hearing, the following matters were considered:

* funding for infrastructure projects; [[39]](#footnote-39)
* health services in Belconnen; [[40]](#footnote-40)
* transport services including bus and light rail; [[41]](#footnote-41)
* Belconnen bikeway project; [[42]](#footnote-42)
* upgrading public amenity; [[43]](#footnote-43) and
* land release program and Belconnen town centre master plan. [[44]](#footnote-44)

#### Key Issues

##### Land Release Program and Town Centre Master Plan

When asked, BCC provided its opinion on the Belconnen Town Master Plan, particularly Lathlain Street:

While there will be a lot of residential and there will continue to be commercial along Lathlain, I am not really sure it is ever going to be a main street, except that it is going to be heavily congested as more people move in, unless better public transport is provided. We think a focus on all areas of the town centre is important, not just on Lathlain Street. I understand that Suburban Land Agency focus will be there because that is where they have a lot of value in those blocks for the territory. [[45]](#footnote-45)

The Committee heard BCC’s concerns about appropriateness of land release and its timing for sites valued by the community, especially the Belconnen Community Service building. [[46]](#footnote-46) The Committee was advised that the Suburban Land Agency could work better with community groups to figure out a way forward for land release.[[47]](#footnote-47)

##### Belconnen Bikeway Project and Emu Bank development

BCC applauded the ACT Government for its funding towards Belconnen Bikeway project, however it noted putting the path for the Belconnen Bikeway through area along Emu Bank would be very difficult if the currently proposed KFC development proceeds. [[48]](#footnote-48)

BCC explained its views on the proposed KFC on the site:

We think the KFC needs to be relocated to an arterial road, somewhere in the services and trades area. That corner block, as it says in our budget submission, we think would best be suited to expanding the skate park and maybe putting some other facility there. [[49]](#footnote-49)

BCC further noted that:

It is an inappropriate development for that site for a number of reasons, including traffic affecting the bikeway.

It would add extra cost to the territory government in having to factor in the entrances and exits for all the people who are going to get their fast food. The entrances and exits are directly opposite Canberra’s busiest bus interchange—the 300 route. I do not understand why it was permitted; it should not have been. Under the precinct code that is currently in draft form, it would not be allowed. [[50]](#footnote-50)

###### Committee Comment

The Committee notes that the ACT's planning authority is appealing a tribunal decision to allow KFC to build a new restaurant next to the Belconnen skate park in the Supreme Court.[[51]](#footnote-51)

These matters were also discussed on Friday 29 June 2018 with the Minister for Planning.[[52]](#footnote-52) (See Chapter 8: Environment, Planning and Sustainable Development Directorate for further details.)

### Cystic Fibrosis ACT

#### Introduction

Cystic Fibrosis ACT (CFACT) is a locally based, not-for-profit and sole support provider to about 100 individuals living with cystic fibrosis and a part of the Cystic Fibrosis Australia Federation. CFACT provides financial assistance and peer support to the adults and children in the ACT region who are living with Cystic Fibrosis. Most are treated by specialist clinical teams at The Canberra Hospital and CFACT works closely with those teams to make sure patients have access to the equipment and supplies they need to maximise their health outcomes. [[53]](#footnote-53)

#### Matters Considered

At the hearing, the following matters were considered:

* Canberra Hospital Cystic Fibrosis clinic; [[54]](#footnote-54)
* national standards; [[55]](#footnote-55) and
* funding and NDIS scheme. [[56]](#footnote-56)

#### Key Issues

##### Canberra Hospital Cystic Fibrosis Clinic

CFACT summarised details about patients in the ACT:

We have currently in the ACT perhaps more cystic fibrosis patients than people realise—53 adults are being treated at the Canberra Hospital and 40 children either in full-time care or shared care with New South Wales hospitals. Additionally, there are 20 children in the ACT with cystic fibrosis that are treated outside the ACT because the clinic does not have capacity to treat them here. These are pretty significant issues for the care of our community in this territory. [[57]](#footnote-57)

In terms of staffing for children within the Canberra Hospital Cystic Fibrosis Clinic, the Committee heard that there is one physician, a visiting medical officer billing based on his time, and a nurse who looks after cystic fibrosis children 0.25 of her time. [[58]](#footnote-58)

For adults, there is one physician full time and 0.75 of a nurse. The ACT doesn’t have special psychological help and support for adults:

We have no psychological help for adults with cystic fibrosis in the ACT, unless they are an inpatient being treated in hospital on an admission, which means they are extremely unwell. That is probably not exactly the right time to be getting them into psychological help; you really need it outside that framework.[[59]](#footnote-59)

The Committee heard that there is no allocated funding for the other services required as part of cystic fibrosis care including dieticians, pharmacists and physiotherapists.[[60]](#footnote-60)

When asked about the national comparison to staffing levels in other clinics across the nation, CFACT noted that the ACT is significantly understaffed and the cystic fibrosis population is growing. [[61]](#footnote-61)

CFACT highlighted that:

...the better care you provide for treatment and so forth in clinic and ongoing care, the less hospitalisation you get, thereby freeing up beds and the issues that relate around those components of the health system as well. That is where we are coming from.[[62]](#footnote-62)

In this context, CFACT noted:

Currently, the adult cystic fibrosis clinic is held offsite at the west Belconnen health centre. Because cystic fibrosis requires a full multidisciplinary team and a number of tests and exams, I guess you could call them to check their health level; some of the equipment required to do that testing cannot be moved. Therefore having an offsite clinic facility does not work. It means multiple appointments and multiple trips to get the full required care that is needed. So it just adds further stress.[[63]](#footnote-63)

The Committee has made recommendations relating to Cystic Fibrosis ACT in Chapter 6: Health.

##### Funding and NDIS scheme

The Cystic Fibrosis ACT raised the issue with funding:

Cystic fibrosis is not recognised as part of the NDIS. Those with cystic fibrosis are not recognised, so very few get support.

We are in talks with the NDIS to try and get some support there, but that is a very slow and long process. So Cystic Fibrosis ACT is mainly and predominantly funded through donations and fundraising events.[[64]](#footnote-64)

###### Committee Comment

The Committee notes funding issues for community groups, particularly for those providing services for people with disability and other health conditions.

Similar concerns were also discussed with the Epilepsy ACT (below).

### Epilepsy ACT

#### Introduction

Epilepsy ACT have been assisting people diagnosed with epilepsy in Canberra for over 30 years. Statistics show that 2 to 4 per cent of the population manage epilepsy at some time in their life. While epilepsy is more prominent in children and people over the age of 65, it affects everyone in different ways and at any age. Epilepsy ACT provides accessible support, case management, information, education, connections for people living with epilepsy in the ACT, their families, their support network and their community. [[65]](#footnote-65)

#### Matters Considered

At the hearing, the following matters were considered:

* funding and NDIS scheme; [[66]](#footnote-66)
* ACT Epilepsy seeking to be recognised as a health care provider;[[67]](#footnote-67)
* NDIS and people with epilepsy;[[68]](#footnote-68)

#### Key Issues

##### Funding and NDIS Scheme

The Committee was advised that Epilepsy ACT is no longer receiving funding from the ACT Government, however it has also been unsuccessful applying for NDIS ILC funding.[[69]](#footnote-69) The Committee heard that:

Epilepsy ACT, with the support of a business investment package, has undertaken a strategic review, planning and engagement process. It has highlighted that, while all avenues are pursued to become self-sufficient through expanded fundraising and fee-for-service activities, there still remains a shortfall to provide the free, flexible and timely case management support that the individuals and families in our region rely on.[[70]](#footnote-70)

When asked, Epilepsy ACT stated that people with epilepsy as a sole condition are not getting NDIS packages which could be utilised to fund those services provided by the CFACT. [[71]](#footnote-71)

Similar concerns around the NDIS funding were raised by Cystic Fibrosis ACT (Chapter 2: Community and Industry Groups: Cystic Fibrosis ACT for further discussion).

###### ACT Epilepsy Seeking to be Recognised as a Health Care Provider

Epilepsy ACT provided the evidence on its pre-budget submission:

Epilepsy ACT submitted a bid that was unsuccessful in securing any funding or engagement through the 2018-19 budget process. Our proposal, which has been tabled with the committee, sought $95,000 per annum through the Health portfolio. This would enable Epilepsy ACT to engage a clinical staff member to continue to deliver the essential case management services. In this process, Epilepsy ACT is seeking to be recognised as a healthcare provider rather than a disability service. [[72]](#footnote-72)

The Committee also discussed Epilepsy ACT’s funding with the Minister for Disability, Children and Youth on Wednesday 27 June 2018.[[73]](#footnote-73) As epilepsy is being treated as a health matter, see Chapter 6: Health for associated comments and recommendations.

### Karinya House Home for Mothers and Babies Inc.

#### Introduction

Karinya House Home for Mothers and Babies Inc. is a community based, grass roots, local organisation, supporting vulnerable and at risk pregnant and early parenting women in Canberra and the surrounding Region though the provision of Supported Accommodation, Transitional/Semi-Independent Housing, Outreach Service and Groups Support Programs.[[74]](#footnote-74)

#### Matters Considered

In their submission to the Committee, the following matters were identified:

* affordable housing; [[75]](#footnote-75)
* homelessness;[[76]](#footnote-76)and
* women.[[77]](#footnote-77)

### Kulture Break

#### Introduction

Established in 2002, Kulture Break is a well-being and social inclusion charity service provider committed to the empowerment and transformation of young people. Its mission is to engage young people in safe, active and productive environments that lead to empowerment and life transformation. Kulture Break’s tailored programs are delivered across the arts, health and education sectors in schools, government agencies and communities right across Australia and internationally. [[78]](#footnote-78)

#### Matters Considered

At the hearing, the following matters were considered:

* outcome-based programs and youth engagement;[[79]](#footnote-79)
* early intervention programs: Man Up and Ladies First; [[80]](#footnote-80) and
* securing funding for programs; [[81]](#footnote-81)

#### Key Issues

##### Secure Funding for Programs

Kulture Break advised the Committee about challenges securing government funding as ‘Government seems to fund in silos whereas Kulture Break takes a whole-person approach to solving some of the issues that we have in our society.’[[82]](#footnote-82)

They highlighted their difficulty as follows:

…when we go to the arts, the arts will say, “We think it’s education”; education will say, “We think it’s health”; and health will say, “We think it’s arts.” And there it goes—the merry-go-round. The challenge for us, with the release of the latest budget, is again that unfortunately to date we have not been allocated funding towards our programs.

We are looking for answers as to why, despite the fact that we are now one of the largest providers of youth engagement in the ACT, with over 8,000 participants weekly, we are struggling to secure the funding to meet those outcomes.[[83]](#footnote-83)

Kulture Break advised it is primarily self-funded, offering fee-for services programs as well as some support from local businesses and corporate entities. Additionally, Kulture Break has a three year arts funding agreement with the ACT Government for $35,000 per year for its Elevate Academy program.[[84]](#footnote-84) The Committee heard that Kulture Break has received around $290,000 of government funding over 16 years, noting that the value of their programs to the community, including risk intervention programs for young people, is significantly higher. [[85]](#footnote-85)

###### Committee Comment

The Committee notes that Kulture Break programs deliver results across health, education and arts sectors and current government funding models do not always capture multi-disciplinary initiatives.

See Chapter 5: Chief Minister, Treasury and Economic Development Directorate - Arts Engagement for associated recommendations.

### Living Street Canberra

#### Introduction

Living Street Canberra aims to represent and promote rights and interests of pedestrians in Canberra, in much the same way that the NRMA, Pedal Power and the Motorcycle Riders Association represent interests of drivers and riders. [[86]](#footnote-86)

#### Matters Considered

At the hearing, the following matters were considered:

* walking as an active travel component; [[87]](#footnote-87)
* changes into the Territory Plan regarding ‘woonerfs’ (living streets); [[88]](#footnote-88)
* safety considerations in pedestrian infrastructure; [[89]](#footnote-89)
* footpath network upgrade;[[90]](#footnote-90) and
* missing links and streets without footpaths.[[91]](#footnote-91)

#### Key Issues

##### Footpath Network Upgrade

Living Street Canberra noted the disproportionate funding for footpaths compared to public transport:

We will be spending $10,000 per year per public transport commuter over the next four years. In the same time we will be spending approximately $500 per pedestrian and cyclist. So we are spending 20 times as much on public transport per person who uses it, compared with walking and cycling.[[92]](#footnote-92)

Living Street Canberra also mentioned government commitments of inviting people to nominate missing footpath links and footpaths that need upgrading and to prioritise them. [[93]](#footnote-93)

The Committee also heard that in the ACT there are about 1,000 kilometres of streets within existing suburbs without footpaths. Around 30 kilometres of footpaths will be provided in the next year, and Living Streets Canberra noted that at that rate it could take 30 to 40 years to upgrade the network, the estimation well beyond 2026 target set in 2012.[[94]](#footnote-94)

Safety Considerations in Pedestrian Infrastructure

When asked about the pros and cons of reducing speed limits in suburban areas, Living Street Canberra advised, based on its analysis, that pedestrian deaths in Canberra over the last twenty years reduced from about three per year to about one per year mainly due to the introduction of reduced speed limits. [[95]](#footnote-95)

Living Street Canberra was also asked about safety issues with ‘metal frame’ pedestrian chicanes on footpaths and advised that:

It seems that there are some cases where you create a chicane for pedestrians and it forces people with pushers to go off the footpath because it has been added after the footpath was built. [[96]](#footnote-96)

Living Street Canberra noted that the standards have improved over the years but there are still some legacy obstructions on footpaths that need to be fixed up. [[97]](#footnote-97)

These matters were also discussed on Wednesday 20 June 2018 (see Chapter 11: Transport Canberra and City Services for further discussions and associated recommendations on the footpath network and pedestrian safety matters).

### Master Builders Association of the ACT

#### Introduction

MBA is the peak industry body representing the construction industry in Canberra. Its members are small businesses that collectively employ around 14,000 people. [[98]](#footnote-98)

#### Matters Considered

At the hearing, the following matters were considered:

* small businesses and the impact of a number of new laws;[[99]](#footnote-99)\*
* construction industry safety issues;[[100]](#footnote-100)
* impact of rolled-out infrastructure projects on the local construction industry;[[101]](#footnote-101)\*
* planning of infrastructure projects and annual budget cycle;[[102]](#footnote-102)\*
* investment in skills and workforce development;[[103]](#footnote-103) \*
* land release program and land prices; [[104]](#footnote-104)
* housing choices policy development and the ‘missing middle’ medium density housing options;[[105]](#footnote-105)
* Lease Variation Charge (LVC); [[106]](#footnote-106)\*
* community housing and housing affordability; [[107]](#footnote-107) \*
* building quality, safety standards and regulatory system; [[108]](#footnote-108)
* demonstration housing project.[[109]](#footnote-109)

#### Key Issues

##### Infrastructure Planning

The Committee asked the MBA about the impact on the industry of capital works rollovers and was advised that the current approach is inefficient:

… in the current year budget, while there was infrastructure budget announced this time last year of around a billion dollars, a little under half of that is actually being delivered. The MBA and a number other of other industry groups have been calling for a long time for there to be a long-term infrastructure plan. We believe there should be a 20 to 30-year infrastructure plan at a high level and a 10-year plan at a more detailed level. I think having that long-term plan in place would help avoid some of these problems where the infrastructure budget is being underspent. [[110]](#footnote-110)

the MBA further advised that:

Having a longer term approach to delivering and planning this infrastructure would be far more cost effective for government, but it would also be beneficial to industry because it would give industry an opportunity to plan a future pipeline of work and even to skill up and train, or bring in more resources, to deliver this work. [[111]](#footnote-111)

These matters were also discussed on 18 June and 19 June 2018 (See Chapter 5: Chief Minister, Treasury and Economic Development Directorate for further discussion and associated recommendations).

##### new laws

While the MBA ACT welcomed the ACT budget’s investment in new infrastructure, skills and land release it also raised concerns around the risks to delivering the forecast budget surplus:

The main risk, we believe, is the extra cost that is going to be added, particularly to the price of infrastructure, because of the impact of a number of new laws that are being imposed by the ACT government. [[112]](#footnote-112)

The MBA ACT further commented on the new laws that mandate union access to building sites; to mandate further training; to mandate facilitated meetings between union officials and employees. The MBA ACT provided its view:

We respect the unions’ right to lobby for these laws and we respect the government’s right to legislate in response to this pressure. But the impact of these laws that we would like to point out on the average Canberran is that schools, hospitals and even houses will cost more. Based on research that has been conducted in other states, the cost of infrastructure could increase by at least 10 per cent, and probably much more. If that increase was applied to the ACT budget, that would be equivalent to more than twice the forecast budget surplus. [[113]](#footnote-113)

The Committee made recommendations in relation to this matter. See Chapter 5: Chief Minister, Treasury and Economic Development Directorate for details.

Workforce Labour Supply and Workforce Development

The Committee enquired about how large-scale infrastructure projects such as light rail impact on the supply of labour and the local construction industry more generally. The MBA advised that:

… without proper planning for new resources and workforce development to deliver those projects, it is going to be very difficult to deliver on all of the promises that are made in the budget. Having light rail under construction at the same time as a number of other projects, without proper investment in skills and workforce development, is going to mean that it will be difficult to deliver on all of those projects, particularly given that other states are also busy delivering infrastructure and it makes it hard for us to import resources into Canberra. [[114]](#footnote-114)

In terms of workforce development, the MBA noted an undersupply in many trade areas. MBA advised that an appropriately skilled and trained workforce would include:

…everything from train designers, engineering designers and architects through to the tradespeople and qualified people that will actually build the projects. What we are seeing in industry at the moment is that while there are probably some parts of industry where there is an oversupply, generally we are needing a lot more trained, skilled people to deliver not just the infrastructure projects, but also the commercial building projects and all the other projects that are being funded. [[115]](#footnote-115)

These matters were also discussed on 19 June 2018 in Capital Works (see Chapter 5: Chief Minister, Treasury and Economic Development Directorate for further discussion and associated recommendations).

##### Lease Variation Charge

The MBA ACT raised concerns that the LVC charge has a very significant impact on housing affordability and on delivering of the ‘missing middle’ medium-density housing.[[116]](#footnote-116) They advised:

The best example of that, if we rewind 12 months, is to look at the impact of the $30,000 lease variation charge that was applied on certain residential leases. Because we were able, after that announcement, to negotiate a transition period, we saw a massive rush of applications come in to take advantage of the previous lease variation charge rules. Now we are seeing that higher charge having the impact of applications basically coming to a halt. [[117]](#footnote-117)

The MBA ACT advised the Committee that they would be supportive of a review of LVC:

We accept that LVC needs to remain, but we certainly think that there are better ways that it can be calculated and applied, and we would strongly advocate that any changes to LVC be transitioned over a period of time so that industry can adjust to them. [[118]](#footnote-118)

These matters were discussed on Monday 18 June 2018 (see Chapter 5: Chief Minister, Treasury and Economic Development Directorate for further discussion and associated recommendations).

Housing Choices Policy and land release

The Committee asked about the land release program and its impacts on the industry and impacts on the increased cost of housing. The MBA advised that

I think the practices of the last five or six years are almost solely responsible for the dramatic increase in land prices. In terms of house prices, in real terms the cost of building a house has not increased since the 1970s.[[119]](#footnote-119)

The Committee further inquired about the impact of land release on the mix of housing available and heard that the Housing Choices policy work which the ACT Government is undertaking at the moment will consider all those issues, including whether the current supply of housing is providing what the community is seeking, particularly the middle options such as dual occupancies, townhouses and smaller single houses and larger family units which are currently being ‘underserved’.[[120]](#footnote-120)

The MBA advised that a more effective policy for missing middle and large apartments would be providing an adequate supply of all land for housing and letting the market decide the types, sizes and style of housing which are being on demand. [[121]](#footnote-121)

The MBA ACT advised that at the moment we don’t have a free market:

We do not have a situation where land is being supplied to the same levels and planning rules for apartments as for single houses or the missing middle housing. If we implemented the housing choices work—and there are opportunities to provide those three-bedroom units in established areas—I think you would see the market respond to that. At the moment, unfortunately the opportunities for apartments are generally around town centres or in the city, and that is not where people necessarily want to live. [[122]](#footnote-122)

The Committee notes that the ACT Government is currently undertaking a review of housing diversity and choice.

##### Community Housing and Affordable housing

The Committee asked about affordable housing provision and was advised:

Government is already providing public housing, obviously. With a surplus budget this year and next year, I think there is an opportunity there for government, for example, to provide subsidised land to community housing providers so that they have more flexibility and capacity to provide affordable housing at below market rates. Maybe that is what we will see in the affordable housing strategy when it is ultimately delivered, but that would be one thing that we would think would have a really effective impact on housing affordability and a really useful purpose for the budget surplus.[[123]](#footnote-123)

The Committee discussed affordable housing further with the Minister for Planning. See Chapter 8 for associated recommendations.

##### Building Quality and Regulatory System

The Committee asked about resourcing to improve and enforce safety and compliance requirements and heard that more needs to be done on both enforcement and legislative side. The MBA suggested a more thorough review was required of building licensing, including trade contractor licensing and even including registration of engineers and registration of building designers and architects. [[124]](#footnote-124)

The MBA would also support the introduction of a supervisors licence ‘so that the building supervisor on site holds a separate licence and is qualified and skilled in building supervision, which might be distinct from the holder of the A class licence.’ [[125]](#footnote-125)

The MBA advised that a thorough root and branch review of the ACT’s building regulatory system is required:

…that would pick up all the issues that we are talking about here, both from legislative and enforcement. We think that the ACT’s building regulatory system is a long way behind where it needs to be. It is certainly a long way behind other states. [[126]](#footnote-126)

###### Committee Comment

The Committee notes the ongoing *Inquiry into Building Quality in the ACT* by the ACT Legislative Assembly’s Standing Committee on Economic Development and Tourism.[[127]](#footnote-127)

### Marymead Child and Family Centres

#### Introduction

Marymead is a not for profit child, youth and family organisation in the ACT delivering early intervention, therapeutic and crisis services for over 50 years. [[128]](#footnote-128)

Matters Considered

At the hearing, the following matters were considered:

* PAIRup parenting-mentoring service for parents of zero to four-year-olds;[[129]](#footnote-129)
* prevention and early intervention mental health program for children ‘New Horizons’; [[130]](#footnote-130)
* early childhood strategy;[[131]](#footnote-131)
* strengthening families and community development;[[132]](#footnote-132) and
* current funding.[[133]](#footnote-133)

#### Key Issues

##### Outreach and parenting support service

Marymead advised the Committee that, as the largest child, youth and family provider in early intervention in the ACT and the surrounding New South Wales region, it is experiencing an increasing number of women coming in with mental health issues, with babies and with young children, accessing secondary and tertiary services.[[134]](#footnote-134)

Marymead is proposing an 18-month pilot of PAIRup, an outreach and parenting support-mentoring service for parents of zero to four-year-olds that goes beyond the services provided by Maternal and Child Health nurses and includes a home-visiting service.[[135]](#footnote-135) The Committee heard:

There is a spike in depression at 12 months and another spike at four years, which clearly falls out of the maternal and child health area. More recently, there has been research to show that two in every five mothers with depression, in the first year after the birth, have experienced domestic violence. In the ACT we have had those two recent cases of women with children who have been murdered.[[136]](#footnote-136)

Furthermore, the Victorian Royal Commission into Family Violence found critical links between violence and marriage breakdown and homelessness. [[137]](#footnote-137) Marymead further referenced the Australian Women’s Centre for Health Matters research project into maternal health in those early years and found low consumer satisfaction in that postnatal phase and support in the ACT. Marymead also mentioned that this research recommended improved home visiting schemes for new mothers and systems to better identify the needs of new parents. Other local research, parenting programs in the ACT, recommended greater investment in providing support to parents from culturally and linguistically diverse backgrounds and Aboriginal families, and support for young parents. [[138]](#footnote-138)

Marymead confirmed they put in a budget submission and have been advised that the existing funding for the early intervention support will continue only with existing providers for the next few years while a new early intervention strategy is being developed and rolled out. In that time no new programs will be considered.[[139]](#footnote-139)

###### Committee Comment

The Committee notes evidence about the value of prevention and early intervention for mental health issues in the community and the importance of providing adequate funding and support to ensure the access to relevant services for women and children.

See Chapter 10: Community Services Directorate for associated recommendations.

##### New Horizons

Marymead highlighted the early intervention mental health program for children funded by the Australian Government’s Department of Social Service, called New Horizons describing it as an outreach service that works with the schools, the health providers and the families, for children from zero to 18 who have emerging mental health issues. [[140]](#footnote-140)

The Committee heard that there remain gaps in the early intervention mental health space and the benefit of the New Horizons program is that it also works with parents and schools and, as needed a health practitioner.[[141]](#footnote-141) Hew horizons is also a longer term program, working with a child for up to a year to build resilience and build coping strategies for the family.

Marymead advised that their chief concern is that New Horizons is a project, not an ongoing service. They noted the opportunity for the ACT Government to ‘pick up and run with’ this type of service.

See Chapter 10: Community Services Directorate for associated recommendations.

### National Seniors Australia

#### Introduction

National Seniors Australia is a not-for-profit organisation that gives voice to issues that affect Australians aged 50 years and over. It is the largest membership organisation of its type in Australia with more than 130,000 members and is the fourth largest in the world.[[142]](#footnote-142)

#### Matters Considered

At the hearing, the following matters were considered:

* housing suitable for seniors wanting to downsize;[[143]](#footnote-143)
* cost of living;[[144]](#footnote-144)
* financial information online and telephone service for seniors; [[145]](#footnote-145)
* treatment of seniors by government officials;[[146]](#footnote-146) and
* parking spaces.[[147]](#footnote-147)

#### Key Issues

Cost of Living

The Committee heard how increasing utility charges affected seniors on fixed incomes, with no subsidy that could ease the stress.[[148]](#footnote-148)

With regard to the increase to cost of living, the Committee sought advice on the impact of increasing rates and other fees on the senior community who are no longer in the workforce.[[149]](#footnote-149)

When asked, the National Seniors Australia provided its view on concessional rates for seniors:

There is a divide of opinion between people that are more or less on fixed incomes and others that are self-funded retirees. Philosophically, we as seniors see the good, if you like, of the public policy of changing from stamp duty and other charges to everybody who lives in things paying for the services they get and we all need. [[150]](#footnote-150)… But people then argue that with people, particularly pensioners, on fixed incomes, it is a massive cost for their daily fees, the rates they are paying for their houses. A lot of them live in older established suburbs like the northern suburbs of Watson, Braddon and so on—housing in very expensive places. They are very well off capital-wise, but they have no income to live on. It is almost forcing them out of where they would want to stay.[[151]](#footnote-151)

##### Housing Suitable for Seniors

National Seniors Australia argued that there is a lack of options for seniors wanting to downsize as seniors can’t find a suitable house, specifically many are looking for single-level townhouses which could be easily adapted to their needs with wider doors, non-slip floors and little to no garden. [[152]](#footnote-152)

When asked, National Seniors Australia explained why some seniors have got the aversion to apartments:

…if you are living in a private development, you are usually living with a whole lot of renters who have no respect for either the property or the people in it, and no community develops there. Isolation in old age is probably the second problem after health. [[153]](#footnote-153)

National Seniors Australia further stated that designers have put together what suits aged-care people but it has never been brought into regulation in the ACT to ensure a supply of suitable housing. [[154]](#footnote-154)

###### Committee Comment

The Committee believes the ACT Government has a role in ensuring more diversity of housing is available so that seniors have suitable options to downsize; particularly the provision of single storey dwellings that address access issues like wider doors and non-slip floors, and have no or low-maintenance gardens.

The Committee also discussed housing options with the Minister for Planning on 29 June 2018. See Chapter 8 for associated commentary and recommendations.

###### Retirement

National Seniors Australia noted their disappointment that accountability measures for retirement villages haven’t been implemented and there is not uniformity in retirement village contracts:

We have asked for the last three years for the government to implement the laws that they brought in, the revision of the Retirement Villages Act, and make owners accountable for their finances, budgets and everything to members who live in them. That has not happened; it is something that we think should happen. [[155]](#footnote-155)

###### Committee Comment

The Committee is concerned to hear that implementation of the *Retirement Villages Act 2012* may not have led to owners being held accountable.

### Owners Corporation Network ACT

#### Introduction

The Owners Corporation Network ACT (OCN) is an association of unit owners and owners corporations (colloquially known as ‘body corporates’) that has been established to further the interests of persons living in medium density housing in the ACT, and to address their concerns as and when necessary. OCN is not associated with or affiliated to any organisation representing real estate or property management interests, our only clients are unit owners. [[156]](#footnote-156)

#### Matters Considered

At the hearing, the following matters were considered:

* inequalities of rates for strata properties;[[157]](#footnote-157)
* flow on effects for tenants;[[158]](#footnote-158)
* all-site utilities. [[159]](#footnote-159)

#### Key Issues

##### Inequalities of Rates Tax

The OCN advised the Committee, in its written survey, noted its primary concern is that:

the change to the valuation component of the rate and land tax systems for multi-dwellings is neither equitable nor efficient.[[160]](#footnote-160)

OCN further advised that it would like ‘no further implementation of the approach until a detailed and open consultation occurs to develop a model that is equitable’. [[161]](#footnote-161)

OCN ACT informed the Committee that different types of housing don’t contribute equally to the overall revenue from the rates tax:

The genesis of everything relates very much to the change that was made to the way in which rates were calculated for strata properties. The change was made in the 2017-18 budget. I will not go into what the changes were, but they were a part of what was explained by the justification at the time of a concern that, compared to freestanding properties, single dwelling properties, units, based on their improved value, were not contributing equitably to the overall revenue generation from the rates tax.[[162]](#footnote-162)

OCN ACT highlighted the evidence on inequalities on rates tax:

Firstly, I refer to the treasury release of their modelling, which happened in April this year, which reported that 41,000-plus strata properties suffered great increases in the extremes of over 55 per cent and also observed that 4,300 properties did not suffer any increase in rates or actually their rates went down. I find that disturbing: the policy objective as stated was to charge strata properties more on so-called equity grounds and 10 per cent of the target paid no more or even less.

Secondly, the change in methodology has created a whole new category of inequalities. This is as a consequence of the way that the overall value-based charge is determined, meaning that as the size of a strata complex increases the overall VBC consequently grows. That is then charged back at the aggregate rate to individual properties. You have a situation where, say, a one-bedroom strata unit in a smaller complex has the same or similar AUV as another strata unit in a much larger complex. They may well have the same overall improved value too, but the one in the larger complex will, because of this aggregation, end up paying a sizeable amount extra in terms of rates cost. [[163]](#footnote-163)

###### Committee Comment

The Committee notes that the ACT Legislative Assembly’s Public Accounts Committee is currently conducting an *inquiry into the methodology for determining rates and land tax for strata residences*. [[164]](#footnote-164)

These matters were further discussed on 18 June 2018 (see Chapter 5: Chief Minister, Treasury and Economic Development Directorate for those discussions).

### People with Disabilities ACT

#### Introduction

People with Disabilities ACT is a peak body for people with disabilities operated by people with disabilities working to promote inclusion of people with disabilities in community and to inform debate of disability issues. It is also provider of peer support systemic advocacy and information services. [[165]](#footnote-165)

#### Matters Considered

At the hearing, the following matters were considered:

* inclusive and acceptable communities;[[166]](#footnote-166)
* rights protection, justice and legislation; [[167]](#footnote-167)
* economic participation, employment; [[168]](#footnote-168)
* justice strategy; [[169]](#footnote-169)
* access to public transport for people with disabilities; [[170]](#footnote-170)
* affordable, accessible and liveable housing; [[171]](#footnote-171) and
* funding under NDIS scheme. [[172]](#footnote-172)

#### Key Issues

##### Affordable, Accessible and Liveable Housing

People with Disabilities ACT raised concerns around affordable and accessible housing, noting :

We basically need to get the disability community and the builders, maybe the housing and building developers, engaged together. If we can get some engagement among the housing developers and the housing providers, with people just there together, that, I think, could be a real force for moving things along, regardless of what happens while the ACT government waits for whatever might emerge from the national consultations.[[173]](#footnote-173)

The Committee was advised that there is no central collating point or overarching body to assist with information on accessible accommodation.[[174]](#footnote-174)

we have been asking for some time for an equivalent to the former access and planning advisory committee…, which used to exist and which was a body which oversaw major development applications and provided advice on their accessibility compliance. [[175]](#footnote-175)

The Committee heard, however, that these concerns were put to the Minister for Social Housing, Ms Yvette Berry MLA, at the ACTCOSS budget committee lunch last Thursday, and was advised that ‘the minister did say that there was a commitment for all new housing to be compliant with access standards.’[[176]](#footnote-176)

###### Committee Comment

The Committee notes accessible housing needs were also discussed with the National Seniors Australia.

The Committee also discussed housing options with the Minister for Planning on 29 June 2018. See Chapter 8 for associated commentary and recommendations.

##### Funding under NDIS Scheme

When asked, People with Disabilities explained it hopes to work with Health Care Consumers on the health literacy for people with chronic disease:

We worked closely with Health Care Consumers, and I hope we will work even more closely with them over the next 12 months. It is under the ILC program, funded by the NDIS. We have been funded for a health and disability project which very much involves Health Care Consumers. [[177]](#footnote-177)

The Committee sought advice on funding for organisations who were previously funded under disability ACT and who’s services fall outside of NDIS scheme and was advised:

People With Disabilities ACT does not normally advocate for other groups in its funding. However, we would support the call in the ACTCOSS submission for the ACT government to find ways of supporting these valuable organisations which tend to get lost in transition. …. I remind the committee and the Assembly that there is still a need out there in the sector. [[178]](#footnote-178)

The Committee notes similar concerns were raised by a number of community groups. See Chapter 10 for further discussion and associated recommendations.

### The Childers Group

#### Introduction

The Childers Group advocates for the arts in the ACT region and is committed to the long-term viability and vitality of the arts. The Childers Group states that a key part of their role 'is advocating support for the arts to governments at all levels, and engaging with the private sector, educators, the media and the broader community about the value of the arts.[[179]](#footnote-179)

#### Matters Considered

At the hearing, the following matters were considered:

* Indigenous arts officer announcement;[[180]](#footnote-180)
* Cultural Facilities Corporation and the CIT-Canberra Theatre Centre training pathways;[[181]](#footnote-181)
* lack of growth in ACT arts funding to match the growing economy;[[182]](#footnote-182)
* coordinated approach and integration of the arts into policy making and service delivery across directorates;[[183]](#footnote-183)
* Kingston Arts Precinct development; [[184]](#footnote-184) and
* project funding.[[185]](#footnote-185)

#### Key Issues

##### Lack of growth in ACT arts funding to match the growing economy

The Childers Group analysis of arts grants in the ACT showed that there has been a significant decline in the ACT arts grants on a per capita basis, and as a proportion of funds available to Government. [[186]](#footnote-186)

The Childers Group raised the following concerns around arts funding with the Committee:

An important one we put in our budget submission is that we still note that—we noted it when we reported to this committee last year—as the city is growing, unfortunately the commitment to arts funding, particularly in that money that goes into the creative furnace where the arts are created, that is the arts project funding, is still slowly diminishing. We have been putting forward a case in our last few budget submissions that money into that particular aspect of cultural funding in the city is really important. From the figures that we were looking at, we thought that an increase of about $800,000 into that particular aspect of arts funding would be really crucial. [[187]](#footnote-187)

When asked, The Childers Group outlined some impacts on artists and the arts community of the diminishing pool of finding for arts grants, including more competition for the grants from a growing contingent of artists, who will go elsewhere if not encouraged to remain in the ACT.[[188]](#footnote-188)

The Childers Group further noted that using CPI as the growth factor for arts funding does not reflect the day-to-day costs that arts organisations have to address such as higher electricity and gas prices. They noted this probably concerns all community organisations. [[189]](#footnote-189)

##### Kingston Arts Precinct Development

The Childers Group highlighted that ACT budget doesn’t contain any specific new announcements in relation to the Kingston Arts Precinct development. [[190]](#footnote-190)

When asked whether the organisations affected are involved in the planning and development, the Childers Group advised:

My understanding is that they are, but I am not sure how rigorous that is. There is obviously the Glassworks; there is Megalo. I am not sure who else is due to move down there. I do not know whether things have slowed down a bit or whether they are waiting on some other announcements. We would certainly welcome some updates on that situation. [[191]](#footnote-191)

The Committee made recommendations in relation to the Kingston Arts Precinct and integration of the arts into policy and service delivery. See Chapter 5: Chief Minister, Treasury and Economic Development Directorate - Arts Engagement for details.

##### integration of the arts into policy and service delivery

The Childers Group also emphasised a need for a coordinated response to the arts across all directorates:

We thought that if you actually had an officer in each directorate and that was part of their work, and then they would work closely with artsACT, they could report back to the Assembly and also to ministers to say, “If we are looking for a coordinated response in relation to the arts across all the portfolios, this is actually what is happening in that sector.” There is a lot of exciting work happening with that overseas.[[192]](#footnote-192)

### Weston Creek Community Council

#### Introduction

Weston Creek Community Council (WCCC) is an incorporated, voluntary, not for profit, non-political, community-based association representing the interests of the local residents and communities in Weston Creek.[[193]](#footnote-193)

#### Matters Considered

In their submission to the Committee, the following matters were identified:

* new community centre for Weston Creek; [[194]](#footnote-194)
* Stage two of the implementation of the Master Plan for the Weston Group Centre;[[195]](#footnote-195)
* 50th Anniversary of the establishment of Weston Creek; and
* no specific funding allocated for Weston Creek.[[196]](#footnote-196)

### Youth Coalition of the ACT

#### Introduction

The Youth Coalition of the ACT (Youth Coalition) is the peak youth affairs body in the ACT and is responsible for representing the interests of people aged between 12 and 25 years and those who work with them. The Youth Coalition works to actively promote the wellbeing and aspirations of young people in the ACT with particular respect to their political, cultural, economic and social development. [[197]](#footnote-197)

#### Matters Considered

At the hearing, the following matters were considered:

* mental health supports;[[198]](#footnote-198)
* youth homelessness and housing support services; [[199]](#footnote-199)\*
* housing affordability;[[200]](#footnote-200) \*
* youth unemployment and underemployment;[[201]](#footnote-201)
* insecure and casual work and the impacts on youth; [[202]](#footnote-202)

#### Key Issues

##### Youth Homelessness and housing Support Services

Youth Coalition welcomed the investment in homelessness services, notably for women and children; the extended hours for OneLink; and the investment in Common Ground at Dickson. However, the Youth Coalition remains concerned by the lack of funding to specifically address youth homelessness.[[203]](#footnote-203)

The Committee sought advice on unmet need and demand for housing or shelter for youths between 12 to 15 year olds and was advised:

If there is not a service for 12 to 15-year-olds, we do not gauge unmet need, so we cannot get a good idea of the number of 12 to 15-year-olds. They are also notoriously difficult to count in terms of the scale of the problem because they want to be invisible.

… it does not take a large number of people who are 12 to 15 to be a significant cost to the community. We know that people who are homeless between the ages of 12 and 15 are more likely to be the people who end up in Common Ground when they grow up. They will have become entrenched into chronic homelessness.

We do not have adequate mechanisms in place at the moment to capture the size of the problem, but we have been speaking to youth workers and we have been speaking to a range of people, and they all see it. They know that it is there and we have been saying this for 10 years. [[204]](#footnote-204)

In terms of models that may address this unmet need, the Committee heard that it is important to work with families where possible because, where young people maintain some kind of contact with their families, they have better outcomes. NSW, for example, has programs working with nine to 15 year olds, and their families ‘to do family aware or family focused youth work practice.’ [[205]](#footnote-205)

For those youth who need an alternative ‘we need to have a nice, homely environment that works with young people who are nine to 15’. [[206]](#footnote-206) The Committee heard that some jurisdictions offer a respite-type program where youth can safely stay as needed but can also return home, and which works with the parents.[[207]](#footnote-207)

The Committee also discussed an absence of programs and initiatives supporting the middle years with the Youth Coalition, who reinforced their recommendation that funding for youth engagement be extended to include youth from age ten, or even age eight to ensure better primary prevention. [[208]](#footnote-208)

The Committee discussed homelessness on 27 June 2018. See Chapter 10: Community Services Directorate for associated recommendations.

##### Housing Affordability

Youth Coalition expressed its concerns on housing affordability and security, stating

The lack of action in this budget to address housing affordability is a real concern. The lack of housing options for young people threatens all young people who are transitioning to independence. [[209]](#footnote-209)

Youth coalition also noted that:

…‘this prospect of not being able to have secure housing in the future undermines the wellbeing and mental health of young people right now. It changes how they invest in their future. It changes how they spend their money.’[[210]](#footnote-210)

##### Youth unemployment and underemployment

Youth Coalition further advised that youth are adversely impacted by unemployment and underemployment:

In some ways, employment is the bedrock of participation in our society, both social participation and economic participation, and overlaps a great deal with the housing and education issues we have. Without security of employment, including underemployment, people are unable to plan for the future.[[211]](#footnote-211)

Regarding its pre-budget submission, Youth Coalition noted that the ACT needs to be particularly attentive to youth transitioning out of out of home care or out of juvenile justice as they have difficulty accessing employment and are at risk of ending up in unemployment and not accessing education. [[212]](#footnote-212) The Committee heard that:

The ACT budget is in a position where we have a bit of room to try some new things.

…We will continue to push for an opportunity to work with government to put some programs in place for young people who are really experiencing disadvantage, to have some supports in there. [[213]](#footnote-213)

The Committee also heard that there are opportunities to work with small businesses:

…One of our recommendations is around an accreditation program for employers of young people. That came out of talking to a group of young people for the inquiry into insecure work, and that whole idea of community getting behind businesses who support the local community.[[214]](#footnote-214)

###### Committee Comment

The Committee notes the concerns raised during Youth Coalition’s hearing including the lack of investment in specific initiatives to address housing affordability and youth unemployment and underemployment.

The Committee is aware that the Youth Coalition has made submissions to the ACT Government in relation to these matters.

##### Insecure and Casual Work

The Youth Coalition of the ACT mentioned the research describing changes to the labour market—the increasing insecurity, the casualisation and contracts—which impact people’s connection to community and their sense of belonging to where they are working, because they often have to move.[[215]](#footnote-215)

The Committee heard Youth Coalition’s views on the security of employment, including underemployment. These matters often prevent the young people to plan for the future.[[216]](#footnote-216)

The Youth Coalition further described impacts on youths and community regarding to insecure and casual work as quite broad, naming psychosocial harms as ones of the most concerned results.[[217]](#footnote-217)

###### Committee Comment

The Committee notes that insecure work can cause a range of harms to the community, especially to young people.

### Young Women’s Christian Association (YWCA)

#### Introduction

Young Women’s Christian Association Canberra (YWCA Canberra) is a feminist, secular, not-for-profit organisation that has provided community services and represented women’s issues in Canberra since 1929. YWCA Canberra provides quality, innovative services for women, girls and families in the ACT and surrounding regions in areas such as; children’s services, community development, housing, youth services, personal and professional training, women’s leadership and advocacy. [[218]](#footnote-218)

#### Matters Considered

At the hearing, the following matters were considered:

* land tax initiatives for community housing funding;[[219]](#footnote-219)
* respectful relationships curriculum in the ACT (ACT and NT only two jurisdictions not funding);[[220]](#footnote-220)
* older women and homelessness;[[221]](#footnote-221)
* funding of the Women Action Plan 2016- including gendered analysis and policy analysis across directorates;[[222]](#footnote-222)
* gender inequality;[[223]](#footnote-223) and
* early childhood care and education.[[224]](#footnote-224)

#### Key Issues

##### gender Inequality

In its opening statement, YWCA noted:

Gender inequality is preventable and can be addressed in the ACT through the implementation of gender-responsive governance mechanisms, policies and practices to promote gender equal workplaces, primary prevention programs to eliminate the drivers of violence against women, and housing and homelessness services which are sensitive to the needs of all women. [[225]](#footnote-225)

YWCA also stated that the 9th parliamentary agreement has committed the ACT Government to implementing a triple bottom line analysis:

This analysis requires a long-term commitment to the resourcing and implementation of a whole-of-government approach to a gendered analysis. We understand that, as far back as 2012, the ACT government published triple bottom line tools for the directorates to implement. However, this now needs to be matched with the resourcing and leadership to implement this important initiative. [[226]](#footnote-226)

It was further noted that although YWCA applauds the ACT Government for its ACT women’s plan for 2016-26 it continues to be concerned by the ad hoc and underfunded nature of the plan’s implementation to date.[[227]](#footnote-227)

YWCA also highlighted:

A gendered budget analysis will enable to comprehend how budget decisions affect diverse women in the ACT, decide our future priorities for women and agree to long‑term measures towards gender equality. This analysis should be a transparent participatory process for women and their organisations, central to the tool’s design and application. [[228]](#footnote-228)

###### Committee Comment

The Committee notes that support and funding continue to be provided to implement the Equality Strategy and to ensure all directorates are aware of cross-directorate gender initiatives and outcomes.

##### Land Tax Initiatives for Community Housing Funding

When asked, YWCA advised the Committee that they looked at some of the models that are operating on how community housing providers or not-for-profit organisations can run rental tenancy services in the affordable housing space. [[229]](#footnote-229)

YWCA provided examples of taxes regarding to community housing:

Some of the tax levers available at the commonwealth level include higher capital gains exemption at 60 per cent. That legislation went through last year. If you are a private owner of an investment property and you give that to a registered community housing provider who is regulated by the national regulator, and rent at 75 per cent, you have a capital gains benefit. There is a tax incentive there for you. [[230]](#footnote-230)

YWCA further suggested the ACT Government could establish some tax levers to acknowledge those who would like to contribute their property to the affordable rental property market.[[231]](#footnote-231)

###### Committee Comment

The Committee notes evidence about community housing as affordable option for low income groups.

These matters were also discussed with ACTCOSS (see Chapter 2: ACTCOSS for further discussion). Housing Choices was also discussed with the Minister for Planning on 29 June 2018. See Chapter 8 for further information.

## Officers of the Legislative Assembly

### Auditor-General

#### Introduction

The Budget 2018-19: *Budget Statements A*, states that:

The Auditor-General is an independent Officer of the Legislative Assembly and aims to promote public accountability for the effective and efficient provision of ACT public services by providing independent, evidenced-based audit reports to the ACT Legislative Assembly and ACT community on these services.

The Auditor-General, subject to Territory laws, has complete discretion in performing audits. The Auditor-General makes recommendations to ACT Government agencies and Legislative Assembly Committees on how improvements could be made to services and programs provided by the ACT public sector.

The Auditor-General also responds to representations and public interest disclosures made by members of the Legislative Assembly and the community.

The ACT Audit Office supports the Auditor-General in carrying out these activities.[[232]](#footnote-232)

#### Matters Considered

A number of matters were considered by the Committee when the Auditor-General and her officers appeared before the Committee in hearings of 19 June 2018.

These included:

* response to possible missing documentation relevant to Performance Audit No 3 of 2018, *Tender for Block 20 (formerly Block 30) Section 34 Dickson*; [[233]](#footnote-233) \*
* whether the Audit Office was on track to meet its audit program for 2018;[[234]](#footnote-234)
* staffing in the Audit Office;[[235]](#footnote-235)
* the process for budget submissions for the Audit Office;[[236]](#footnote-236) and
* public interest disclosures.[[237]](#footnote-237)

#### Key issues

##### Response to Potential Missing Documentation

In hearings of 22 June 2018 questions were asked and answered regarding the possibility that of documentation relevant to Performance Audit No 3 of 2018, *Tender for Block 20 (formerly Block 30) Section 34 Dickson* was missing*.* The Committee also asked how the Auditor-General responds in in situations where the Auditor-General is ‘aware of missing documentation or evidence but … cannot locate it’. [[238]](#footnote-238)

In responding to the question, the Auditor-General first told the Committee that she was ‘not aware that the box actually exists’.[[239]](#footnote-239)

She told the Committee:

I will be clear for the record. There was an allegation that the box existed, which is very different from my being certain that the box existed. [[240]](#footnote-240)

She told the Committee, however, that:

that box contained material that might have been pertinent to the performance audit we were undertaking. That raises a couple of questions for us. First of all, if that is pertinent, why was it not put on formal records at the time at which it was recording information? One would hope that an agency would actually comply with territory records and all relevant material would be available on official records.[[241]](#footnote-241)

She also told the Committee that ‘for this particular audit’, the Audit Office undertook ‘an exhaustive process of trying to find as much information as we could’.[[242]](#footnote-242)

At this point, the Director, Performance Audits, also responded to the question. He told the Committee that:

in the audit report we identify the processes that we undertook to seek information, documentation and records associated with the audit subject matter. That involved going to existing directorate officers and seeking their advice, confirmation, that we had what was available that was on their shared drive systems and also what was available on their record keeping system. We also, for the purpose of the audit, accessed some email information, with the assistance of shared services.[[243]](#footnote-243)

He told the Committee:

we went through a lengthy process to try to locate all of the documentation and records that were appropriate and pertinent for the audit.[[244]](#footnote-244)

He told the Committee:

It was asserted to us that there was a so-called box of information. We sought advice from the directorate, and they advised us that they could not locate such a box themselves.[[245]](#footnote-245)

When asked as to the effect of missing records on the ability of the Audit Office to perform its functions, the Auditor-General told the Committee:

It is always prudent for every agency to have comprehensive records, because then you have transparency. I think that is one of the key accountability issues for people within government: to provide that transparency and accountability.[[246]](#footnote-246)

She told the Committee:

It is problematic if you do not have records. Some people would view no records as meaning that there is no evidence for whatever is claimed to have been done, so you might actually have to say that it was not done. The Audit Office goes much further than that kind of approach. We actually interview people. We then try to bring the material we do have into the picture, with statements we get. We try to, in simple terms, build the jigsaw puzzle as best we can. Then what we do is go through an exhaustive process of handing material back to everyone who has been involved; they see that and then they add further comments.[[247]](#footnote-247)

She told the Committee:

We try to build the best picture we possibly can, but we also are absolutely obliged to the Canberra community and members of the Assembly to say that we simply did not have documented material when we simply do not have documented material.[[248]](#footnote-248)

She told the Committee, regarding this:

I think the lesson out of this for all public servants is: don’t document till you drown everybody, but document enough for transparency. [[249]](#footnote-249)

When asked as to how often she had, as Auditor-General, been unable to establish the veracity of a claim, or had come across ‘missing links in the paper trail’, the Auditor-General told the Committee:

There will be missing links, but often various sources can help you clarify what that link is. With respect to the audit you are referring to, it seemed to have a lot more problems in terms of documentation than we would normally incur on most audits. With most audits, agencies do comply with [the *Territory Records Act 2002*]; we can get access; and where there are gaps, we can usually find a way to address some of those.[[250]](#footnote-250)

The Director, Performance Audits, also responded to the question. He confirmed that his experience was similar to that described by the Auditor-General, and told the Committee:

I would just add that the Audit Office might generally make two kinds of findings. One is in relation to where there might be some documentation but we question whether there was sufficient documentation to justify a course of action or demonstrate something. That is one thing. The second issue might be the lack of basic documentation, basic records, for a particular process. We have seen both of those sides.[[251]](#footnote-251)

### ACT Electoral Commissioner

#### Introduction

The ACT Electoral Commissioner is an independent statutory office holder under the *Electoral Act 1992*. The ACT Electoral Commission (the Commission) is responsible for:

* the conduct of elections and referendums for the ACT Legislative Assembly;
* the determination of electoral boundaries for the ACT; and
* the provision of electoral information, education, advice and services to a wide range of clients.[[252]](#footnote-252)

#### Matters Considered

The Committee met with the ACT Electoral Commissioner, Mr Damian Cantwell AM on Monday 25 June 2018 and discussed the following matters:

* political donations and disallowing developers from making donations;[[253]](#footnote-253)
* potential interference with the constitution by restraining particular categories of political donations;[[254]](#footnote-254)
* ICT upgrades and electronic voting for the 2020 election;[[255]](#footnote-255)
* potential risks of interference in electronic voting, contingencies and potential budgetary review process;[[256]](#footnote-256)
* growing percentage of voters choosing to vote electronically;[[257]](#footnote-257)
* risks from third-party campaigners, resources to review threats and powers under the Electoral ACT 1992 to respond;[[258]](#footnote-258)
* budget submission for the Electoral Commission;[[259]](#footnote-259)
* electoral redistribution process;[[260]](#footnote-260)

#### Key Issues

##### Political Donations

The Committee asked the Electoral Commissioner about mechanisms that may be used to restrict or ban certain groups, such as developers, from making political donations.[[261]](#footnote-261) The Electoral Commissioner advised that there were practical concerns for the Commission, particularly around monitoring any such restriction. He highlighted that:

it might be very difficult to determine whether donations from such property developers were focused at or given to a federal level. It could be difficult to determine how, or indeed if, they had found their way into a jurisdictional level, in this case the ACT level. In a practical sense, it also has proven a very difficult issue for the forensic examination of issues when they arise.[[262]](#footnote-262)

The Electoral Commissioner noted that implementing any restrictions on particular categories of political donor would require a significant increase in resources for the Commission. The Committee was further advised that “property developer” was not a clearly defined term and entities could circumvent a ban as they could ‘arrange themselves in a legal stance that such that it is difficult to label the entity specifically as a property developer’.[[263]](#footnote-263)

The Committee heard that, in response to the Inquiry by the Select Committee on 2016 ACT Election and the Electoral Act[[264]](#footnote-264), the Commission had proposed developing a register of property developers as an alternative approach to banning groups of political donors. [[265]](#footnote-265)

###### Committee Comment

The Committee notes that New South Wales appears to successfully administer legislated restrictions on political donations, including tracking donations from companies and their subsidiaries.

Recommendation 1

The Committee recommends that the ACT Electoral Commission look into issues around how to track donations from companies, and their subsidiary companies, and seek advice from interstate Commissions who have found solutions for such issues.

##### Third-party electoral campaigners

The Committee raised concerns around the risk of third-party-campaigners influencing ACT election outcomes, particularly through extensive use of social media, and enquired about the powers of the Commission to monitor and respond to such activity.[[266]](#footnote-266)

The Deputy Electoral Commissioner advised that, under the Electoral Act, the Commissions has jurisdiction over the authorisation of electoral material and campaign expenditure.[[267]](#footnote-267) He noted the campaign expenditure cap is only relevant from 1 July in an election year when the Commission initiates a ‘scan of traditional and social media’ to attempt to identify any third-party campaign organisations.[[268]](#footnote-268) The Electoral Act provides for fines to be imposed on electoral cap overspending, which is ‘twice the amount by which they have overspent’.[[269]](#footnote-269) The Committee was advised that information on campaign expenditure is not known until election returns are submitted 60 days after the election. [[270]](#footnote-270)

The authorisation of electoral material applies at all times, not just in an election period. [[271]](#footnote-271)

The Committee enquired about potential proactive measures to manage third-party campaigning such as discussions with the Australian Federal Police and with large social media operators.[[272]](#footnote-272) The Electoral Commissioner advised that such discussions were worth pursuing, and potentially more effective to pursue through Electoral Council of Australia and New Zealand (ECANZ) and the Australian Cyber Security Centre.[[273]](#footnote-273)

Recommendation 2

The Committee recommends that the ACT Electoral Commission advise as to when electoral returns from third-party campaigners would be best due, in order to inform an improved process.

Recommendation 3

The Committee recommends that the ACT Electoral Commission urgently investigate the issue of external campaigners and undue influence in the social media landscape to identify:

the risks of influence from parties outside the ACT

how those risks could be mitigated

and report to the Assembly as soon as practicable.

Recommendation 4

The Committee recommends that the ACT Electoral Commission pursue discussions with the Electoral Council of Australia and New Zealand (ECANZ) and the Australian Cyber Security Centre to ensure relationships with big social media operators can facilitate swift action against third-party campaigners if they are found to be operating maliciously via social media platforms.

### ACT Ombudsman

The ACT Ombudsman’s role is to resolve complaints and monitor the actions of government agencies and the police under the *Ombudsman Act 1989* and other legislation. In addition to complaint handling, the Ombudsman performs other specialist functions for the ACT in relation to freedom of information, reportable conduct and the monitoring of police use of covert powers.[[274]](#footnote-274)

#### Matters Considered

The Committee considered the following matters in relation to the ACT Ombudsman at the hearing of 20 June 2018:

* commencement of the reportable conduct scheme in July 2017;[[275]](#footnote-275)
* recommendations by the Royal Commission into Institutional Responses to Child Sexual Abuse in December 2017;[[276]](#footnote-276)
* resources provided to the ACT Ombudsman to operate the reportable conduct scheme;[[277]](#footnote-277)
* how the reportable conduct scheme works;[[278]](#footnote-278)
* trends in reports made under the reportable conduct scheme;[[279]](#footnote-279)
* outcomes of investigations under the reportable conduct scheme;[[280]](#footnote-280)
* whether there is a phenomenon of ‘over reporting’ to the scheme;[[281]](#footnote-281)
* extension of the scheme to include religious organisations in July 2018;[[282]](#footnote-282)
* new functions provided to the ACT Ombudsman under amendments to the *Freedom of Information Act 2016* that commenced in January 2018;[[283]](#footnote-283)
* whether ACT Government Directorates are complying with the new provisions of the *Freedom of Information Act 2016*;[[284]](#footnote-284)
* workload for the ACT Ombudsman under the *Freedom of Information Act 2016*;[[285]](#footnote-285)
* complaints made to the ACT Ombudsman about administrative decisions by ACT Government agencies;[[286]](#footnote-286)
* trends in complaints about ACT Government agencies;[[287]](#footnote-287) and
* severity of allegations raised in complaints about ACT Government agencies.[[288]](#footnote-288)

#### Key Issues

##### Reportable Conduct Scheme

The Committee enquired about the early operation of the reportable conduct scheme, and was told:

For the period from 1 July 2017, when the scheme started, to the end of May, we had had 121 reports. Those had primarily come from out of home care, early childhood education and care, and the schools sector.[[289]](#footnote-289)

The Committee heard that of the 121 reports received in the first eleven months of the scheme, 57 matters have been closed, with the following range of outcomes:

Of the ones we have closed, there have been nine where the conduct has been found to have occurred, the complaint has been sustained, which is 14 per cent; 31, which is about half, where there was insufficient evidence to sustain the complaint; two where there has been a lack of evidence of weight to sustain the complaint; 12 where the matter was found to be, in effect, false, so where an allegation has been made that has just been found not to stack up; and eight where there may have been some conduct occur, but it was not at the threshold of reportable conduct.[[290]](#footnote-290)

The Committee asked how the reportable conduct scheme goes towards meeting the implementation of recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse:[[291]](#footnote-291)

It is certainly consistent with the direction of a number of the recommendations. Of course, the national Royal Commission made many recommendations that go way beyond reportable conduct. Reportable conduct is one of those reform elements not just in this jurisdiction but in certain others, and I hope it will enable us to achieve some of the goals of the Royal Commission and cover off on some of the recommendations therein.[[292]](#footnote-292)

###### Committee Comment

The Committee notes that a reportable conduct scheme is only one component of a broader system to protect children and young people from harm. The full scope of a best practice system is described in the recent report of the Royal Commission into Institutional Responses to Child Sexual Abuse. Some of the necessary components presently exist in the ACT, but some do not.[[293]](#footnote-293)

The Committee notes that the reportable conduct scheme is a mechanism to ensure organisations respond properly to allegations of harm to children and young people; the scheme is not a comprehensive preventive mechanism to reduce the risk of harm.

The reportable conduct scheme in NSW is complemented by parallel investment in preventive ‘child safe training’, which helps organisations working with children understand the risk factors and early signs of abuse, and empowers them to create environments that protect children.[[294]](#footnote-294)

###### Committee Comment

The Committee notes that since the hearing on 20 June 2018, the ACT Government has responded to the Royal Commission into Institutional Responses to Child Sexual Abuse and agreed to implement all recommendations.

## Office of the Legislative Assembly

#### Introduction

The Office of the Legislative Assembly is established by the *Legislative Assembly (Office of the Legislative Assembly) Act 2012*, and provides a statutory basis for its independence from the Executive.

Under Section 6 of the *Legislative Assembly (Office of the Legislative Assembly) Act 2012* the Office’s function is provide impartial advice and support to the Legislative Assembly and committees and members of the Assembly including:

* providing advice on parliamentary practice and procedure, and the functions of the Assembly and committees;
* reporting proceedings of the Assembly and meetings of committee;
* maintaining an official record of proceeding of the Assembly;
* providing library and information facilities and services for members;
* providing staff to enable the Assembly and committees to operate efficiently;
* providing business support functions, including administering the entitlements of members who are not part of the Executive;
* maintaining the Assembly precincts; and
* providing public education about the functions of the Assembly and committees.[[295]](#footnote-295)

#### Matters Considered

Matters considered by the Committee in relation to the Office of the Legislative Assembly in hearing on 29 June 2018 included:

* security improvements;[[296]](#footnote-296)
* security assessment of parking arrangements;[[297]](#footnote-297)
* access doors to the Assembly Building;[[298]](#footnote-298)
* screening processes for visitors to the Assembly Building;[[299]](#footnote-299)
* training for members’ staff;[[300]](#footnote-300)
* air-conditioning levels in Committee Room and Kiribati Room;[[301]](#footnote-301) and
* appropriation arrangements for Officers of the Assembly.[[302]](#footnote-302)

#### Key Issues

##### Access Doors to Assembly Building

The Committee queried, in the interest of accessibility and public perception, why the after-hours door at the front of the building could not remain open during Assembly opening hours. In its response the Office of the Legislative Assembly acknowledged that this was something that could be looked at and that ‘it could be controlled by time as to when it opened.’[[303]](#footnote-303)

Recommendation 5

The Committee recommends that the Office of the Legislative Assembly make the after- hours door at the public entrance to the Legislative Assembly building an entry door during the day.

##### Air-Conditioning Levels in Committee Room and Kiribati Room

The Committee noted that extremes of temperature were being experienced in the ACT Legislative Assembly Building on a daily basis, particularly in the Kiribati Room and Committee Room 1, and queried how this was being addressed. The Office of the Legislative Assembly acknowledged that the rooms were:

…very difficult to manage with our heating, ventilation and cooling system. The double glazing project funded in this budget will go some way to addressing that issue. It will make a substantial difference, but that alone will not address the issue.[[304]](#footnote-304)

The Office of the Legislative Assembly also noted that they had received feedback from other sources in relation to the temperature control issues and indicated that despite inherent challenges such as, the history of the upgrades on the upper floor, the age of the heating, ventilation and cooling system (HVAC), accessibility issues to the committee area and insufficient funding, the issues were ‘not insurmountable’.[[305]](#footnote-305)

Following on from this discussion, the Office of the Legislative Assembly strongly suggested that ‘a new HVAC system is needed’[[306]](#footnote-306) and that ‘the next significant improvement will be the opportunity to upgrade the entire ground floor heating, ventilation and cooling system...’[[307]](#footnote-307)

Prior to any improvements to the HVAC system The Office of the Legislative Assembly noted that the double glazing project will be continued, acknowledged the suggestion by the Committee that block-out curtains may be an option and reiterated that members who experienced problems with the temperature in the respective areas of the building should ‘put them through.’[[308]](#footnote-308)

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## Chief Minister, Treasury and Economic Development Directorate

### Chief Minister: Government Strategy

#### Introduction

The 2018-19 Budget Statements, *Budget Statement B: Chief Minister, Treasury and Economic Development Directorate*, states that functions delivered under Output Class 1: Government Strategy are:

* Output 1.1: Government Policy and Reform, responsible for:

‘Provision of advice and support to the Chief Minister, the Head of Service and the Director-General on complex policy matters, incorporating a central agency coordination role in strategic planning, social, economic and regional policy, including high priority reforms and effective delivery of government policies and priorities’; [[309]](#footnote-309)

* Output 1.2: Workforce Capability and Governance, responsible for:

‘Provision of an employment and policy framework to support a professional, skilled and accountable public service that is responsive to the ACT Government and the community; and management of whole of government capacity building programs’; [[310]](#footnote-310)

* Output 1.3: Coordinated Communications and Community Engagement, responsible for:

‘Provision of communications support and protocol services to the ACT Government and community’; [[311]](#footnote-311) and

* Output 1.4: Digital Strategy, responsible for:

Provision of advice, support and project delivery for the digital transformation of government services.[[312]](#footnote-312)

#### Matters considered

A number of matters were considered by the Committee when officers responsible for functions under Output Class 1: Government Strategy appeared before the Committee in hearings of 19 June 2018.

These included:

* progress toward establishing an ACT integrity body;[[313]](#footnote-313)
* expansion of policy and evaluation capability under Output 1.1: Government Policy and Reform;[[314]](#footnote-314)\*
* redundancies paid in ACT Government over the past year;[[315]](#footnote-315)\*
* an increase in funding for Output Class 1.3: Coordinated Communications and Community Engagement;[[316]](#footnote-316)
* statements that there would be fewer community telephone surveys and a greater reliance on online and face-to-face surveys;[[317]](#footnote-317)
* the extent to which results of community surveys would be provided to the community;[[318]](#footnote-318)
* safeguards in place to protect individuals’ privacy and data;[[319]](#footnote-319) \*
* the role of — and funding for — community councils; [[320]](#footnote-320)
* plans to move ACT Government staff to Dickson and Civic Office blocks in 2020;[[321]](#footnote-321)
* whether there were any restrictions placed on ACT Government employee’s involvement in public consultation run by the ACT Government;[[322]](#footnote-322)\*
* an ACT Public Service inclusion employment program budget initiative;[[323]](#footnote-323) \* and
* the extent to which the budget promotes equality of employment opportunity, and geographic location of employment.[[324]](#footnote-324)

#### Key issues

##### ACT Integrity Body

The Committee notes that there is currently an inquiry into the establishment of an Integrity Commission for the ACT. [[325]](#footnote-325)

Recommendation 6

The Committee recommends that the ACT Government establish an integrity commission.

##### policy and evaluation capability

The Committee enquired about the role of the Policy Innovation Team and was advised that:

Policy, of course, is a core skill for the public service, so I am very pleased that we have this additional funding in the budget to strengthen our policy and evaluation capability. It builds on the work that policy and cabinet currently do to provide strategic policy advice to the Chief Minister and cabinet and to coordinate and bring together work across the service on key policy initiatives.[[326]](#footnote-326)

Recommendation 7

The Committee recommends that the ACT Government report on the structure and specific goals of the Policy Innovation Team by the end of November 2018.

##### Safeguards in place to protect individuals’ privacy and data

In hearings, questions were asked and answered regarding safeguards in place to protect individuals’ privacy and data.[[327]](#footnote-327) In particular, the Committee asked questions about restrictions on the use of personal data by political parties.[[328]](#footnote-328)

In responding to questions, the Chief Minister told the Committee:

All the safeguards that are in place—mostly the data protection laws are federal—they apply across the nation, which is, I think, appropriate. It should not be an area—and I would not advocate for it—in which we have eight different systems regarding technologies, platforms and data collection that are in large part global. All those requirements in terms of both federal and territory law are in place. But I think federal would be the predominant area of regulation in this regard.[[329]](#footnote-329)

He also told the Committee that ‘[k]nowledge is power in any circumstances’, and that the fact that information was being collected by political parties was ‘no secret’.[[330]](#footnote-330)

At this point the Committee clarified its line of questioning, asking what safeguards were in place to ensure that an incumbent government in the ACT did not use its special access to personal information to its advantage at election time.[[331]](#footnote-331)

In responding to the question, the Chief Minister told the Committee:

We are going to know, as you will, the level of satisfaction with sportsgrounds. We are going to know, as you will, the level of satisfaction with education and health services. We are going to know, as you will, the level of satisfaction with municipal services.[[332]](#footnote-332)

At this point the Committee asked as to how outbound communications would be managed.[[333]](#footnote-333)

In responding, the Chief Minister told the Committee that:

Under the Public Sector Management Act, the caretaker provisions in relation to election periods, the government advertising legislation and the like. There is a pretty extensive framework in the ACT as regards those issues.[[334]](#footnote-334)

The Committee put the view that such regulatory frameworks were often ‘not at the cutting edge of where technology is’, and asked whether further review or analysis needed to be undertaken.[[335]](#footnote-335)

In responding, the Chief Minister told the Committee:

I have no advice to the contrary. Should there be a need to update any of those provisions as they relate to new technologies, then yes, I am very happy to look at that. That might be an interesting area of inquiry for an Assembly committee to want to examine if it is deemed a priority in the lead-up to 2020 or beyond. But, to be frank, you know as well as I do that political parties have more information and capability to generate more politically related information through engagement and activities subject, of course, to all the laws that operate in this country. But political parties are given special privilege, greater than, indeed, commercial entities and community sector entities in most regards.[[336]](#footnote-336)

The Committee then asked as to what measures were required when taxpayers’ money is used to fund communications channels, their administration and management, and messages subsequently disseminated.[[337]](#footnote-337)

In responding, the Chief Minister told the Committee that:

Yes, we have regulation around the approval of government communications and there is an independent reviewer who assesses government communications.[[338]](#footnote-338)

At this point, the Committee noted that governments hold significantly more information than political parties, some of which is very personal in nature. It asked what measures were in place to determine who had access to that data, and whether it was the government’s intention to centralise this data.[[339]](#footnote-339)

In responding, the Chief Minister told the Committee that current protections consisted of:

All of the existing legal framework. Nothing has changed in that regard. In terms of privacy legislation, federally and in the territory, there has been no change in that regard. It is not related at all to these initiatives.[[340]](#footnote-340)

However, he confirmed that there was ‘a process’ underway ‘in relation to a government data lake’.[[341]](#footnote-341)

The Head of Service also responded to the question. She told the Committee that:

As the Chief Minister has said, there are clear privacy requirements embedded in the legislation. The advantage of those requirements is that they are principle based so, as technology evolves, they do not become out of date. That has been the basis on which privacy law has been developed for a couple of decades now and I think it is the strength of the approach of the privacy legislation. That, as I say, is capable of continuing to apply according to developments in technology.[[342]](#footnote-342)

In relation to the second question, as to whether the ACT Government was seeking to centralise holdings of personal data, she confirmed that it was:

As the Chief Minister said, we are looking to make the best use of the data that the government holds. I think the citizen would expect the government to do that in the best interests of the community. There is a lot of information that governments collect that in paper records might not be easily accessible, but as more and more records are digital, it is easier to access that information and make better use of it.[[343]](#footnote-343)

The Head of Service told the Committee that:

We do not just have information about particular usages of government services and therefore whether they are as effective as was intended or what the links are between different government services and whether they are therefore as effective as was intended.[[344]](#footnote-344)

She told the Committee that:

When paper records were held, it was a large process to make some of those correlations. It is much easier now to make good use of that information to improve the performance of the public service in delivering those services out to the community. I think it is incumbent on the government to always make the best use of the resources it has to improve its service delivery.[[345]](#footnote-345)

The Committee also asked questions as to the exact mechanism for how data would be shared between agencies, in the event that it was to be shared, and this was taken as a Question Taken on Notice.[[346]](#footnote-346)

Recommendation 8

The Committee recommends that the ACT Government report to the Assembly on specific procedures taken to safeguard the privacy of personal information when it is transferred between any of: the ACT Government and its agencies; the Federal Government and its agencies; and businesses.

##### ACT Public Servants’ Private Participation in government Consultation

The Committee asked about ACT Government employees’ involvement in public consultation run by the ACT Government. In particular, there was discussion about a case where a public servant was apparently told by a manager that they could not make a submission to an Assembly inquiry on a matter unrelated to their work. Officials noted that there was a balance to be struck and that:

Public servants generally need to ensure that they are independent in providing advice to government and are seen to be independent in providing advice to government. We have principles about public servants’ engagement generally in the public sphere. As a general principle the question is: would that engagement in some way indicate that the public servant is unable to maintain their independence in giving advice to government?[[347]](#footnote-347)

Recommendation 9

The Committee recommends that the ACT Government publish clear guidelines for the participation of ACT Government employees in public consultation run by the ACT Government which recognise their human right to participate in public life.

##### An ACT public service inclusion employment program budget initiative

In hearings, questions were asked and answered regarding an ACT public service inclusion employment program budget initiative, and how this would contribute to a more diverse ACT public service.[[348]](#footnote-348)

In responding to the question, the Head of Service told the Committee:

I am very pleased that we have this additional resource from the government to support further steps on improving the diversity of our public service. It is something that I think is extremely important in terms of getting the most out of our community. If we are not drawing on all parts of our community, we are not having the opportunity to get the best people into the public service. Equally, if we are serving our community and we do not have a good spread of community members in our service, again, are we properly understanding our community? It is something that I think is very important.[[349]](#footnote-349)

She told the Committee:

We have done a lot in this area, and I am very pleased with where we have already got to as a service. I think we have a good record of being a diverse and inclusive service. Nevertheless it is something that we always want to do more on. These resources will support us to put more programs in place. Across the service the understanding, from directors-general down, is about the importance of diversity in the service. There are a lot of measures already in place.[[350]](#footnote-350)

The Deputy Director-General, Workforce Capability and Governance also responded to the question. She told the Committee that:

This is an initiative that will roll out in the calendar year 2019. It will build on the existing programs that we have for supporting Aboriginal and Torres Strait Islander people, as well as people with disability, in our service, maintaining, attracting and retaining staff in this area. Part of the initiative will also go towards the LGBTIQ community.[[351]](#footnote-351)

She told the Committee:

We currently have, for example, with the Aboriginal and Torres Strait Islander initiatives, a traineeship program. This year we received about 43 applications for the program. We are currently going through interview processes to offer positions for about 17 people.[[352]](#footnote-352)

The Deputy Director-General told the Committee:

The funding for this initiative will build on that, and we will roll out an Aboriginal and Torres Strait Islander career development program for Aboriginal people. Up to 40 places will be available. Twenty of those places will be for ASO staff and 20 for senior officer level staff. That is about staff who are already within our service and supporting people through their career, through the ACT public service. That builds on a program that we conducted in 2017.[[353]](#footnote-353)

She told the Committee that:

In addition to that, this funding will go towards a new leadership program for Aboriginal and Torres Strait Islander people. Twenty employees at the senior officer and exec level will have that opportunity to work through a leadership development program in terms of their career into the executive service. The other aspect to the Aboriginal and Torres Strait Islander program will be mentoring staff, both Aboriginal and non-Aboriginal and Torres Strait Islander staff, in terms of developing individuals in the workplace.[[354]](#footnote-354)

The Deputy Director-General also told the Committee that there were ‘similar programs for people with disability to the ones that I have just described in relation to Aboriginal and Torres Strait Islander people’.[[355]](#footnote-355)

##### Entry Level ACT Government Positions

The Committee asked about entry-level positions with the ACT Government. The Chief Minister informed the Committee that the government had

…a number of requirements around apprenticeships associated with appropriate elements of the ACT public sector, in infrastructure projects and the like. We have a very strong graduate program within the ACT public service.[[356]](#footnote-356)

Recommendation 10

The Committee recommends that the ACT Government report on the number and nature of entry level and apprenticeship positions in each directorate.

##### Voluntary Redundancies

The Committee discussed with officials the number of voluntary redundancies in the Chief Minister, Treasury and Economic Development Directorate and why a voluntary redundancy would be offered.[[357]](#footnote-357)

Recommendation 11

The Committee recommends that the ACT Government report on all voluntary redundancies accepted by ACT public servants in 2017-18, including the level of employment, and the reasons for each redundancy, and the reasons why each employee could not be redeployed elsewhere in the public service.

### Access Canberra

Access Canberra “contributes to the economic growth and vibrancy of Canberra and provides protection to the community through compliance, licencing and regulation. These activities are undertaken through a risk based framework which does not unnecessarily hinder businesses from flourishing. Access Canberra provides services and collects revenue on behalf of other Directorates providing customer services to businesses, community groups and individuals through a ‘no wrong door’ approach.”[[358]](#footnote-358)

#### Matters Considered

The Committee considered the following matters in Output Class 2.1:

* accidental mail out regarding eye tests for drivers’ licences;[[359]](#footnote-359)
* medical information and drivers’ licences;[[360]](#footnote-360)\*
* call centre and Fix my Street;[[361]](#footnote-361)
* budget requests through Fix my Street;[[362]](#footnote-362)
* communication after Fix my Street call closed;[[363]](#footnote-363)
* visibility of reports on Fix my Street;[[364]](#footnote-364)
* building and planning compliance;[[365]](#footnote-365)
* parking enforcement through licence plate recognition program;[[366]](#footnote-366)
* parking on verges;[[367]](#footnote-367)
* disability parking permits;[[368]](#footnote-368)
* Parkmobile app;[[369]](#footnote-369)
* speed camera vans;[[370]](#footnote-370)
* implementation of building licence test;[[371]](#footnote-371)
* building complaints and investigations;[[372]](#footnote-372)
* role of building certifiers and audits of building certifiers;[[373]](#footnote-373)
* driver licence suspension;[[374]](#footnote-374)
* training for Access Canberra staff;[[375]](#footnote-375) and
* frequent users.[[376]](#footnote-376)

#### Key Issues

##### Medical Information and Drivers licences

The Committee asked about older drivers erroneously sent a letter saying they needed to take a visual acuity test. Officials informed the Committee that this was caused by system error caused as part of work to allow people greater digital access to the services in the registration system. A further letter has been sent out apologising for the mistake. No licences have been cancelled.[[377]](#footnote-377)

The Committee asked about the processes for suspending drivers licences for medical reasons. The Committee was informed:

Licence holders are required to report to us if there are any permanent or long-term illnesses or injuries that may impact on their driving. Generally the process is that we will refer them to their own GPs and get them to provide information to us. There are situations where they will be required to undertake a driving assessment. We refer people to a third party to undertake that.[[378]](#footnote-378)

Officials informed the Committee that they were not aware of any licences being incorrectly cancelled as a result of interpretation of medical standards. In complex cases Access Canberra obtains clinical advice. Once drivers are informed that their licence will be cancelled for medical reasons they have an opportunity to contact their GP and gain additional medical information to support a review of the decision.[[379]](#footnote-379)

Recommendation 12

The Committee recommends that the ACT Government clearly publishes the processes involved in suspension of driver licences for medical reasons, including avenues of appeal.

##### Call centre and Fix my Street

The Committee asked about wait times for calls to the contact centre. The Committee was informed that the contact centre handled all calls for Access Canberra, ACTION and CSD, as well as having a role in emergency events. Traditionally calls were transactional dealing with payments or simple information. As more customers move to handling that business online the remaining calls are more complex and take longer to resolve. Calls are also lengthening because increased effort has gone into the contact centre resolving matters directly rather than referring customers on to other areas. [[380]](#footnote-380) Regarding wait times the Committee was told:

We saw a peak average wait time of around seven minutes earlier this year. Although that compares reasonably favourably with different governments and similar service providers around the country, our goal for this financial year is to bring that down to four minutes on average.[[381]](#footnote-381)

Access Canberra has trialled a call-back system where customers can choose to leave a message and get called back rather than holding until their call is answered. The initial target is for a same day call-back.[[382]](#footnote-382)

The Committee asked about changes to Fix my Street. The Committee was informed that a recent change to Fix my Street has a “suburb dashboard” that provides information about bin collection, grass mowing and street sweeping in the customer’s suburb. Since the dashboard’s introduction calls to the contact centre about bin collection have almost halved.[[383]](#footnote-383)

The Committee observed that there were occasions where a job is registered in the system and then logged as “closed” even when the work is not done. Officials noted that for the example of a pothole, a TCCS work team may examine the hole and decide it did not need filling at this point and the job would be closed even though the customer would see no action. TCCS has been funded to procure a new asset management system which will link with the customer portal to allow customers to track a job through each stage rather than simply an indicator whether the job exists or not. It will be some years before this system is operational.[[384]](#footnote-384)

###### Committee Comment

The Committee notes that users of Fix my Street are sometimes unsure whether their request is being acted upon or not because of a lack of feedback. On occasions this may be because users are using the system to raise matters, such as budget proposals, that are beyond the scope of the system. On other occasions there appear to be gaps between Access Canberra and the business unit with responsibility for actioning the job.

The Committee also notes that a job being ‘completed’ or ‘closed’ means different things to different people.

Recommendation 13

The Committee recommends that Access Canberra provide clearer public advice about what Fix My Street is for, to assist in directing requests for capital works to the appropriate location.

Recommendation 14

The Committee recommends that, while the Asset Management System is being established, Access Canberra and Transport Canberra and City Services work on interim measures to improve communication with a customer when a call or job is closed or completed.

##### Licence plate recognition parking enforcement and mobile speed cameras

The Committee asked about parking enforcement through the use of licence plate recognition (LPR) cameras in vans. The Committee was informed that out of 46,379 infringements issued between 4 December 2017 and 4 June 2018, 9,727 were issued via the LPR system. Officials observed that there had been an increase in compliance in areas where the LPR had been used, particularly around schools where parking practices raised safety concerns.[[385]](#footnote-385) There is one LPR van currently operating with a second funded in the budget. There is a budget initiative for “smart mobility permits” which would replace the current paper-based disability parking permits in order to reduce fraud and integrate with LPR technology.[[386]](#footnote-386)

###### Committee Comment

The Committee welcomes the approach of the ACT Government in making data available but notes that mobile speed camera data available on www.data.act.gov.au has not been updated since mid-2017. The Committee believes that LPR van movement could be similarly uploaded to be publicly available.

Recommendation 15

The Committee recommends that the ACT Government update the data on mobile speed cameras on [www.data.act.gov.au](http://www.data.act.gov.au).

Recommendation 16

The Committee recommends that licence plate recognition data be made available on [www.data.act.gov.au](http://www.data.act.gov.au) in a similar way to data for mobile speed camera visits.

##### Building complaints and investigations

The Committee observed that Members of the Legislative Assembly received a relatively high number of complaints about Access Canberra’s building and planning compliance function. A particular concern is the lack of communication with the complainant about what steps are being taken to address the complaint. Officials noted that complaints in this area frequently involved complex issues with ambiguity about the issue and the appropriate regulatory response. Access Canberra is working to increase the visibility for complainants of the actions Access Canberra has decided to take.[[387]](#footnote-387)

###### Committee Comment

The Committee notes that, upon raising constituents’ building and complaints with the Minister, members often find that the complaint is progressing but that there has been a lack of communication with the complainant. This problem is reducing community confidence in Access Canberra’s compliance activities and is likely to be taking up substantial Access Canberra staff time through responding to unnecessary Ministerial correspondence.

The Committee agrees with witnesses that many of these cases are complex and take time to resolve, so a simple standard like closure of all complaints within a certain time period is not appropriate. None-the-less, there is clearly a problem with communication that should be addressed. The Committee feels that this problem can be resolved through process changes, such as setting a minimum standard for providing regular, brief updates to complainants, for example once every four weeks. An Accountability Indicator along these lines would also be useful.

Recommendation 17

The Committee recommends that Access Canberra introduce a service standard for providing regular, brief updates to complainants on building and planning compliance matters.

Recommendation 18

The Committee recommends that Access Canberra introduce an accountability indicator once a service standard has been introduced.

### Innovation, Trade and Investment

Innovate Canberra “delivers programs, initiatives and business policy advice that promote the economic development of the broader capital region, including universities, research organisations, commercialisation entities, business organisations and other government agencies.

Innovate Canberra’s activities are aimed at accelerating the commercialisation of locally generated intellectual property, programs to encourage internationalisation of ACT businesses through trade and investment, and enhancing the innovation capability of the private sector and its relationship with key institutions.

Innovate Canberra participates in business and innovation policy forums, including Ministerial Councils and other national business, innovation and science infrastructure forums.”[[388]](#footnote-388)

#### Matters Considered

The Committee considered the following Innovation, Trade and Investment matters in Output Class 3.2 at the hearing on 22 June 2018 with the Minister for Economic Development:

* Singapore, Hong Kong and South Korea visit;[[389]](#footnote-389)
* carbon neutrality and ethical investment;[[390]](#footnote-390)
* renewables hub;[[391]](#footnote-391)
* priority investment program and Business Development Strategy;[[392]](#footnote-392) and
* Screen Canberra and Screen Production Fund.[[393]](#footnote-393)

#### Key Issues

##### Priority Investment Program and Business Development Strategy

The Committee asked about the priority investment program, which has $3.25 million allocated for each of the next three financial years.[[394]](#footnote-394) Officials informed the Committee that the program was intended to support growth and innovation in key sectors such as cyber security, information and communications technology and e-government, defence technology, agritech and environment, renewable energy, and space, spatial and satellite technology. The Minister informed the Committee that the program was deliberately broad to give it flexibility from year to year. The program was intended to consolidate and simplify previous approaches. The identified six sectors are likely to be able to engage with the program through the leadership of established institutions working with local small to medium enterprises and multinational enterprises.[[395]](#footnote-395)

Officials informed the Committee that the concentration of agricultural, biological and plant sciences at CSIRO at Black Mountain and ANU was a capability that is underutilised in terms of industry development. The announcement of a commonwealth government supported national space agency presented a significant opportunity for that sector in the ACT. There is already a critical mass of capability for renewable energy research, including with direct application within homes. Canberra has a particular capability around government cybersecurity and that is a growth market.[[396]](#footnote-396)

The program is intended to build “innovation infrastructure”. It will operate through an open call for applications which will undergo a competitive process. A number of the targeted sectors have “grown up” and it is expected that applications will be targeted at gaps in the existing infrastructure.[[397]](#footnote-397) It is anticipated that applications to the program will come from projects with a partnership between industry and research bodies.[[398]](#footnote-398)

The Committee also asked about the Business Development Strategy. The Committee was informed that since the launch of the ACT Government's Business Development Strategy, *Confident and Business Ready: Building on our Strengths* (C&BR) in May 2015, the ACT Government has implemented all 13 priority areas identified across the three strategic imperatives of creating the right business environment, accelerating innovation to create wealth and jobs and supporting business investment in future growth areas.

The Committee noted that the strategy, under the heading “Measuring Success”, stated that:

…the Government intends to partner with the university sector through collaborative research projects to track how the ACT’s economy is performing in key areas.” The Committee was informed that specific “research has not been undertaken to measure the success of CB&R, but there are a number of indicators that demonstrate the success of the strategy.[[399]](#footnote-399)

Recommendation 19

The Committee recommends that the Minister for Economic Development table in the Assembly the guidelines for the Priority Investment Program, when they are complete.

Recommendation 20

The Committee recommends that the ACT Government undertake a review into the research partnerships identified in the Business Development Strategy, *Confident and Business Ready: Building on our Strengths*, to determine the effectiveness of the current approach and any changes in the priority sectors for the Priority Investment Program.

### VisitCanberra

VisitCanberra “creates and implements a range of innovative tourism marketing and development programs, in partnership with local industry, national bodies and institutions, which aim to support the Territory’s economic development through increased visitation to the ACT and region.”[[400]](#footnote-400)

#### Matters Considered

The Committee considered the following VisitCanberra matters in Output Class 3.2:

* latest tourism statistics;[[401]](#footnote-401)
* domestic overnight stays;[[402]](#footnote-402)
* aviation growth opportunities;[[403]](#footnote-403)
* China friendly initiatives;[[404]](#footnote-404)
* marketing partnerships with airlines;[[405]](#footnote-405)
* room occupancy rate;[[406]](#footnote-406)
* impact of events on tourism;[[407]](#footnote-407) and
* brand CBR.[[408]](#footnote-408)

#### Key Issues

##### Services for Chinese Tourists

The Committee asked about whether there were services Canberra could be providing to make Canberra a more China-friendly city for tourists. The Minister for Tourism and Major Events informed the Committee that China is the ACT’s number one source of international tourists.[[409]](#footnote-409) Officials informed the Committee that growth from the Chinese market was strong, up to 12 per cent in the last year. As businesses saw this growth they were more likely to respond with services specifically designed for that market. VisitCanberra works with the Australian Tourism Export Council who assist businesses in working with the Chinese market.[[410]](#footnote-410)

The Committee was informed that Visit Canberra works closely with Tourism Australia and that most of VisitCanberra’s translated content is delivered through Tourism Australia’s platform.

With most of our international markets, we work very closely with Tourism Australia. Our translated content through into China is largely through Tourism Australia’s platform as a trusted brand. The awareness of Australia as a place in the Chinese market is far stronger using Tourism Australia as the key platform than just going it alone as Canberra by itself. Translated content is something that we are evolving, but that requires investment from us and is something that we will respond to as we see the demand coming in.[[411]](#footnote-411)

Recommendation 21

The Committee recommends that the ACT Government review whether, in light of increased tourism demand from China, there is more that could be done to make the city friendly for Chinese tourism, for example improved signage and translated government material.

##### Cycle Tourism

The Committee enquired, on notice, about the implementation of a cycle tourism strategy and was advised that:

The Strategy and Action Plan adopts a whole-of-government approach to ensure that key decisions relating to marketing, events, venues, infrastructure, transport, parks and forests and strategic land-use planning are all working collaboratively to strengthen the cycling opportunities.

Implementation of the strategy adopts a long-term perspective with clear actions that are staged over time from 2018-2030. Implementation of the strategy requires continued commitment from a number of key directorates namely, CMTEDD, TCCS and EPSDD, as well as support from the broader tourism industry and cycling community.[[412]](#footnote-412)

The Committee was also provided with details of the relevant 2018 budget commitments across EPSDD and TCCS.

Recommendation 22

The Committee recommends that the ACT Government better harness cycling tourism opportunities related to mountain biking.

### Events

Events ’manages, supports and delivers key signature events for the community including Floriade, Floriade NightFest, the Enlighten Festival, New Year’s Eve, Australia Day, Canberra Festival and the Canberra Nara Candle Festival.’[[413]](#footnote-413)

#### Matters Considered

The Committee considered the following matters Events - Output Class 3.4 at the hearing of 22 June 2018:

* impact of events on tourism;[[414]](#footnote-414)
* difference between major events fund and major events portfolio;[[415]](#footnote-415)
* winter festival;[[416]](#footnote-416)
* Floriade 2017 accounts;[[417]](#footnote-417)
* satisfaction levels with Floriade;[[418]](#footnote-418) \*and
* local talent participation and pay at events.[[419]](#footnote-419)

#### Key Issues

##### Floriade 2017 accounts

The Committee asked whether there had been an overspend for Floriade 2017. The Committee was informed that the accounts for that event were still being finalised. The reason for the delay was a significant change of personnel in the Events team. The team is being transitioned from a hands-on role to an oversight model and a number of the “hands-on” left after Floriade.[[420]](#footnote-420)

The Committee was informed that it appears that costs were higher than was budgeted. Some of the invoices may be left over from 2016 and some prepayment for 2018 and until those are sorted from the 2017 invoices officials were unable to provide any clearer guidance.[[421]](#footnote-421) An external consultant, Protiviti, has been engaged to finalise the accounts and determine whether there are any probity or integrity issues associated with the overspend.[[422]](#footnote-422) The Minister indicated that he hoped to cover the overspend through underspends in other parts of the directorate.[[423]](#footnote-423)

###### Committee Comment

The Committee notes that difficulties in this area have been caused by a large change in personnel a short space of time. The Committee acknowledges that change can be necessary to focus an organisation on its key roles but observes that there may be change management lessons to be learnt here around retaining sufficient key staff to finalise projects.

The Committee was provided, on notice, with confirmation that there was overspend in 2017. The Committee was advised that:

The ACT Government has developed a preliminary quantification of the overspend but it would pre-empt the Protiviti report to release the estimate. The ACT Government will update the Committee as soon as possible after receiving the final report.

The ACT Government is determining a course of action to balance any overspend and the final figure will be taken into consideration. [[424]](#footnote-424)

Recommendation 23

The Committee recommends that, once the consultants have finalised the Floriade 2017 accounts, the Minister for Tourism and Major Events inform the Assembly what the final overspend was, how it will be funded and whether any probity or integrity issues were uncovered.

Recommendation 24

The Committee recommends that the ACT Government publish the forensic accounting report regarding the finances of Floriade.

Recommendation 25

The Committee recommends that the ACT Government publish the number and value of invoices relating to Floriade 2017 that were paid in (a) less than 30 days, (b) between 30 days and 90 days, (c) between 90 days and 180 days and (d) greater than 180 days.

### Arts Engagement

This output is directed at implementing “the ACT Arts Policy by developing engagement with the arts through participation and access, supporting great art and great artists, supporting and recognising the vitality of the Canberra Region arts ecology and engaging with Aboriginal and Torres Strait Islander arts and culture.”[[425]](#footnote-425)

#### Matters Considered

The Committee considered the following matters in Arts Engagement -Output Class 3.5 at the hearing of 28 June 2018:

* Belconnen Arts Centre;[[426]](#footnote-426)
* Civic Square redevelopment and CMAG;[[427]](#footnote-427)
* Canberra Theatre Centre redevelopment;[[428]](#footnote-428)
* arts policy;[[429]](#footnote-429)
* Ministerial advisory council;[[430]](#footnote-430)
* improvements to government owned arts facilities;[[431]](#footnote-431)
* historic sites funding;[[432]](#footnote-432)
* replacement of artwork at Hughes shops;[[433]](#footnote-433)
* local artist participation at events;[[434]](#footnote-434)
* Aboriginal and Torres Strait Islander arts officer;[[435]](#footnote-435) and
* accountability indicators.[[436]](#footnote-436)

#### Key Issues

##### Kingston Arts Precinct

The Committee discussed the Kingston Arts Precinct with the Childers Group on Friday 15 June 2018. See Chapter 2 for relevant discussions.

Recommendation 26

The Committee recommends that the ACT Government keep key stakeholders and the Assembly updated on what is happening at Kingston Arts Precinct.

##### integration of the arts into policy and service delivery

The Committee discussed the integration of the arts into policy and service delivery with the Childers Group on Friday 15 June 2018. See Chapter 2 for relevant discussions.

###### Committee Comment

The Committee acknowledges that the arts crosses a number of portfolios and encourages the ACT Government agencies to report on what they are doing to support or promote arts.

The Committee also discussed concerns around funding for multi-disciplinary programs with Kulture Break on Friday 15 June 2018. See Chapter 2 for the associated discussion.

Recommendation 27

The Committee recommends the ACT Government work with Kulture Break to determine the best funding sources for their programs.

Recommendation 28

The Committee recommends the ACT Government recognise that many community organisations deliver results that are multi-disciplinary and government funding models should be able to cater for that approach.

Recommendation 29

The Committee recommends that the ACT Government, in consultation with the arts sector, to review arts funding and the adequacy of CPI as a funding growth factor for key arts organisations.

### Higher Education, Training and Research

The Committee heard from the Minister for Education, Training and Research at a hearing on Tuesday 19 June 2018. The Committee considered:

* Output 3.6: Higher Education, Training and Research;
* Canberra Institute of Technology; and

#### Matters Considered

The Committee considered the following matters:

* women in trades grants program;[[437]](#footnote-437)
* closing of the CIT Woden campus and future site use;[[438]](#footnote-438)
* access to higher education in southern Canberra;[[439]](#footnote-439)
* University of NSW (UNSW) and CIT memorandum of understanding, impacts expansion plans on the CIT Reid campus and student accommodation provision on campus;[[440]](#footnote-440)
* genesis of the UNSW-CIT proposal and consultation with other entities;[[441]](#footnote-441)
* CIT and Canberra Theatre partnership;[[442]](#footnote-442)
* fluctuations in staffing numbers and program enrolments;[[443]](#footnote-443)
* non-permanent staffing arrangements at CIT;[[444]](#footnote-444)
* review and selection of CIT course offerings;[[445]](#footnote-445)
* demand for courses in trades that don’t require a license, such as tiling, plastering and painting;[[446]](#footnote-446)
* CIT’s involvement in the Future of Education conversation and partnerships with other Directorates;[[447]](#footnote-447)
* support for disengaged young people or young people at risk of becoming disengaged;[[448]](#footnote-448)
* students experiencing housing stress; [[449]](#footnote-449)
* SPARK training and employment initiative at Ginninderry;[[450]](#footnote-450)
* women returning to work program;[[451]](#footnote-451) and
* teacher employment and industry experience.[[452]](#footnote-452)

#### Key Issues

##### University of NSW and CIT negotiations

At the hearing of Tuesday 19 June 2018, the Committee asked about the genesis of the proposal for the University of NSW (UNSW) to establish a campus on the CIT Reid site and the impacts that would have on CIT. The Committee was advised that student accommodation on the site and reducing CIT’s footprint are both under consideration through the campus modernisation strategy.[[453]](#footnote-453)

In terms of the genesis of discussions between the ACT and UNSW, the Committee was advised in response to a question taken on notice that:

The potential for UNSW to expand its current operations in the ACT first arose during informal discussions between UNSW and the Territory in May 2017. The Territory and UNSW agreed such a proposal would be worthy of further exploration, which resulted in the 1 June 2017 meeting advised by Ms Arthy, and the signing of an MOU in December 2017.[[454]](#footnote-454)

In response to a question on notice regarding the progress of negotiations between the University of NSW and CIT around a shared campus at CIT Reid, the Committee was advised that:

1. At this stage, preliminary discussions are underway between the ACT Government and the University of New South Wales (UNSW) to explore a range of options relating to the proposed site and the broader expansion of UNSW. UNSW is yet to submit a formal proposal to the Territory. Once a proposal is received, formal consideration by government will proceed and formal negotiations will begin. Until this process begins, a timeframe for when negotiations may conclude cannot be determined.

2. Until such time as UNSW submits a formal, detailed proposal for consideration it is premature to speculate on what processes, requirements or parameters might apply in respect of the land UNSW seek to utilise.

3. Assessment of the matters identified by the member, and of various other considerations will be undertaken if and when UNSW submit a formal proposal to the Territory. This will include any necessary independent evaluation to inform Government's consideration.[[455]](#footnote-455)

##### Enrolments in non-licenced trades

In response to a question taken on notice at the hearing of Tuesday 19 June 2018 in relation to CIT enrolments in non-licenced trade qualifications, [[456]](#footnote-456) the Minister advised that:

CIT provides the following qualifications in traditional/ non-licensed building and construction trades. Comparative enrolment numbers to these courses for the year to date as at May 2017 and May 2018 are provided as follows.

Table outlining the non-licenced trade qualifications on offer at CIT and the enrolment numbers for 2017 and 2018.

##### Non-permanent staffing arrangements

The Committee enquired about the reduction in staffing FTE positions and was advised that staffing estimates fluctuate from year to year. The Committee heard that 40 per cent of the CIT workforce is made up of non-permanent staff in order respond to fluctuating enrolments numbers.[[457]](#footnote-457)

##### Closing of the CIT Woden Campus

The Committee enquired about plans for the former CIT Woden campus and was advised:

…the recommendation from the CIT board to the government was to close the Woden campus, and the government accepted that recommendation very recently. This is, in a sense, the first time we have been able to speak publicly about that decision. The future use of the site has not been determined except for the fact that it will remain a community space. Exactly what that means will be the subject of further work and consultation over the next six months.[[458]](#footnote-458)

Recommendation 30

The Committee recommends that the ACT Government ensure that the former Woden CIT site is used for either community facilities or employment generating facilities.

### Treasury

#### Introduction

Treasury is part of the Chief Minister, Treasury and Economic Development Directorate (CMTEDD).

Treasury is responsible for the following outputs in the 2018-19 ACT Budget:

* Output Class 4: Financial and Economic Management, comprising:
* Output 4.1: Economic Management; and
* Output 4.2: Financial Management;
* Output Class 6: Revenue Management, comprising:
* Output 6.1: Revenue Management;
* the Independent Competition and Regulatory Commission;
* Icon Water;
* the ACT Insurance Authority (ACTIA);
* Output Class 7: Shared Services; and
* Output Class 8: Infrastructure Finance And Capital Works.

#### Output 4.1: Economic Management and Output 4.2: Financial Management

The 2018-19 *Budget Statement B: Chief Minister, Treasury and Economic Development Directorate*, states that functions delivered under of Output 4.1: Economic Management are:

Provision of economic analysis and advice to the ACT Government and agencies; management of Federal financial relations; and provision of accounting, financial framework, and insurance policy advice.[[459]](#footnote-459)

The 2018-19 *Budget Statement B* states that functions delivered under of Output 4.2: Financial Management are:

Provision of analysis, monitoring and reporting on major projects, the financial performance of agencies and the Territory’s budget, to assist the ACT Government to achieve its policy objectives.[[460]](#footnote-460)

#### Matters Considered

A number of matters were considered by the Committee when the Treasurer and his officers appeared before the Committee in hearings of 18 June 2018 including:

* how a deficit of $147 million in the GGS (General Government Sector) net operating balance would be paid for in future years;[[461]](#footnote-461)
* the impact of a change in the discount rate to the superannuation return adjustment on the net operating balance;[[462]](#footnote-462)
* the use of a bond rate of 5 percent for budget calculations rather than the current long-term bond rate of 3.3 percent;[[463]](#footnote-463)
* whether the Headline Net Operating Balance (HNOB) is included in the audited consolidated annual financial statements with regard to the Territory’s superannuation liability; [[464]](#footnote-464)
* the definition of a ‘balanced budget’;[[465]](#footnote-465) \*
* the financing of $208 million in non-financial assets;[[466]](#footnote-466)
* the extent to which the Territory has diversified its economy and reduced reliance on the Commonwealth[[467]](#footnote-467); [[468]](#footnote-468) \*
* analysis of impact of changes to rates regime; [[469]](#footnote-469) \*
* the relationship between an increase in net debt and budgetary surplus in the Territory; [[470]](#footnote-470)
* why only 41 per cent of funds allocated for capital expenditure had been expended over the course of the financial year; [[471]](#footnote-471) \*
* changes of presentation, category and function in the budget papers; [[472]](#footnote-472)
* performance against a target of $2.5 billion of yearly overnight visitor expenditure in the Territory; [[473]](#footnote-473)
* whether there would be additional airlines including Canberra in their routes; [[474]](#footnote-474)
* a revised forecast of 3.8 per cent for expenses in the budget compared with 2.7 per cent in the previous year’s budget; [[475]](#footnote-475)
* the accounting impact of handing over large-scale generation certificates (LGCs) to the Commonwealth; [[476]](#footnote-476)\*
* a reduction as a proportion of budget of spending on public health; [[477]](#footnote-477)
* changes in expenses by ‘function’; [[478]](#footnote-478)
* increases in health expenditure; [[479]](#footnote-479)
* numbers of small businesses in the ACT, and fields in which they operate; [[480]](#footnote-480)
* budget treatment of living infrastructure; [[481]](#footnote-481) \*
* enrolment growth, operational costs of schools, expansion of schools and new schools, as a component of education expenditure; [[482]](#footnote-482)
* decreased expenditure on ‘social protection’; [[483]](#footnote-483)
* increased expenditure on transport; [[484]](#footnote-484)
* increases in employment; [[485]](#footnote-485)
* rebates for energy bills; [[486]](#footnote-486)
* relationships with financial institutions in light of matters considered in hearings of the Royal Commission into Misconduct in the Banking, Superannuation and Financial Services; [[487]](#footnote-487) \*
* the Territory’s capacity to meet its superannuation liability; [[488]](#footnote-488) \*
* investments held by the Territory to fund its superannuation liability, and risks of conflict of interest in those investments; [[489]](#footnote-489)
* a policy requiring ActewAGL to pay 100 per cent of dividends to the Territory, and capital borrowings by ActewAGL; [[490]](#footnote-490) and
* issuing of fixed rate medium-term bonds and inflation-linked bonds by the Territory.[[491]](#footnote-491)

#### Key issues

##### A Balanced Budget

The Committee enquired about the definition of a ‘balanced budget’ and why that is a Government objective. It was advised that:

We will have these arguments—they are largely political or media driven—around what constitutes a balanced budget or a surplus budget. We have determined as a fiscal policy to seek balance. That means from time to time the budget will be on the positive side of the ledger where revenues will exceed expenditure. On other occasions, expenditure will exceed revenues. But we would seek to maintain that within a fairly narrow band, all other things being equal.

…There is a long-run history of the headline net operating balance this century in the budget papers. They show a range of outcomes from a surplus as high as $300 million and deficits at an equivalent level, particularly in 2014. But our objective has been to return to a more balanced outcome where revenues and expenditures are more closely aligned.[[492]](#footnote-492)

The Minister further advised that:

Our endeavours over the last three or four years have been, as I say, to return the budget to balance and to keep it in that situation. We have, of course, made some very significant provisions in this year’s budget for future spending, particularly on infrastructure but also on the recurrent side. This year’s budget presents a balanced outcome in terms of revenues and expenditures in the current fiscal year and across the forward estimates as well. [[493]](#footnote-493)

Recommendation 31

The Committee recommends that the ACT Government continue a focus on balancing the budget.

##### The extent to which the Territory has diversified its economy

In hearings of 18 June 2018 questions were asked and answered regarding the extent to which the Territory has diversified in its economy and reduced reliance on the Commonwealth. [[494]](#footnote-494)

In responding to questions, the Chief Minister told the Committee:

There is one important point to make from the outset in that you can be more diverse within the non-commonwealth government sources of economic growth. So if a statement of diversity is interpreted as solely between the commonwealth government and everything else, you could be very narrowly based if your economy was the commonwealth government and the tourism industry only, for example. Our economy is not that.[[495]](#footnote-495)

He told the Committee that:

Yes, the commonwealth is the main anchor of economic activity in the ACT, but the diversity of all of the other contributors to the territory economy continues. That is an important distinction to make. When I talk about diversity I do not just mean between the commonwealth government and all other economic activity; I am talking about how we can diversify that other sector of contributions of economic activity.[[496]](#footnote-496)

The Chief Minister told the Committee that:

Perhaps the best example of this in that context is to look at the share of gross state product for each sector. Public administration and safety makes up 26.1 per cent of the territory’s gross state product. Health care and social assistance is now 10.6 per cent, so a little more than a third of the commonwealth contribution. That is growing partially as a result of the NDIS and the transition of activity out of the commonwealth into that sector but also as a result of demographic change and growing demand for health care and social assistance services.[[497]](#footnote-497)

He told the Committee that:

We have seen professional, scientific and technical services grow to be now 10.3 per cent of the territory’s gross state product. To put a dollar figure on that, that is just under $4 billion annually in professional, scientific and technical services. It was the fastest growing category for the territory economy. Education and training at a little over $2.1 billion annually accounts for around 5.6 per cent of the territory’s gross state product. The construction sector at a little under $2.3 billion is around six per cent of the territory’s gross state product.[[498]](#footnote-498)

The Chief Minister further told the Committee that:

But across arts and recreation, financial and insurance services, information, media and telecommunications, transport, postal and warehousing, accommodation and food services, retail trade, wholesale trade, and electricity, gas, water and waste services, we are seeing diversification within those sectors and they are growing. That is an important objective for the territory.[[499]](#footnote-499)

Regarding this, the Chief Minister told the Committee:

If our economy was too narrowly based and it was just public administration and just, say, higher education and tourism, we would be very much at risk of two major factor decisions taken in a budgetary context by the Australian government and effectively the value of the Australian dollar in terms of the competitiveness of those industries internationally.[[500]](#footnote-500)

The Chief Minister went on to make two further points.

First, he told the Committee that the ACT had ‘almost zero control over what the commonwealth government does’.[[501]](#footnote-501)

Second, he told the Committee that it had ‘not been a policy objective’ to increase the proportion of economic activity in the ACT that was not dependent on the Commonwealth. He told the Committee that his stated policy objective had been to ‘increase the private sector’s contribution’, and that he could not ‘influence the proportionality’ between ACT- and Commonwealth-sourced economic activity in the ACT. [[502]](#footnote-502)

###### Statements in previous budgets

In 2017-18 Budget, *Budget Paper 2*, a ‘Message from the Chief Minister’ stated that ‘Canberra has made huge strides in the past two decades’, and that ‘[e]conomically, we’ve grown from a one company town to a confident and diversified city’.[[503]](#footnote-503)

*Budget Paper 2* also stated that:

The 2017-18 Budget continues to invest in growing and diversifying Canberra’s economy to create more and better jobs.[[504]](#footnote-504)

Budget Paper 3 of the 2017-18 Budget made a number of references to aspirations to diversify the economy, [[505]](#footnote-505) including the following:

Jobs growth is expected in a range of industries including construction, education and research, defence and intelligence, tourism, and sectors associated with household consumption. This is further evidence of the progress being made through the ACT Government’s efforts to diversify the Territory’s economy.[[506]](#footnote-506)

###### Comment by Specialist Budget Adviser

The Committee’s Specialist Budget Adviser report on the ACT 2018-19 Budget highlights the reliance of the ACT economy on the Commonwealth in a number of areas.[[507]](#footnote-507)

Regarding employment, Specialist Budget Advisor’s report states that in ‘2018-19 the employment situation for the ACT is only likely to receive a very modest boost from the Commonwealth Government … if anything at all’, and that there were ‘two major risks’ in this respect: the Commonwealth Government’s decentralisation program; and potential outcomes of the Independent Review of the Australian Public Services announced in May 2018.[[508]](#footnote-508)

The report goes on to state that:

In light of the importance of the Commonwealth Government to the ACT economy, and given the current constraints on real payments growth by the Commonwealth Government … ongoing employment growth for the ACT in the order to 1½ per cent arguably represents an upper limit on what is realistically possible in the out-years.[[509]](#footnote-509)

###### Committee Comment

The Committee accepts the importance of diversifying the economy by increasing the depth and breadth of the non-government sector in the ACT.

The Committee considers it of utmost importance that the ACT continue to work towards a larger component of the ACT economy which is not reliant on the Commonwealth.

In light of this the Committee makes the following recommendation.

Recommendation 32

The Committee recommends that the ACT Government continue a focus on diversifying the economy.

Recommendation 33

The Committee recommends that the ACT Government increase economic activity in the ACT not reliant on the Commonwealth.

##### Expenditure of funds allocated for capital expenditure

In hearings of 18 June 2018 questions were asked and answered as to why only 41 per cent of funds allocated for capital expenditure had been expended in the 2017-18 financial year.[[510]](#footnote-510)

In responding to the question, the Chief Minister told the Committee that this figure applied to the ‘end of the March quarter of the current year’, and that the proportion expended would ‘grow more over the balance of this fiscal year’.[[511]](#footnote-511)

The Chief Minister went on to say that ‘yes, we have encountered some difficulties with some projects’, and as a result ‘you do see a re-profiling of the infrastructure spend’. [[512]](#footnote-512)

He told the Committee that:

…the basis for this has been capacity and supply side constraints in some projects. Others have had difficulty associated with planning approvals, weather or other events that have delayed their completion.[[513]](#footnote-513)

The Chief Minister told the Committee that:

$750 million is around the cap for industry capacity in the territory at the moment. There are a couple of PPPs that are sitting on top of that that take that figure up closer to $1 billion annually [and that is] the supply side constraint that we have. [[514]](#footnote-514)

He told the Committee that:

The other factors that are impacting on the territory’s capacity in certain sectors of capital works relate to projects and programs underway in other states and territories. For example, as we are witnessing a very significant infrastructure program in Victoria and in New South Wales, our ability to import labour from those two jurisdictions in order to undertake projects in the ACT is severely limited because they are already engaged on projects in their home jurisdictions.[[515]](#footnote-515)

This amounted, he told the Committee, to a ‘capacity constraint within the territory economy’, and that as a result ‘we have shaped our forward infrastructure program to reflect that capacity constraint’. [[516]](#footnote-516)

However, the Chief Minister also told the Committee that:

In some instances there is a distinction between physical completion of works and financial completion, which can lag by a quarter. This can mean that there will be physical completion in a fiscal year but fiscal completion in the following financial year. It is important to look at the capital works program as a rolling program. [[517]](#footnote-517)

Later in hearings questions were asked regarding labour supply for infrastructure projects, and whether this could be provided from within the Territory.[[518]](#footnote-518)

In responding, the Chief Minister told the Committee that:

You will see in the budget papers of New South Wales and Victoria that their programs are, by historic levels, extraordinary. This is the biggest infrastructure boom we have seen in this country for some time, driven by state and territory governments in large part. The commonwealth are also providing some additional resources, largely through equity into certain projects, but that is a whole other discussion.[[519]](#footnote-519)

As a result, he told the Committee:

Our expectation over the next few years is that it will continue to be difficult to attract labour into the territory from New South Wales and Victoria, and now even Queensland, given their state budget released last week. It has a series of very large infrastructure projects.[[520]](#footnote-520)

The Chief Minister went on to say that:

It is a hot market for big infrastructure in Australia at the moment. For long-suffering Australians who have felt a bit of an infrastructure deficit in recent times, it will be a good thing for the functioning of our cities and our economy. But it is a challenging period at the moment to be in the marketplace.[[521]](#footnote-521)

These matters were also discussed with the Master Builders Association on 15 June 2018.

Recommendation 34

The Committee recommends that the ACT Budget papers publish the percentage of the capital works budget expended in the budget year.

##### Large-scale generation certificates

The Committee asked about the accounting impact of handing large-scale generation certificates to the Commonwealth. Officials informed the Committee that they effectively are treated as an asset. They are recorded as revenue upon creation and as an expense when they are surrendered. The certificates are revalued for budget purposes.[[522]](#footnote-522)

Recommendation 35

The Committee recommends that the ACT Government ensure that the ACT Budget papers clearly publish the total value of large scale generation certificates.

##### budget treatment of living infrastructure

The Committee enquired about the budget treatment of living infrastructure such as trees and wetlands in relation to depreciation of assets and was advised:[[523]](#footnote-523)

Under the current ACT Accounting Policy for Heritage and Community Assets, trees are recognised as part of the carrying value of the land they are located on (typically Urban Open Space land). Depreciation is not recognised on trees or the land. Trees are deemed to form a part of the land asset.

Subsequent to initial recognition, trees will be revalued as part of the value of the land on which the trees are planted and as such will not be individually depreciated. These trees will be included in the value of the 'Land' asset class.

Initial costs of planting trees, including earthworks, are also included in the value of the land. The cost of replacing small numbers of trees in one location is expensed. Costs associated with the replacement of a large number of trees in one location may be capitalised, in conjunction with an impairment or a write down of the trees being replaced also being recognised.

Trees need to meet the definition of assets under the Accounting Standard AASB 116 *Property Plant and Equipment* as set out in:

Paragraph 6:

*Property, plant and equipment* are tangible items that:

(a) are held for use in the production or supply of goods or services, for rental to others,

or for administrative purposes; and

(b) are expected to be used during more than one period. [[524]](#footnote-524)

Paragraph 7:

The cost of an item of property, plant and equipment shall be recognised as an asset if, and only if:

(a) it is probable that future economic benefits associated with the item will flow to the entity; and

(b) the cost of the item can be measured reliably.

Recommendation 36

The Committee recommends that the ACT Government finalises and implements updated accountancy standards for trees.

##### Relationships with Financial Institutions

In hearings of 18 June 2018 questions were asked and answered regarding the Territory’s relationships with financial institutions. In particular, the Committee asked whether relationships with financial institutions would change in light of ‘what it has described as appalling behaviour by a number of Australian financial institutions’ in hearings of the Royal Commission into Misconduct in the Banking, Superannuation and Financial Services.[[525]](#footnote-525)

In responding to questions, the Director, Asset Liability Management, Economic and Financial Group, told the Committee that:

Under our framework the sorts of issues arising through the commission will affect basically the ESG [Environmental, Social and Governance] risk assessments that go on with those organisations. Certainly our provider that analyses all those companies is reviewing those ratings. But to date none of the ratings have shifted to the point where any of those organisations have been red flagged or have been made the lowest rating, to be excluded from our investments at this time.[[526]](#footnote-526)

When asked whether these matters had influenced the Territory’s vote as a shareholder at a recent Annual General Meeting of AMP, the practices of which had come to the attention of the Royal Commission, the Director told the Committee that:

As we have discussed in the past, we do not step in and make any voting decisions directly ourselves. We have always got our broad voting policy under consideration and we will probably have another look, once we get through this financial year, as to how the broad framework has been applied. If we think there should be any changes we can certainly recommend that. [[527]](#footnote-527)

At this point, the Chief Minister also responded to the question. He told the Committee that:

If the royal commission makes any recommendations in this area in relation to those who hold assets that are managed in the way ours are, and their relationship with the banking sector, we will respond to any recommendations that the royal commission makes. But, given that they are still taking evidence it would be pre-emptive until we have seen the conclusion of their investigations. But, should they make any recommendations in this area, we will consider them.[[528]](#footnote-528)

The Under-Treasurer also responded. He told the Committee that:

Our structure is very much that we do not try to look at every issue of every company. We engage an adviser, who will advise on the voting of our shares according to specified principles, including environmentally sustainable principles … [[529]](#footnote-529)

He told the Committee that:

Under the process we have adopted, the behaviour of any company is monitored by our external adviser and that is fed into scores about how they are rated, not just for their good business practices but for socially, environmentally and operationally sustainable approaches. We will need to keep this under review to see that the process works as it is intended. We are not quite at the end of the process yet.[[530]](#footnote-530)

He also told the Committee that these ratings are reviewed; that this was ‘not an instantaneous process’; and that it was ‘an ongoing process that may take some months’.[[531]](#footnote-531)

At this point the Committee asked whether the Territory would consider Environment, Social and Governance factors in determining the next provider of services for the Territory Banking Account.[[532]](#footnote-532)

In responding, the Director, Asset Liability Management, Economic and Financial Group, told the Committee:

I have to be careful what I say. A process is currently underway. The banker contract actually runs out at the end of this month, and some extension negotiations are currently being finalised.[[533]](#footnote-533)

However, he said:

a broader answer is that it is only the four major banks that can provide the services the government needs for transactional banking. The last time the tender was done there would have been some criteria around corporate responsibility and those sorts of things. They are certainly given a weighting in that process. Any future tender would presumably have that same sort of criteria. [[534]](#footnote-534)

The Under-Treasurer also responded to the question. He told the Committee that:

changing our bank is a very costly and time-consuming process because all of our transactions are handled by our bank. It is not only having a bank account for our cash needs; it is everything from Access Canberra payments to all the parking facilities and all the linkages with our systems.[[535]](#footnote-535)

Regarding this, this the Director also told the Committee that the ‘last transition’ between different providers for the Territory Banking Accounting ‘took probably the best part of 18 months’.[[536]](#footnote-536)

###### Committee Comment

The Committee notes the ongoing Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry.[[537]](#footnote-537) Once findings are handed down, the ACT Government may wish to consider its service providers in light of the outcomes of the Royal Commission.

##### The Territory’s capacity to meet its superannuation liability

In hearings of 18 June 2018 questions were asked and answered regarding the Territory’s capacity to meet its superannuation liability.[[538]](#footnote-538) In particular the Committee asked about statements in the Committee’s Specialist Adviser’s Report to the effect that the Territory’s superannuation liability was projected to increase, but that the Territory was nevertheless expected to meet its superannuation obligations.[[539]](#footnote-539)

In responding, the Director, Asset Liability Management, Economic and Financial Group, told the Committee:

Following on from this morning’s discussion around that, the valuation itself has increased. That is because of a change in the discount rate that has been used to value the cash flows. But, as is also highlighted by [the Specialist Budget Adviser], that change in the discount rate did not make any change to the underlying cash flows projected. Our key focus is about those future cash flows.[[540]](#footnote-540)

He told the Committee that:

At present the budget provides an amount of appropriation to the super provision account to cover the cost of those payments. That way we can leave the rest of the cash in the account to be invested and, hopefully, grow, largely unencumbered by cash flow. I think [the Specialist Budget Adviser] is right in that regard. We have a process in train to meet those cash flows.[[541]](#footnote-541)

The Committee was also advised that:

Those cash flows are at risk, like everything. They are all going to depend on what happens with changing demographics in the main. For example, what is the effect of CPI on people that might take future pensions? How will wages growth impact on final benefits? There are a number of factors. At present, we are pretty reasonably comfortable with the assumptions that sit behind the projections.[[542]](#footnote-542)

At this point the Under-Treasurer also responded to the question. He told the Committee that:

this is a liability that we have. There is nothing we can do to affect the liability. Closing the schemes in 2005 meant that the liability was not growing. We have to meet this cost irrespective of any actions the current government or future government might take. The question then becomes this: is the approach that we are taking the right one? I think [the Specialist Budget Adviser] has commented in this regard and we think it is the right one. We are being prudent and building an asset of an equivalent amount to meet this over time.[[543]](#footnote-543)

He went on to say that:

We are not imposing at all on today’s generation. It has been built over a period. It is our job to manage it very well and put appropriate governance over it to make sure it is managed properly, which, in my view, is the case.[[544]](#footnote-544)

The Under-Treasurer told the Committee that:

the budget is meeting the current cash needs of those pensioners. That leaves the fund in a relatively good place to have an eye to the longer term rather than have to liquidate assets to meet current liabilities. Most superannuation funds that have many members would have to not only invest for the long-term—for people who might be in their 20s and 30s—but also manage their affairs such that they have the cash available to pay out claims from members who might be in retirement age. We are managing that as well. I think we have put it in the best place we can. [[545]](#footnote-545)

At this point the Director, Asset Liability Management, Economic and Financial Group, told the Committee:

The credit rating agency Standard & Poor’s, in their last year’s review—and it is one of the things that they often pick up—have effectively formed the same view as [the Specialist Budget Adviser]. One of the things that they find is a key part of our framework: the funding plan strategy that we have got in place for the liability.[[546]](#footnote-546)

###### Committee Comment

The Committee notes with interest measures employed to ensure the Territory is capable of meeting its superannuation liabilities, particularly those it inherited when former Commonwealth public servants were transferred to the Territory after the advent of Self Government, many of whom were covered by defined-benefit superannuation schemes.

The Committee notes this as a very significant item on the Territory’s balance-sheet, and that it is its biggest single liability. However prudent are approaches to managing this liability, a certain amount of risk will always persist so long as the quantum of the liability remains significant, as it will until well into the second half of the present century.

Essentially, the biggest risk comes from the fact that the Territory’s present approach — which offsets superannuation liabilities with income from an investments portfolio — is in effect a ‘bet’ that financial markets will continue to produce yields which make this approach sustainable. The alternative would be to fund superannuation liabilities from cash reserves.

Under present circumstances, since only a catastrophic downturn in financial markets would invalidate it, the present approach is based on reasonable assumptions. In the unlikely event of a dramatic change in financial markets, however, the Territory could find itself embarrassed.

Further thought could go into responding to this remote, but nevertheless relevant risk to the Territory’s ability to meet its superannuation liabilities, across a range of possible conditions.

### Workforce Injury Management And Industrial Relations Policy

Output Class 5 provides “health and work sustainability solutions, focusing on risks arising from work and the relationship between employers and workers.”[[547]](#footnote-547)

#### Matters Considered

The Committee considered the following matters in this output class:

* consultation on Work Safety Bill;[[548]](#footnote-548)
* departure from national approach to work safety;[[549]](#footnote-549)
* cost of complying with new Work Safety Bill;[[550]](#footnote-550)
* standard of training to be required under new regulations;[[551]](#footnote-551)
* workplace injury prevention and return to work in ACT Public Service;[[552]](#footnote-552)
* insecure work in the ACT Health workforce;[[553]](#footnote-553)
* community organisations and Secure Local jobs package;[[554]](#footnote-554)
* younger workers advice service;[[555]](#footnote-555)
* apprentice and young worker safety;[[556]](#footnote-556)
* actuarial study on workers’ compensation;[[557]](#footnote-557)
* cost of private sector workers’ compensation;[[558]](#footnote-558) and
* independent review on Work Health and Safety compliance and enforcement.[[559]](#footnote-559)

#### Key Issues

##### Injury prevention and return to work in the ACT public service

The Committee asked what was being done to prevent work place injury in the ACT public service. Officials informed the Committee that an improvement plan was put in place in 2011 looking to overhaul the way the territory manages safety, healthy, wellbeing and injury management for its staff. This strategy combines with the decision to become a self-insurer for workers compensation purposes. The territory’s whole of government safety framework is being audited in preparation for the move to self-insurance.[[560]](#footnote-560) The Committee was informed that, over time, there had been investment in additional staff with health and safety expertise and ICT systems to improve the monitoring and reporting of safety incidents.[[561]](#footnote-561)

The Committee asked about return to work initiatives. Officials informed the Committee that initiatives included a workplace mediation service to address potential psychological injury and a training and assistance scheme to assist injured workers unable to return to previous roles.[[562]](#footnote-562)

The territory’s workers compensation premium has reduced by about 25 per cent compared to three years ago. Over the course of 15 years there has been a significant reduction in the number of injuries occurring and in lost time injuries. More recently there has been an improvement in return to work.[[563]](#footnote-563)

### ACT Long Service Leave Authority

The Long Service Leave Authority (the Authority) was established under *the Long Service Leave (Portable Schemes) Act 2009* (the Act) to administer portable long service leave benefit schemes for workers in the ACT engaged in the building and construction industry, contract cleaning industry, security industry and the community sector.[[564]](#footnote-564)

#### Matters Considered

* Change the contribution rate to, or scope of, the Long Service Leave Scheme.[[565]](#footnote-565)

### Revenue Management

The 2018-19 *Budget Statement B: Chief Minister, Treasury and Economic Development Directorate*, states that ‘Revenue Management provides for the administration of the ACT Government’s taxation revenue’.[[566]](#footnote-566)

#### Matters considered

A number of matters were under Output 6.1 considered by the Committee when the Treasurer and his officers appeared before the Committee in hearings of 18 June 2018.

These included:

* thresholds for payroll tax in the ACT; [[567]](#footnote-567) \*
* ‘grouping’ and payroll tax; [[568]](#footnote-568)
* levying of rates where there are delays in connecting services to a block purchased from the Suburban Land Authority; [[569]](#footnote-569)
* rates waivers and non-rateable properties; [[570]](#footnote-570)
* the number of rateable properties in the ACT; [[571]](#footnote-571)
* the abolition of stamp duty for first homebuyers; [[572]](#footnote-572) \*
* valuations for the purpose of calculating residential rates; [[573]](#footnote-573)
* effect on rateable values of sales of former Mr Fluffy blocks; [[574]](#footnote-574)
* implementation of a new Compulsory Third Party (CTP) insurance scheme; [[575]](#footnote-575) \*
* trends in CTP premiums; [[576]](#footnote-576)
* changes in methodology to determine rates for unit-titled properties; [[577]](#footnote-577) \*
* levying of rates and land tax on commercial properties; [[578]](#footnote-578)
* rates deferrals and discounts; [[579]](#footnote-579)
* land tax; [[580]](#footnote-580)
* concessions for the Lease Variation Charge (LVC); [[581]](#footnote-581)
* the implications of tax reform for Territory revenue; [[582]](#footnote-582)
* whether property owners have primary responsibility for notifying of a change in use for the purposes of the LVC; [[583]](#footnote-583) and
* arrangements for, and charges on, dual occupancies in the ACT. [[584]](#footnote-584)

#### Key issues

##### Thresholds for payroll tax in the ACT

In hearings of 18 June 2018 questions were asked and answered regarding arrangements for payroll tax in the ACT. In particular, the Committee asked questions as to which companies in the ACT did or did not pay payroll tax.[[585]](#footnote-585)

In responding to the question, the Under-Treasurer told the Committee that:

The government has a payroll tax threshold of $2 million. Any companies under that threshold do not pay payroll tax. The big payers of payroll tax are the big national companies that operate in the ACT as well. They are generally all above the $2 million a year payroll.[[586]](#footnote-586)

In response to further questions, he told the Committee that banks, retailers, ‘big accounting firms’, and universities were all likely to be in this category.[[587]](#footnote-587)

At this point, the Treasurer also responded to the question. He told the Committee:

Utility companies are a good starting point. It you want actual individual company names, we cannot release that, of course. But go to the ASX200 list. There will be businesses in there. Not every business in the ASX200 will have activities in the ACT but a large number will, together with a range of multinational companies, some of whom do not pay much company tax because they have structured their affairs in such a way as to shift that taxation offshore. But they certainly are required to pay both land and payroll taxes in the territory. One could think of technology companies, large flat-pack furniture companies and others that would be captured within those tax lines.[[588]](#footnote-588)

Regarding the proportion of entities which paid payroll tax in the ACT, the Under-Treasurer told the Committee that:

In 2016-17, 91 per cent of ACT-based businesses did not pay any payroll tax and about 87.3 per cent of all businesses that operate in the ACT did not pay payroll tax in 2016-17.[[589]](#footnote-589)

When asked as to how the $2 million threshold was determined, the Under-Treasurer told the Committee that:

The $2 million threshold is a government policy. It is a decision of government. I think the $2 million threshold is the highest in the country. Theory and some evidence would say to you that a higher threshold removes a potential impediment to business creation and business start-up. Most businesses start up with a lower wage threshold than that. We have seen quite strong business creation in the ACT.[[590]](#footnote-590)

He also told the Committee that:

Obviously, at any threshold level, it is going to be a question for the business to decide whether they continue to grow or not. I have not seen any evidence in particular that the threshold has operated in a way that has prevented businesses from growing. I think businesses, once they get to a payroll tax of $2 million, are starting to get to be a substantial business and face various costs et cetera. But it is part of the cost base of all businesses.[[591]](#footnote-591)

The Treasurer also responded to the question. He told the Committee:

It is a policy choice. We have chosen to have a narrow tax base, as in we severely limit the range of companies who pay payroll tax by having that threshold. For example, in New South Wales, it is only your first $750,000 of payroll that is exempt. New South Wales captures a lot of small and medium-sized enterprises in the payroll tax net. They have a much broader tax base through that policy decision that they have taken as opposed to our rate for threshold.[[592]](#footnote-592)

At this point there was discussion between the Committee and witnesses as to the most effective threshold for payroll tax.[[593]](#footnote-593)

##### ‘Grouping’ and payroll tax

In hearings of 18 June 2018, questions were asked and answered regarding the operation of so-called ‘grouping’ arrangements for affiliated business entities, for the purpose of determining payroll tax liability. [[594]](#footnote-594)

###### Definitions

Regarding definitions of ‘grouping’ for payroll tax purposes, the *William Buck* website states that:

Payroll tax grouping laws seek to combine multiple entities for the purpose of determining their payroll tax liability. Where two or more entities are grouped, their wages are aggregated in order to determine whether a liability exists. Each employer in the group remains primarily responsible for the payment of payroll tax on its own wages. However, all group members are jointly and severally liable for payroll tax debts.[[595]](#footnote-595)

It states that:

The grouping provisions ensure that employers do not ‘artificially’ maintain their wages bill below the payroll tax threshold by splitting their businesses into separate employing entities.[[596]](#footnote-596)

The *Tax Talks* website states that:

Before the introduction of payroll grouping provisions, it was easy to avoid paying payroll tax. Just split the business into several parts and do so-called Splitting. And then claim the state’s threshold for each business. Voila – no payroll tax. The payroll tax grouping provisions are to prevent this. If a collection of entities meet certain criteria, they are treated as one business with one threshold. 2007 saw the harmonisation of grouping provisions across Australia. So these provisions apply in all Australian states and territories.[[597]](#footnote-597)

The website states that ‘payroll tax grouping provisions are not an option but a policy instrument to prevent tax avoidance’.[[598]](#footnote-598)

It states that:

Grouping provisions result in all of the members of a group paying payroll tax as if the group had only a single employer. The provisions exist to prevent an entity, be it a person or corporate entity, from carrying on a number of businesses with each business claiming the threshold deduction. [[599]](#footnote-599)

The ACT Revenue Office webpage ‘Payroll tax’ defines a payroll tax group as follows:

A ‘group’ for the purposes of assessing an employer’s liability to pay payroll tax in the ACT is two or more employers that:

* Are related bodies corporate - Refer to meaning per section 50 of the *Corporations Act 2001* (Cth)
* Use a common set of employees
* The same people have a controlling interest in two or more businesses
* One employer has a controlling interest in another (being a corporation)
* If an employer is a member of two or more groups, all the members of those groups constitute one group.[[600]](#footnote-600)

###### Hearings

In hearings, the Committee asked as to the policy objective of grouping in the context of payroll tax.[[601]](#footnote-601)

In responding, the Revenue Commissioner and Executive Director, Revenue Management, CMTEDD, told the Committee that:

The grouping rules try to group companies that have features like common control, common employees. Those companies, according to the grouping rules, are grouped for payroll tax purposes. If you had two firms that were both under the tax-free threshold, and they were grouped on the basis of control or common employees, they would be grouped together. They would be over the tax-free threshold, and they would come into the payroll tax net.[[602]](#footnote-602)

When asked whether consideration was given to instances where businesses were trading independently and in different industries, but had a common director, the Commissioner told the Committee that assessment relied on ‘a facts and circumstances test’, but that ‘issues of control’ were ‘fairly fundamental to the grouping principles’.[[603]](#footnote-603)

When asked whether this would be a ‘fair application’ of grouping policy, which could place ‘two small businesses potentially at a competitive disadvantage to others simply because their owner is in two different marketplaces’, the Commissioner told the Committee:

That would be a correct application of the law. Whether that is the correct policy outcome is not a question I could answer.[[604]](#footnote-604)

##### Abolition of stamp duty for first homebuyers

In hearings of 18 June 2018 questions were asked and answered regarding the abolition of stamp duty for first homebuyers. [[605]](#footnote-605)

In responding to questions, the Treasurer told the Committee that this reflected ‘a further step in what has been a multi-year policy approach to phase out stamp duty’, and represented ‘an acceleration of that program as it relates to the first homebuyer segment of the market’. He told the Committee that the ACT Government had also ‘continued the pensioner duty concession scheme in this budget’.[[606]](#footnote-606)

He told the Committee:

Going to the figures, if we had just left the stamp duty rates where they were prior to reform, someone purchasing a $350,000 property would be paying $5,550 more in stamp duty; someone purchasing a $420,000 property would be paying $6,880 more; someone purchasing a $500,000 property would be paying $8,400 more; someone purchasing a $700,000 property would be paying $10,780 more; and at the high end of the scale, someone purchasing a $2 million property would be paying $22,150 more.[[607]](#footnote-607)

In response to a further question, the Treasurer agreed that if a property purchaser added the cost of stamp duty to a mortgage, the effective price of stamp duty would include compound interest on the original amount.[[608]](#footnote-608)

He told the Committee that:

Most people—not everyone, but most—borrow to pay the stamp duty. That is the tested market experience. It certainly is the case for first homebuyers, because in having to save for both a deposit and stamp duty there would be a considerable amount of saving that would be required for households in that circumstance. Not only is there an up-front saving, which is pretty critical in terms of cash flow for a first homebuyer, but there are lower mortgage repayments over the life of a loan.[[609]](#footnote-609)

When it was put to him that there were also higher servicing costs and rates on properties under the present regime, the Treasurer stated that this was a ‘trade-off’. He told the Committee that:

There are obviously going to be a range of views on this, but I do not think those who so easily dismiss a $10,000 saving now as being worthless are in the real world. Yes, there are ongoing costs associated with a tax mix switch. Yes, what we are doing is saying that rather than funding the territory’s services out of the seven to nine per cent of the population who might transact in the residential property market in a given year, we will spread that cost across the entire rateable tax space and ask everyone to make a small contribution each year to the services that they consume each year, rather than saying that in one in every seven years, which is on average how often people move in Canberra, we will hit you for tens or thousands of dollars versus making smaller annual payments. That is the trade-off.[[610]](#footnote-610)

When asked whether the government had conducted modelling on the cost to consumers of stamp duty compared with the new rates regime, the Treasurer stated that it had, and that it would ‘do a further set of modelling associated with the development of the next phase of tax reform’.[[611]](#footnote-611)

He told the Committee that:

the interest savings on the stamp duty borrowings are significant for households, as well as, as I say, the time value of money. Having to find $10,000 now versus having to pay several hundred extra each year over the next 25 years is a very different proposition for most. It is not for all: some people do have that sort of cash hanging around and may be able to pay stamp duty outright, but I do not think they are the majority of people in any equitable application of a tax system.[[612]](#footnote-612)

When asked to comment on what stamp duty would amount to in the absence of changes to taxation arrangements, the Treasurer told the Committee that:

I think that not only would we have seen rates revenue increase but if you had just gone back and left all the policy settings where they were in 2011 and just played that through over the last six or seven years then both rates and stamp duty would have increased over that time. Rates would have increased by less. Stamp duty would have increased significantly more. The house price inflation would have just pushed people into higher and higher stamp duty brackets; so they would have been forced to pay more and more stamp duty as house prices increased.[[613]](#footnote-613)

He told the Committee that:

There is no system that seeks to raise the sufficient revenue that the territory needs that is more efficient to us than the broad-based land taxes that are rates and land tax. We do not have a tax line at our disposal that is more efficient, has the least economic impact and is simpler than that mechanism. That it is almost impossible to avoid paying that tax is a source of frustration for those who would seek to arrange their tax affairs in a way that they do not pay tax.[[614]](#footnote-614)

The Treasurer went on to say, regarding rates on residential properties, that there was ‘not a better form of taxation available to our level of government’.

He told the Committee that this was part of the Territory taking ‘more responsibility than any other jurisdiction, other than Western Australia, at the moment for raising our own revenue’, and that the Territory did this ‘out of necessity because we receive less from the commonwealth government’.[[615]](#footnote-615)

###### Committee Comment

Some members of the Committee believe that the ACT Government should have regard for those that have paid stamp duty when executing the ‘tax reform’ package.

##### Services for Growing City

The Committee enquired about the impact of tax reduction on services and was advised by the Treasurer that:

I am all for a good debate about the size of government, whether we ought to have a bigger government or a smaller government. We are always going to err on the side of a bigger role for government in the community. I do not think there is any doubt about that. That is not a contest, clearly. We will always deliver more health services, more education services, more community services, more public transport, more investment in the community than the other side of politics.[[616]](#footnote-616)

Recommendation 37

The Committee recommends the ACT Government continue to focus on delivering the services for a growing city.

##### Implementation of a new Compulsory Third Party (CTP) insurance scheme

In hearings of 18 June 2018 questions were asked and answered regarding implementation of a new Compulsory Third Party (CTP) insurance scheme. In particular the Committee asked questions regarding the role of the CTP Regulator in implementing the new scheme. [[617]](#footnote-617)

In responding to the question, the Executive Director, Economic and Financial Group, told the Committee that:

The CTP regulator is assisting those who are developing the legislation with knowledge of how the existing scheme works and levering the contacts that we have as the CTP regulator with other jurisdictions who have implemented similar schemes. New South Wales, in particular, has recently implemented a similar sort of hybrid scheme.[[618]](#footnote-618)

When asked about priorities for the CTP Regulator in administering the scheme, the Executive Director told the Committee that:

The first one is assisting with the development of the legislation and the ICT system for the new scheme. More generally, other key priorities are working with the National Transport Commission and other CTP regulators around how CTP schemes deal with autonomous vehicles; working with peer-to-peer car-sharing companies that want to enter the ACT market; monitoring and reviewing a streamlined CTP premium filing process; continuing to monitor the scheme’s performance; and contributing to targeted road safety initiatives. They are the six key priorities for the CTP regulator for 2018-19.[[619]](#footnote-619)

When asked how including at-fault claimants would affect the costs of the scheme in the long term, the Director, Financial Framework Management and Insurance, Economic and Financial Group, told the Committee that:

The scheme which was the chosen scheme by the jury has a number of elements. Yes, it is bringing in at-fault claimants, but there are also a number of other changes. It is substantially a totally different scheme. The chosen scheme, with all of the factors combined, means that there is likely to be a decrease in the premium on average to about $130, but ultimately it will depend on the detail.[[620]](#footnote-620)

When asked to confirm that this represented a decrease in CTP premiums, the Director agreed and told the Committee that:

Ultimately, the detail which went to the citizens jury and what they selected had the key principles, but as we work through legislation and as we go into the finer detail we will have to get it costed again. Whilst the $130 is the average and was the best information at that point in time, it will be refined as the legislation is worked through.[[621]](#footnote-621)

When asked as to the CTP Regulator’s involvement in formulating the alternative schemes that were presented to the citizens jury for consideration, the Director told the Committee that:

The way the citizens jury worked was that the citizens jury, at the end of the second weekend, came out with the report which specified what their objectives were for an approved CTP scheme to best balance all road users. Based on those six objectives that they set, the stakeholder reference group then came into play. There was a scheme designer, a scheme actuary and other members of the stakeholder reference group. They then came up with a number of models which met the objectives set by the jury. That went back to the jury. They then selected their preferred scheme.[[622]](#footnote-622)

At this point the Committee asked whether the CTP Regulator had consulted or sought advice from an actuary regarding the ACT scheme or alternate schemes.[[623]](#footnote-623)

In responding, the Director told the Committee that it had not.[[624]](#footnote-624)

The Under-Treasurer also responded to the question. He told the Committee that ‘as part of our annual reporting we do engage actuaries to describe the cost drivers of the current scheme as part of our statutory reporting responsibilities’, but that an actuarial assessment of CTP schemes had not been sought ‘since the previous occasion the government debated CTP reform in the Assembly’, in 2011-12.[[625]](#footnote-625)

When asked why this was not done, the Under-Treasurer told the Committee that:

We did not have any indication from government at that point to undertake that sort of work. In terms of my own responsibilities, it would have been a costly exercise to engage actuaries for these sorts of things. You would only do it with some substantive suggestion that the government was looking to undertake some policy reform in any area, let alone this one.[[626]](#footnote-626)

##### Changes in methodology to determine rates for unit-titled properties

In hearings of 18 June 2018 questions were asked and answered regarding changes in methodology to determine rates for unit-titled properties. In particular, the Committee asked how, prior to recent changes in the rates regime, rates increased had compared for houses and units.[[627]](#footnote-627)

In responding, the Under-Treasurer told the Committee:

Previously the methodology for calculating rates on any property was to get the unimproved value of the entire block. If the block had more than one property on it, more than one unit title on it, the value was divided into unit titles according to the unit titling methodology for any strata title body corporate. The ratings factors were then applied to those values. By and large, units had a significantly lower value than houses, which is appropriate.[[628]](#footnote-628)

He told the Committee that:

Tax reform has also involved a rating system where rates increase as property values increase. That meant that houses which had higher unimproved values had higher rate increases than units which were lower value properties. In fact, we were at risk of having a situation where for a block that previously had one or two units on it and then had more units put on it the rates take went down because of the interaction of the two effects. That is how it works in theory.[[629]](#footnote-629)

The Director, Economic and Financial Analysis also responded to the question. She told the Committee that:

The change was driven by a review of the first stage of tax reform that was done after the first five years of tax reform to look at how the increases have played out across the board.[[630]](#footnote-630)

She told the Committee that:

As a result of that review it was obvious that houses, on average having higher AUVs, were increasing at a much higher rate than units. Every unit was in the lowest category because of the reasons [previously] explained. The increase now means that rates for units are increasing on average at a similar level to houses. Prior to the change in calculation methodology they were much lower than the average increase across the board for all residential properties.[[631]](#footnote-631)

She told the Committee that:

Under the current methodology houses still increase at a higher rate than units in general, but the increase for units is much more on par with the average. So we are bringing units back up to be more on par with houses, but they are still significantly lower. We need to talk in averages because a lot of things feed into different AUVs, as we discussed earlier. It is hard to talk about a particular property, but we talk in general terms.[[632]](#footnote-632)

When asked whether, under the previous rates regime, ‘houses were doing a bit more of the tax burden work than units’, the Under-Treasurer told the Committee that this was ‘a fair summation’.[[633]](#footnote-633)

When asked whether the purpose of the changes was to assess ‘more equitably or fairly’ the value of land for each property, the Under-Treasurer responded. He told the Committee that there were ‘two reasons’ for the changes in the rates regime, and that this was the ‘first reason’. [[634]](#footnote-634)

He went on to say that:

The second reason was that as the government moves to increase densities we are going to have a lot more situations where the detached house will become a lower proportion of our housing types. We wanted a tax system that was sustainable so that, as we increased other denser housing types, the tax base was robust enough to continue to provide a revenue source that would provide the services that we need to provide for all residents.[[635]](#footnote-635)

At this point a question was asked as to whether changes in the rates regime would provide an incentive for purchasers to acquire properties outside of the ACT.[[636]](#footnote-636)

In responding, the Treasurer told the Committee that:

If those dire predictions were to be realised and some people did move then that would be regrettable. However, it would be an extraordinarily irrational financial decision to do that, given the prevailing transactional costs associated with such a move. If you were to move to New South Wales, you would be paying stamp duty in New South Wales.[[637]](#footnote-637)

When it was put to him that some purchasers may elect to pay stamp duty rather than higher rates under the new regime, the Treasurer told the Committee that:

You would have to do a financial calculation of the fiscal cost of selling your property. What is the average real estate agent fee? It would $10,000 at least, and then you add the stamp duty you would pay in New South Wales, so that is probably another $25,000 to $50,000. So you are up to $35,000 to $60,000 before you have accounted for your moving costs. So you are up to about $70,000 now. You would have to be expecting to live for a very long time in order to be financially ahead as a result of the difference between rates in the ACT and those across the border compared to a transaction cost of somewhere between $50,000 and $70,000.[[638]](#footnote-638)

When asked whether such potential decisions would reflect on the new rates regime, the Treasurer told the Committee that:

If anyone did it for financial reasons, they would probably be expecting to live well into their 100s in order to be financially better off. And if they were borrowing to pay for their stamp duty obligation on moving into New South Wales, that would also feed in to their annual costs. But not everyone is rational … [[639]](#footnote-639)

##### Rates and land tax for commercial properties

The Committee noted differences in the rates and land tax regime in the ACT with that of NSW for commercial properties.[[640]](#footnote-640)

In responding, the Treasurer told the Committee that the ACT did not levy land tax on commercial properties.[[641]](#footnote-641)

The Committee put it to the Treasurer that Commercial land tax and rates had been combined in the ACT, to which the Chief Minister agreed.[[642]](#footnote-642)

When it was put to him that commercial land tax had not been abolished, but combined with commercial rates in a single payment, the Treasurer told the Committee that:

Land tax was abolished. The revenue was rolled into the rates system in order to simplify it. That was, at that time, a request from the business community to simplify taxation arrangements with government so that they got one bill, not two. We accepted that recommendation at that time, to combine the two into one.[[643]](#footnote-643)

Recommendation 38

The Committee recommends that the ACT Government undertake broader analysis of the effects of recent changes to the rates and land tax regime in the Territory, and publish the results of that analysis, before the end of the 2018-19 financial year.

##### Analysis of impact of changes to rates regime

In hearings, questions were asked and answered regarding analysis of impact of changes to rates regime. [[644]](#footnote-644)

In responding to questions, the Treasurer told the Committee:

* that utilities accounted for higher household bills than rates, and were increasing at a faster pace than rates;[[645]](#footnote-645)
* that not all households pay rates;[[646]](#footnote-646) and
* that this information was relevant in determining where to apply concessions.[[647]](#footnote-647)

###### Committee Comment

This year, as a result of Assembly Private Members Business, the Government published an additional Supplementary Budget Paper entitled “Socio Economic Analysis on Taxation and Concessions Policy”.  This provided quantitative analysis of the impact of the budget’s taxation and concession policies on household budgets for 14 different types of lower-income households.  This information highlighted a number of factors not easily visible through the traditional ‘Cost of Living’ statement.  For example, it shows that for most low-income households, rates are a very small part of the household budget.  However, for some household types living in some locations, rates may be exceeding 14per cent of income, even after rates concessions are factored in.  This information is useful for understanding the impacts of the Government’s taxation and concessions policies on lower-income households and should be released annually.

Recommendation 39

The Committee recommends that the ACT Government release an updated Supplementary Budget Paper “Socio Economic Analysis on Taxation and Concessions Policy” every year, using consistent household types from year to year, and incorporate commentary on this information into the ‘Cost of Living’ statement as a spreadsheet.

Recommendation 40

The Committee recommends that the ACT Government release the 2018-19 Supplementary Budget Paper “Socio Economic Analysis on Taxation and Concessions Policy” in spreadsheet format.

##### Lease variation charge

The Committee discussed the lease variation charge with the Chief Minister expressing the view that “the fundamental principle of an unearned windfall gain not being taxed is not one that I am comfortable with”.[[648]](#footnote-648) The Committee also discussed the issue of whose responsibility it should be to factor in lease variations to unimproved values.[[649]](#footnote-649)

The Committee also asked about the application of lease variations to unimproved value and whether the onus was on the property owner to report what variation has taken place.

In response, the Committee was advised:

The Revenue Office gets notifications of lease variations from two sources within government. One is from the planning directorate and one is from the Land Titles Office. They are the formal mechanisms by which we get an indication of a lease change. [[650]](#footnote-650)

When asked if that would automatically trigger a revenue assessment, the Committee heard that ‘[w]hat it will do will adjust or cause us to consider the unimproved value of that property.’[[651]](#footnote-651)

The Committee also heard that ‘…I believe the court, in an ACAT matter, recently concluded that there was an obligation on the taxpayer to advise the Revenue Office’ of a lease variation.[[652]](#footnote-652)

###### Committee Comment

Some members of the Committee believe the ACT Government should look to reduce or abolish the lease variation charge, especially in town centres.

The Committee also holds concerns around the responsibility for factoring lease variations into unimproved values currently rests with property owners.

Recommendation 41

The Committee recommends that the adjustment of a property’s unimproved value should occur automatically following a variation to the lease without requiring any action from the lessee.

### Shared Services

*Budget Paper B* of 2018-19 Budget Statements states that:

Shared Services provides a range of ICT and corporate services, including infrastructure, applications support and development, ICT project services and tactical and transactional human resource and finance services to directorates and agencies.[[653]](#footnote-653)

#### Matters considered

The following matters under Output 7:Shared Services were considered by the Committee when Shared Services appeared before the Committee in hearings of 19 June 2018:

* the goal for the number of successful attacks on internally hosted websites;[[654]](#footnote-654)
* IT and energy use in the ACT public sector; [[655]](#footnote-655)
* digitisation of government records; [[656]](#footnote-656)
* management of software licences; [[657]](#footnote-657) and
* increasing use of cloud computing.[[658]](#footnote-658)

#### Key issues

##### Management of software licences

In hearings of 19 June 2018 questions were asked and answered regarding management of software licences.[[659]](#footnote-659)

In responding to questions, the Executive Director, Shared Services ICT, told the Committee:

I am pleased to say that we have improved from where we were when a similar question was raised six or so months ago. As you pointed out, it is a very large, complex environment. A couple of initiatives have allowed us to get into the meat of it all. The desktop upgrade, the desktop modernisation program, is a key driver of that.[[660]](#footnote-660)

He told the Committee:

When you are doing an upgrade of this variety, you have to understand what software is out there. As with most IT shops, things can get away from you a little bit over the years. We have gone through it with each directorate, to understand each application set within each directorate.[[661]](#footnote-661)

He told the Committee:

There have also been some opportunities to rationalise across some of the directorates, because it gives them an opportunity to know who is using what. As you would be aware, we are very driven by what their demand is, as opposed to us imposing what they must have and what they must not have. So there has been a bit of work done there.[[662]](#footnote-662)

The Executive Director told the Committee:

We also have a piece of work we are driving internally around our business management capability which incorporates a better licence management capability. We have that more automated. We have recently signed off and gone through the Microsoft volume agreement across the ACT Government, which gave us another opportunity to make sure we are licensed exactly as we should be. So, yes, we are improving all the time. The one that we have at the moment, the application portfolio management, is about working with directorates. They have much more visibility of what their own use is, because we are trying to make it user-driven.[[663]](#footnote-663)

When asked whether there had been any disputes or historic licences under negotiation, the Executive Director told the Committee:

No. We have had no disputes in the last three years, since I have been here. With the recent Microsoft agreement that was done, of course there was a lot of negotiating regarding our numbers et cetera, but there have been no disputes. The current one we are working through is with Oracle, which has a large footprint. But there is no dispute. It is very much about working with them hand in hand around what our actual usage is, rather than a dispute.[[664]](#footnote-664)

When asked whether any back payments had been necessary in relation software licences, the Executive Director, Shared Services, told the Committee that:

There is always true-up with regard to licensing, with the large organisations. We get charged on X number of headcount, and when we go through to the end of the year or to whatever time that true-up time is, they will come back and say, “You told us you were going to have 100 licences; you’ve actually got 150 licences.” They will then either look to bill us for it or they will say, “Ongoing, we are then going to bill you for your 150 licences.” [[665]](#footnote-665)

He told the Committee that:

Again, it is an ongoing body of work. In some cases we would look to get billed additionally, for the extra 50 licences, or it may be that in one year we had a lesser amount. There is ongoing true-up as to how we do that. Sometimes there might be a credit… [[666]](#footnote-666)

When asked as to the size of these adjustments, the Executive Director, Shared Services, told the Committee:

Generally, what you will find in regard to those true-ups is really in the margins. What they will generally say is, “We’ve been billing you at 100. We understand you’ve got 150. We’re going to be billing you for the 150 going on.” Again, those discussions are fairly amicable—how they do that. We have not said, “Wow, here we go; we haven’t even understood that we’ve got 10 people, and we have 1,000 people.” There have not been any discussions like that at all.[[667]](#footnote-667)

### Infrastructure Finance and Capital Works

*Budget Paper B* of 2018-19 Budget Statements states that:

Infrastructure Finance and Capital Works provides advice to government on major infrastructure projects, advises government on capital works procurement policies, administers a range of pre-qualification schemes and undertakes procurement activities on behalf of government directorates and agencies for infrastructure and capital works.[[668]](#footnote-668)

#### Matters considered

A number of matters were considered under Output Class 8: Infrastructure Finance And Capital Works by the Committee when Infrastructure Finance and Capital Works appeared before the Committee in hearings of 19 June 2018, including:

* the role of Infrastructure Finance and Capital Works in stage one of light rail; [[669]](#footnote-669) \*
* the role of Infrastructure Finance and Capital Works in planning for stage two of light rail; [[670]](#footnote-670)
* function and purpose of Infrastructure Finance and Capital Works; [[671]](#footnote-671)
* penalties associated with any delays in the delivery of stage 1 of light rail; [[672]](#footnote-672)
* management of environmental risks arising from capital works; [[673]](#footnote-673)
* progress, delays, and variances of contract for the law courts Public Private Partnership (PPP); [[674]](#footnote-674) \*
* the role of Infrastructure Finance and Capital Works in coordinating work health and safety certification across government worksites; [[675]](#footnote-675)
* work health and safety certification, conformances and non-conformances at the University of Canberra subacute hospital project; [[676]](#footnote-676) and
* the role of Infrastructure Finance and Capital Works in the ACT Government’s secure jobs code. [[677]](#footnote-677)

#### Key issues

##### Role of Infrastructure Finance and Capital Works - light rail stage 1

In hearings of 19 June 2018 questions were asked and answered regarding the role of Infrastructure Finance and Capital Works in stage one of light rail (that is, Capital Metro). [[678]](#footnote-678)

In responding to questions, the Under-Treasurer told the Committee:

I am the deputy chair of the board overseeing the project. I attend project meetings, which are held approximately once a month. Those meetings discuss matters of importance to the success of the project. They cover everything from risk, safety, progress and any issues that may arise.[[679]](#footnote-679)

He told the Committee that:

The board also discusses matters that have to be passed to government in terms of a cabinet submission for a decision of government. The board will deliberate on those matters and give comments and resolve issues with the aim of coming to a joint agreed position across directorates.[[680]](#footnote-680)

The Executive Director, Capital Works, also responded to these questions. He told the Committee:

I will give you some context about this division. It was only formed in February, from the merger of what was previously called procurement and capital works, and infrastructure finance and advisory division. Our role on capital metro is really to support them in life-of-project transactions. We participate on the risk and change committee. We will provide advice to them on technical matters around infrastructure finance, if requested.[[681]](#footnote-681)

He told the Committee:

As a treasury function we obviously participate on two levels of governance around both the level on which the Under Treasurer participates and the level on which David participates, which is the risk and change committee. Going forward, treasury will be responsible for conducting transactions in relation to the project, such as any refinancing, potential re-gearings and other good faith negotiations.[[682]](#footnote-682)

When asked how Infrastructure and Capital Works had monitored expenditure on capital works for Capital Metro, the Director, Infrastructure Finance, Capital Works, told the Committee that:

The detailed monitoring of spend by Canberra Metro, the private sector consortium that is undertaking the project, is largely undertaken by Transport Canberra and City Services. We do not monitor that directly. The actual expenditure is a matter for Canberra Metro itself. We look from time to time at the timing of the project and when the territory will need to start making availability payments and also the capital contribution, which is after the completion of construction.[[683]](#footnote-683)

When asked about expected completion of construction, the Director told the Committee that:

We have been told by Canberra Metro that they are expecting to complete construction and commence services by the end of this year.[[684]](#footnote-684)

The Under-Treasurer also responded to the question. He told the Committee that:

The contract specifies that our obligation to pay capital metro commences when operations commence. So very much the risk sits with them in terms of operational delivery and commencement. The board very actively monitors progress and discusses risks and other matters. For example, obviously the commencement date is very important not only for the service itself but for related services such as the bus routes and bus timetabling.[[685]](#footnote-685)

He told the Committee that:

The boards have discussions with each other on the progress of the project. We also obviously look at the quality of the project and make sure the consortium is building a project that is going to meet the obligations of the contract.[[686]](#footnote-686)

However he told the Committee, as had been noted, ‘detailed conversations about progress [rest] with TCCS’ (Transport Canberra and City Services).[[687]](#footnote-687)

##### Penalties associated with any delays in the delivery of light rail stage

In hearings of 19 June 2018 a question was asked and answered regarding penalties associated with any delays in the delivery of stage 1 of light rail.[[688]](#footnote-688)

In responding, the Under-Treasurer told the Committee that:

The broad penalties are: the government is committed to make a capital contribution at construction completion of $375 million. If commencement is delayed we delay paying that amount, which is obviously time-value money to the consortia. We do not start making availability payments until we are providing in that sense. So the consortia do not get those availability payments.[[689]](#footnote-689)

He told the Committee:

The consortia have essentially arranged debt and equity to finance the construction, which has a servicing cost and they are not getting an income to pay for it. So they are going to pay those servicing costs for longer. It is quite a significant incentive for the consortia to start operations as soon as it is safe for them to do so. Obviously we have an abatement regime as well. The services must run to a certain standard and quality; it is not just getting one tram running, so to speak. It has really got to be the full service at a good quality.[[690]](#footnote-690)

The Director, Infrastructure Finance, Capital Works, also responded to the question. He told the Committee that:

The end date of the contract is fixed relative to the due date for construction completion rather than the actual date of construction completion. If they are late … we do not pay the availability payments but those payments are then lost forever because there is no catch-up at the end or anything like that. So it is a very, very powerful financial incentive. [[691]](#footnote-691)

##### Progress, delays, and variances of contract for the law courts Public Private Partnership

In hearings of 19 June 2018, questions were asked and answered regarding progress, delays, and variances of contract for the law courts Public Private Partnership (PPP). [[692]](#footnote-692)

In responding to questions, the Executive Director, Capital Works, told the Committee:

With the law courts, I think we are up to about the 46th executive steering committee meeting. Currently, we are planning for the commissioning of the asset; the team is working through preparing for asset acceptance. The project is running quite significantly behind schedule, but, as … pointed out a bit earlier, we have transferred the risk at financial close to the PPP co.[[693]](#footnote-693)

He told the Committee:

No availability payments will occur until the asset is accepted. It is accepted in two stages: stage 1 completion, which is the new build, and stage 2 completion, which is the refurb of the existing build. At this point the project is expected to be delivered approximately nine months behind the original schedule but with no cost to the government—in fact, with significant savings from the availability payments that we no longer need to make in relation to that project and the shorter period from which available payments will be made.[[694]](#footnote-694)

When asked about reasons for delays in the law courts redevelopment, the Executive Director told the Committee:

I am going to talk big picture about what is happening in the Australian infrastructure market, to try and explain what is going on in Australia at the moment. We are not unique in the ACT. For everyone—not so much on the west coast but on the eastern seaboard—the Australian infrastructure market is severely overheated at the moment.[[695]](#footnote-695)

He told the Committee that:

In New South Wales they are doing a pipeline of in the order of $75 billion of projects. There is one project alone in New South Wales which is worth $16.8 billion. Victoria is not far behind; I think their pipeline is around $55 billion. So at the moment the ability to retain skilled workers on worksites is very difficult. In this market we are finding that despite even quite significant risk allocation on PPPs, as we mentioned earlier, they are struggling to get delivered at the moment.[[696]](#footnote-696)

He also told the Committee that:

It is pretty much a national event at this point. I asked the head of Infrastructure New South Wales if the same thing was happening in New South Wales and the answer was: very much so. That is where we are as an industry at the moment; it is something that we are working through, and so are the contractors.[[697]](#footnote-697)

When asked whether there were factors arising from the site for the redevelopment which had contributed to delays, the Executive Director told the Committee:

There were some issues with scope of work. I think there was some underestimation of some complexity in relation to the project, particularly with hard rock removal underneath the project. It is a brownfields construction project; the court is operating while the construction work is going on. That was an underestimating of the complexity. I think there was also some underestimation or there were some errors in some of the quantity surveying estimates at the beginning in terms of the bid phase. But that was on the contractor side. As I said the risk has been transferred over to them.[[698]](#footnote-698)

When asked whether there had been any inaccuracies found in geological studies or site surveys that may have contributed to delays, the Director, Infrastructure Finance, Capital Works told the Committee that:

we are not aware of any claims by either the company, Juris, or the construction contractor, Laing O’Rourke, against the territory for having received inaccurate information. They fully took on the risk of the information they received, and their own designs and their subsequent construction. The risk rests entirely with Juris and its subcontractors.[[699]](#footnote-699)

In response to a question as to whether, and how many, contract variations had taken place for the law courts redevelopment,[[700]](#footnote-700) the Executive Director, Capital Works, told the Committee:

There have been seven agreed changes to the PPP contract, which has a value of $524,148. In addition there are $950,000 worth of outstanding changes which are modification requests and possible modifications. In PPP-speak, a modification is what, in normal financed projects, we call variations.[[701]](#footnote-701)

In response to a question regarding the quantum for availability payments,[[702]](#footnote-702) the Executive Director, Capital Works, told the Committee:

The contractual operating period is 25 years. The availability payments: the stage 1 availability payment, which is the new build, is $39,000 per day; the stage 2 availability payment is $58,000 per day. If you assume stage 2 is delayed as much as stage 1 then you would have to add those two figures together.[[703]](#footnote-703)

When asked as to the expected delay to the law courts redevelopment project, the Executive Director confirmed that it was anticipated to amount to a delay of approximately nine months.[[704]](#footnote-704)

###### Committee Comment

The Committee notes that in responding to questions about risks associated with late delivery of the courts redevelopment and other private partnership projects considered in hearings, officers have relied on arguments that as a result of how contracts are framed all risk sits with private participants in the projects.

In the Committee’s view, this is to take a narrow view of risks arising from non-performance in large contracts. There may also be a significant cost to the government from non-delivery of assets, for example requiring alternate court facilities or loss of services to the community.

On one hand, given the figures quoted by officials for the quantum of availability payments forgone when milestones are not met, this may come to represent a considerable — and possibly unsustainable — proportion of project value, leading to questions over the financial sustainability of a project.

On the other hand, given that such projects, in their operational phase, conclude over a considerable period of time, there is potential for pressure to be brought to bear on government by commercial partners to vary terms of contract. If foregone availability payments were to amount to a significant proportion of project value, then pressure would increase for government to vary contracts so that the project does not fail.

In the Committee’s view, the matters considered here warrant further consideration of risk to the Territory resulting from large projects. In the Committee’s view it is not sufficient to argue that contracts limit risk to private participants when other forms of risk may be anticipated and managed.

Recommendation 42

The Committee recommends that the ACT Government consider potential long-term risk arising from non-payment of availability payments on late public private partnership projects and take effective measures to manage such risk.

##### The role of Infrastructure Finance and Capital Works in work health and safety certification

In hearings, questions were asked and answered regarding the role of Infrastructure Finance and Capital Works in coordinating work health and safety certification across government worksites. [[705]](#footnote-705)

In responding to questions, the Executive Director, Operations, Capital Works, told the Committee that:

The work health and safety regime falls within the remit of the operations group within [Capital Works]. In answering your question specifically, the core element is our active certification process. It has been designed specifically to dovetail into our procurement processes, both pre and post contract award, such that we run a series of audits on contractors.[[706]](#footnote-706)

He told the Committee that:

The outcome of those audits can manifest in two ways. One is a consideration of their fitness to continue to do work for the territory, and that is on a contract by contract basis. But more overall, we run what we call a points system, if you like, where the certification, or ability and prequalification, to apply for work with the territory is determined on not losing your status as a fit and proper company with work health and safety records.[[707]](#footnote-707)

He told the Committee:

We have an allocation basis where infractions of work health and safety legislation and a poor record or significant incidents on site are taken into account. Without getting too detailed, you start off with 100 points as a company; and as anything is found, any adverse findings are made, an allocation of points against that 100 is made. Essentially, once you lose the 100 points you are no longer eligible to apply for government work.[[708]](#footnote-708)

The Executive Director also confirmed, in answer to a further question, that under this system firms became ineligible when they lost all 100 points.[[709]](#footnote-709)

###### Committee Comment

The ACT Government is responsible for procurement and supervision of a large number of capital works projects each year, from construction of new suburbs to major building renovations and installation of footpaths. The construction industry is considered a high-risk industry in a number of areas, including workplace health and safety issues and environmental issues. To illustrate, the ACT Auditor General recently released a report into the ‘Acceptance of Stormwater Assets’ which highlighted the substantial costs to the Territory and the environment resulting from poor sediment run-off controls on construction sites.

Part of the Government’s procurement and supervision role is to ensure that its contractors have the right processes in place to minimise workplace health and safety and environmental breaches, and to ensure that any breaches are reported. This procurement and supervision role is separate to the Government’s regulatory role, applies to all organisations that contract construction work (such as developers) and is recognised in relevant legislation such as workplace health and safety laws.

The Committee notes that Output Class 8.1 covers much of the capital works procurement and supervision for the ACT Government. The Accountability Indicators for Output Class 8.1 include indicators for workplace health and safety on Government projects. However, there is no Accountability Indicator for environmental breaches. Further, Output Class 8.1 does not include all capital works procurement and supervision. The Committee feels that these gaps should be rectified.

Recommendation 43

The Committee recommends that the ACT Government introduces Accountability Indicators covering breaches of environmental regulations for all Output Classes that procure and supervise construction work.

Recommendation 44

The Committee recommends that the ACT Government extends the workplace health and safety Accountability Indicators to all Output Classes that procure and supervise construction work.

Recommendation 45

The Committee recommends the ACT Government undertake, and make public, a thorough analysis of the regulatory impact to infrastructure projects as a result of proposed changes to the Work Safety legislation and government procurement policy.

##### Infrastructure Planning

The Committee discussed infrastructure planning with the Master Builders Association on 15 June 2018. See Chapter 2 for relevant discussion.

Committee Comment

The Committee notes that the current budget cycle for infrastructure projects lead to significant peaks and troughs, and does not provide a stable approach to supply and demand for infrastructure projects.

Recommendation 46

The Committee recommends the ACT Government develop an indicative plan of major long-term infrastructure priorities to ensure confidence in the construction industry.

##### Workforce Development

The MBA raised concerns at the hearing of 15 June 2018 regarding workforce development. See Chapter 2 for a detailed discussion.

Committee Comment

The Committee notes that additional planning and workforce development is required to deliver current and future infrastructure projects.

Recommendation 47

The Committee recommends the ACT Government continues to invest in vocational training and trades in the building industry.

### Property Services

Property Services “covers the management of Territory-owned commercial buildings, government office accommodation, community/multipurpose buildings, aquatic/leisure facilities and leases commercial buildings on behalf of the Territory.”[[710]](#footnote-710)

#### Matters considered

The Committee considered the following matters under Output Class 9.1: Property Services at the hearing of 19 June 2018:

* government facilities upgrade: One Moore Street;[[711]](#footnote-711)
* possible use of government offices to accommodate the homeless;[[712]](#footnote-712)
* community tenants in ACT Property accommodation;[[713]](#footnote-713)\*
* commercial tenancies in ACT Property accommodation;[[714]](#footnote-714)
* air conditioning in government property;[[715]](#footnote-715)
* properties as a single service for financial and environmental sustainability; [[716]](#footnote-716) and
* Tradies Group landlord.[[717]](#footnote-717)

##### Community tenants in ACT Government property

The Committee asked about concessional rents for community groups in ACT Government property. Officials informed the Committee that:

There has been no change to the current policy with community tenants. At the time we were looking at whether we could look at some of the peppercorn arrangements or the community rate, but there has been no change. A number of community halls are on peppercorn rates, and then we have the normal community rental rate of $139.71. That has stayed the same. [ . . .]

We still have this issue under review, and it is a matter for consideration for government, but the intent is not to change any existing arrangements under any future changes. It would be much more focused on new tenants in new vacant buildings and trying to set a common, consistent approach for new tenants and not touching existing tenants.[[718]](#footnote-718)

###### Committee Comment

The Committee believes the ACT Government should develop a policy for when peppercorn rents will be offered to community groups leasing ACT Government property.

This policy should include the contribution that community groups may make towards the maintenance and management of the property, in particular when it is heritage listed. It should also consider the social benefits of the community groups and what other, if any, government support the group receives.

Recommendation 48

The Committee recommends that the ACT Government develop a policy for when peppercorn rents will be offered to community groups leasing ACT Government property.

Recommendation 49

The Committee recommends that the ACT Government develop and publish new guidelines, systems and policies in relation to peppercorn rental agreements, and create a public register of those organisations who benefit from peppercorn rental arrangements during each financial year.

### Venues

Venues “promotes and manages major events at venues including GIO Stadium, Exhibition Park in Canberra, Manuka Oval, Stromlo Forest Park and the Canberra Business Event Centre. This Output also includes management of the National Arboretum Canberra.”[[719]](#footnote-719)

#### Matters considered

At the hearing of 19 June 2018, the Committee considered the following matters in t Output Class 9.2:

* revenue target for GIO Stadium;[[720]](#footnote-720)
* customer satisfaction surveys at National Arboretum;[[721]](#footnote-721)
* better infrastructure funding at National Arboretum;[[722]](#footnote-722)
* GIO Stadium improvements;[[723]](#footnote-723)
* major events at EPIC;[[724]](#footnote-724)
* physical security audit at major venues;[[725]](#footnote-725) and
* accommodation at EPIC.[[726]](#footnote-726)

### Goods and Services Procurement

Procurement “undertakes procurement activities on behalf of government directorates and agencies for goods and services. It advises the Government on procurement and related construction industry policy, is responsible for the development and implementation of the Government’s procurement related policies and establishes and manages whole of government contracts.”[[727]](#footnote-727)

#### Matters considered

The Committee considered the following matter in Output Class 9.3:

* contracts with indigenous and social providers.[[728]](#footnote-728)

### ACT Building and Construction Industry Training Fund Authority

The ACT Building and Construction Industry Training Fund Authority (the Authority) provides funding for the training of eligible workers, supports the entry of new people into the building and construction industry, and works to improve the culture and access to training.[[729]](#footnote-729)

#### Matters Considered

The Committee considered the following matters with the Minister for Workplace Safety and Industrial Relations on 19 June 2018:

* changes in income from 2017-18 to 2018-19;[[730]](#footnote-730)
* initiatives to encourage Gender Diversity in the construction industry;[[731]](#footnote-731)
* mental health support for young tradies including access and equity, Construction Charitable Works and apprenticeship awareness training;[[732]](#footnote-732)
* value and terms of the Construction Charitable Works service contract.[[733]](#footnote-733)

### Independent Competition and Regulatory Commission

#### Introduction

Regarding the Independent Competition and Regulatory Commission (the ICRC), the 2018-19 *Budget Statement B* states that:

The Commission has responsibilities for a broad range of regulatory and utility administrative matters. The Commission is responsible under the *Independent Competition and Regulatory Commission Act 1997* (ICRC Act) for regulating and advising government about pricing and other matters for monopoly, near-monopoly and ministerially declared regulated industries, providing advice on competitive neutrality complaints and government-regulated activities, and arbitrating infrastructure access disputes under the ICRC Act.[[734]](#footnote-734)

#### Matters considered

A number of matters were considered by the Committee when the ICRC appeared before the Committee in hearings of 18 June 2018 including:

* whether the ICRC had taken into account the services agreement between Icon Water and ActewAGL in making its most recent determination on water pricing; [[735]](#footnote-735) \* and
* factors leading to increases in retail electricity prices.[[736]](#footnote-736) \*

#### Key issues

##### Services agreement and pricing determination

In hearings of 18 June 2018, questions were asked and answered as to whether the ICRC had taken into account a services agreement between Icon Water and ActewAGL in making its most recent determination on water pricing. [[737]](#footnote-737)

In responding, the Senior Commissioner of the ICRC told the Committee that the ‘determination looked at everything, basically, and the agreements were examined’.[[738]](#footnote-738)

The Committee asked whether it was part of the role of the ICRC to consider whether such agreements represented value for money.[[739]](#footnote-739)

In responding to the question, the Senior Commissioner told the Committee that:

We need to be satisfied that the costs in our composition of the tariffs, the prices, are efficient. We test all the cost components to ensure as best we can—and this is an imperfect science, of course—that they are efficient. We looked at the operating costs, we looked at the capital expenditure right through, and part of that was to look at those agreements, yes.[[740]](#footnote-740)

At this point, the Committee raised questions over value for money in the services contract.[[741]](#footnote-741)

In responding, the Senior Commissioner told the Committee that ‘[f]irst of all, there were some savings that were made from those agreements’.[[742]](#footnote-742)

Secondly, he told the Committee:

the issue for us is to also have a look at existing contracts. We cannot disturb contracts that were properly entered into. In a forward looking way, it is getting some reassurance that whatever is in place is properly reviewed at the right time and that there is evidence presented to us that that is done in a way that gives value for money.[[743]](#footnote-743)

In this instance, he told the Committee:

We were satisfied at the end of the day that we had got the lowest possible cost that we could for those agreements, given the circumstances.[[744]](#footnote-744)

When asked to confirm that it was the not the role of the ICRC to consider whether a contract should be in place, but rather to ensure that ‘as much value as possible’ was obtained from existing contracts, the Senior Commissioner stated that this was indeed the case.[[745]](#footnote-745)

When asked to confirm that the ICRC did not make determinations on whether the original decision to enter into a contract had been correct, the Senior Commissioner told the Committee:

Not whether or not to sign the contract. But, going forward, we would certainly be looking to ensure that with a contract, whenever it is renewed or whatever happens, the process that is in place delivers the most efficient outcome for the consumers in the ACT too. That is something that we would be always looking to do.[[746]](#footnote-746)

##### Factors leading to increases in retail electricity prices

In hearings of 18 June 2018 questions were asked and answered about factors leading to increases in retail electricity prices.[[747]](#footnote-747)

In responding to questions, the Senior Commissioner told the Committee that:

We have seen, unfortunately, two years of pretty significant price increases in electricity, and there is no getting around that. Our role as the regulator is to regulate ActewAGL retail and to ensure that there is a standing offer for the consumers in the ACT that has some sort of control over it.[[748]](#footnote-748)

He told the Committee:

The long and the short of it, though, is that some 87 per cent of all the costs that make up the bill are determined outside ActewAGL retail’s control. They are the network costs, the costs of distribution and transmission, carrying the electricity, all the poles and wires. They make up a very big proportion and they are regulated by the AER [Australian Energy Regulator].[[749]](#footnote-749)

He told the Committee:

You have got the wholesale cost, and that is the cost of generating electricity, and that is where all the debates have been over the last couple of years—the big spikes in wholesale electricity prices. We have a national electricity market, and that is being largely determined outside the ACT. And there are some costs for delivering green objectives for renewables. The Clean Energy Regulator is involved in those and they have also contributed quite a bit this year.[[750]](#footnote-750)

The Senior Commissioner told the Committee that:

There have been a number of these things that have come together, as we are seeing a fundamental change to the electricity sector, as more renewables are being utilised to generate power, and the structure of it changes. We saw a spike in electricity wholesale prices last year where the contract prices increased by over 100 per cent—112 per cent, I think it was.[[751]](#footnote-751)

The Senior Commissioner told the Committee that these were ‘all external factors to the ACT’,[[752]](#footnote-752) however:

What we do, though, is: try, as much as we can, to minimise the impact on ACT consumers by not allowing all that price to flow through instantaneously. The model that we use averages those wholesale price changes over a 23-month period. That means that you do not get that sudden huge surge but you do get an increase, and you get an increase this year as well. That is why we saw two years of price increases. We tried to smooth it out, flatten it a bit, not make it such a big increase.[[753]](#footnote-753)

He told the Committee that:

We also did have a look at the actual costs that the retailer bears. Even though it is 13 per cent, it is still important. We reduced their margin because we did not think it was right to apply the existing margin to a much bigger cost base. So we reduced the margin. That was in the determination last year.[[754]](#footnote-754)

The Senior Commissioner also told the Committee that in this instance:

ActewAGL retail came to us with costs to be passed through, and what we did there was look at it. We decided some of those costs were actual capital costs, and they should have been capitalised over a five-year period. Again, that reduced the price increase, but I must admit that you have got them going down for a few more years as they are capitalised and worked out. There are a number of these very significant external factors at play here and we are doing the best we can to soften the blow, if you like, and smooth the price increases out to as little as we possibly can.[[755]](#footnote-755)

When asked about potential future trends on retail electricity prices, the Senior Commissioner told the Committee that:

On the other hand, the wholesale costs are regulated by the AER. The AER’s decision was challenged in the courts. It has been remitted to the AER to remake that decision. This year we only had an adjustment by CPI. That decision is still flowing through. The probabilities are that that decision will lead to higher costs down the track. On the one hand—I said I might use it; I did not mean to use it but there you go—the wholesale charges might go down, but on the other hand those electricity network costs might go up. As we are looking at it now, it is a bit hard to predict how it might go, but hopefully we will not see the price increases that we have seen in the past.[[756]](#footnote-756)

He also told the Committee that:

We also have seen a very large uptake in solar panels and that is also leading to some increased costs. Again, this is the national regulator. This is not a local issue. This is the national regulator. We have seen clearly a much bigger uptake than they had forecast. Even though the price has not gone up, the total cost has gone up and that is reflected in and has provided for some of the cost increases in our electricity price as well. You have got all these things and you need to predict each of them to see what might happen, to see where we might go. I am hopeful that we will not see this price increase that we have seen in the last two years, but I will not put it at greater than hopeful at this point in time.[[757]](#footnote-757)

### Icon Water

*Budget Paper B* of 2018-19 Budget Statements states that:

Icon Water provides water and sewerage services to the ACT community and bulk water to Queanbeyan. Icon Water also manages an investment in Evoenergy and ActewAGL Retail (the energy investments).[[758]](#footnote-758)

#### Matters considered

A number of matters were considered by the Committee when Icon Water appeared before the Committee in hearings of 19 June 2018.

These included:

* a corporate services agreement between Icon Water and ActewAGL;[[759]](#footnote-759) \*
* Information Technology (IT) upgrades at Icon Water;[[760]](#footnote-760)
* the coming into effect of the Water and Sewerage Capital Contributions Code;[[761]](#footnote-761)
* the exposure of energy production assets to climate change risk;[[762]](#footnote-762)
* trials of renewable energy generation;[[763]](#footnote-763)
* measures to support mental health and work health and safety at Icon Water;[[764]](#footnote-764)
* downward movement in retail water pricing;[[765]](#footnote-765)
* contributing factors to increased retail prices for electricity;[[766]](#footnote-766)
* a ‘hardship program’ operated by Icon Water;[[767]](#footnote-767)
* the differentiation of brands for retail and distribution arms of ActewAGL, and the branding of the distribution arm as ‘Evoenergy’;[[768]](#footnote-768) and
* outcomes of internal audits on legal and other obligations; IT governance; ICT security management; privacy breaches; and corporate and customer service agreements.[[769]](#footnote-769)

#### Key issue

##### Corporate services agreement

In hearings of 19 June 2018, questions were asked and answered regarding a corporate services agreement between Icon Water and ActewAGL. [[770]](#footnote-770)

Noting that a redacted copy of the agreement had been placed on the Icon Water website,[[771]](#footnote-771) the Committee asked whether any that included any information additional to that released in response to a Freedom of Information (FOI) request.[[772]](#footnote-772)

In responding to the question, the Managing Director told the Committee:

I would have to check that. My understanding is that everything that was released through the FOI and the subsequent review process that we went through was consistent with what was published on the website.[[773]](#footnote-773)

He also told the Committee that:

We have obviously put additional context to the history of the agreements, how they came to be and the passage of time that they have been through. That is my recollection of the additional information that we placed there.[[774]](#footnote-774)

When asked whether any decisions had been made about what Icon Water would do at the expiry of the agreement, the Managing Director told the Committee:

As you would be aware, the agreements expire in 2023, and there is a notification period prior to that. We are turning our minds this year to a sourcing strategy for future services. That is quite an important period, and that will be a piece of work that we will get stuck into this year. That will obviously investigate whether we will insource or outsource, and we will benchmark and adhere to the Icon Water procurement policies and procedures.[[775]](#footnote-775)

At this point the Committee asked why the copy of the Services Agreement published on the Icon Water website was heavily redacted.[[776]](#footnote-776)

In responding, the Managing Director told the Committee that:

There were substantial processes, as you would be aware, that we went through, which involved legal consultation, freedom of information advice and extensive consultation with the partners with respect to commercial-in-confidence and the confidentiality clauses that all the parties are bound by. In particular, you would appreciate that there is commercially sensitive information that could yield to the market or, if available to the market, would certainly have an impact on the future procurement of those services.[[777]](#footnote-777)

When asked how much information regarding the Agreement was passed on to the ICRC before it made its most recent determination, the Managing Director told the Committee:

As far as I can recall, everything that they asked for. I do not have that detail on hand. Everything that they requested for consideration of the operating expenditure as part of the submission was provided.[[778]](#footnote-778)

At this point, the Committee asked why names of signatories to the Agreement and the specifics of the performance agreement had been redacted in the published version of the Agreement.[[779]](#footnote-779)

In responding, the Managing Director told the Committee that ‘substantial consultation occurred from a legal and FOI perspective, and with the partners, the counterparties to those agreements’ and that, having gone through that process, ‘that is what the legal advice yielded’.[[780]](#footnote-780)

At this point, the Committee asked the Chief Minister whether, given the significance and cost of the contract, whether it was reasonable for 70 to 80 pages of the Services Agreement to be obscured in the published document, and whether he had given any directions to publish the Agreement in full.[[781]](#footnote-781)

In responding, the Chief Minister told the Committee that it was not within his ‘purview’ to issue such a direction.[[782]](#footnote-782)

When it was put to him that he could, at a shareholder meeting, give that direction, the Chief Minister told the Committee that ‘I may well be able to do that but there would be legal obligations associated with that’, and that he was not intending to take ‘any further action other than what has been taken to date’.[[783]](#footnote-783)

When asked whether he thought the public should know how the money expended on the Agreement is spent, the Chief Minister told the Committee that:

* the ‘public has confidence in both Icon Water and the Independent Competition and Regulatory Commission’s oversight of the agency’;
* the ‘general public understand both the regulatory process and the nature of Icon Water’; and that
* ‘History has shown that they have confidence in the institution and the regulatory authorities that oversight it’.[[784]](#footnote-784)

When asked whether the Services Agreement included termination provisions, the Managing Director told the Committee that:

we have provided everything that was required of us to the ICRC. They have come back and, subject to some minor adjustments around the operating expenditure in totality, have deemed the expenditure to be prudent and efficient in our submission. I think it is the third time that the ICRC have reviewed our operating expenditure. I think that is a very thorough process. That is the process that we go through as a monopoly, as part of our prices being set. We can speculate all we like, but at the end of the day we have put it to the commissioner and the commissioner has reviewed it.[[785]](#footnote-785)

At this point the Committee noted that the Senior Commissioner of the ICRC had, in the previous day’s hearings, advised that the ICRC did not consider the advisability of contracts, but only whether utilities were obtaining the best possible value out of existing contracts, the Managing Director told the Committee:

Icon Water is continually looking to pursue anything that will continue to optimise its operating cost base and extract further value for money across the entire controllable op-ex space that we submit to the ICRC. It is not just these agreements; it is our entire operating base. If there is an opportunity to pursue savings in that, we will.[[786]](#footnote-786)

###### Committee Comment

The Committee considers that the financial arrangements of publicly-owned entities, including Icon Water, should be transparent and open to scrutiny.

The services agreement between Icon Water and ActewAGL represents a considerable ongoing cost to Icon Water and therefore consumers in the Territory.

Moreover, the fact that shareholders in Icon Water consist of two ACT Government ministers means that the ACT electorate has a direct interest in how Icon Water conducts its affairs.[[787]](#footnote-787)

In the view of some Committee members, these imperatives are not satisfied by Icon Water’s publication of a heavily-redacted copy of the service agreement,[[788]](#footnote-788) and this should be remedied by publication of a more complete version of the agreement.[[789]](#footnote-789)

Recommendation 50

The Committee recommends that Icon Water publishes a complete version of its services contract with ActewAGL on its website by the last day of September 2018.

Recommendation 51

The Committee recommends that the ACT Government and Icon Water publish the results of the audit into the Shared Services Agreements between ActewAGL and Icon Water.

Recommendation 52

The Committee recommends that Icon Water should undertake an independent market appraisal of the value of the services provided in the Service Agreements with ActewAGL.

Recommendation 53

The Committee recommends that Icon Water publish the cost of terminating the Service Agreements with ActewAGL.

### ACT Insurance Authority (ACTIA)

*Budget Paper B* of 2018-19 Budget Statements states that:

The ACT Insurance Authority (the Authority) operates under the *ACT Insurance Authority Act 2005* (the Act). The Act establishes the Authority as the ACT Government’s captive insurer providing advice to the Minister about insurance and the management of territory risks. The Authority works to protect the assets and services of the Territory by providing risk management support and insurance services to all ACT Government directorates and statutory authorities; the Authority meets the insurable claims and losses of ACT Government agencies. The portfolio represents just over $25 billion of insured assets, with forecast annual premium revenue in 2018-19 of $50.609 million and a forecasted equity position of $52.547 million. The Authority reports to the Treasurer through the Under Treasurer, Chief Minister, Treasury and Economic Development Directorate and is financed through risk-based premiums that reflect the asset holdings and liability risks faced by each agency.[[790]](#footnote-790)

#### Matters considered

A number of matters were considered by the Committee when ACTIA appeared before the Committee in hearings of 19 June 2018 including:

* the number of claims processed on average by the Office of the Nominal Defendant annually;[[791]](#footnote-791)
* trends in numbers of medical malpractice claims;[[792]](#footnote-792)
* risk and claim management practices;[[793]](#footnote-793) \*
* interactions between ACTIA and the Canberra Hospital;[[794]](#footnote-794) and
* plans for reducing funding ratios for ACTIA.[[795]](#footnote-795)

#### Key issues

##### Risk and claim management practices

In hearings of 19 June 2018 questions were asked and answered regarding risk and claim management practices.[[796]](#footnote-796)

In responding to questions, the General Manager, ACTIA, told the Committee that:

Our practices are about being proactive in the claims space, even to a point, for example, when we become aware of an incident where a claim may arise. We will open a claim file and begin some preliminary investigation of that incident issue while all the people are still around and all of the issues associated with the incident are fresh in people’s minds.[[797]](#footnote-797)

He told the Committee:

We would try to engage GSO early so that they are across some of those investigations as well and able to access their network of people that they are familiar with within the ACT government. Then it is a matter of trying to strategise the best way to deal with each individual claim. In a model litigant world, if we can establish early and quickly that we are liable, then we admit liability and we move on with what is the quantum of the claim and how we settle and close this out quickly for the person who is obviously affected.[[798]](#footnote-798)

He told the Committee:

We have good systems, good record keeping. We have processes in place to revisit the claim strategy. We hold quarterly claim review meetings with the Government Solicitor’s office and with our brokers. We go through our entire list of open claims which, depending on when the meeting is, can be valued at over $100,000 or over $250,000. We discuss where we are at with each individual claim and strategise about what the next move is—what is the plaintiff’s behaviour, what is the plaintiff’s solicitor’s behaviour and what court process is in place? [[799]](#footnote-799)

The General Manager also told the Committee that:

If you get all those things right, the evidence in our portfolio—this is consistent with other jurisdictions that I have some visibility of through my network in the other states—is that you tend to have a practice that is efficient but also one that looks to minimise cost. In particular with these claims, time equals cost. If a claim drags out and drags on, you incur more and more legal expenses. If you can be efficient about how you deal with the issues up-front and if you have a plaintiff lawyer involved who is keen to get the job done then you tend to avoid a lot of those costs, as well as having all the right people having all the input into what that looks like.[[800]](#footnote-800)

## Health

### Introduction

The ACT 2018-19 *Budget Statement C* states that the Health Directorate partners with the community and consumers for better health outcomes by:

* delivering patient and family centred care;
* strengthening partnerships;
* promoting good health and well-being;
* improving access to appropriate healthcare; and
* having robust safety and quality systems.[[801]](#footnote-801)

The Health Directorate provides health services under Output Class 1: Health and Community Care, at a budgeted total cost for the 2018-19 financial year of $1.444 billion, of which ACT Government payment outputs make up $311 million.[[802]](#footnote-802)

The Health Directorate provides services through the following output classes:

* Output Class 1: Health and Community Care;
* Output 1.1: Acute Services;
* Output 1.2: Mental Health, Justice Health and Alcohol and Drug Services;
* Output 1.3: Population Health;
* Output 1.4: Cancer Services;
* Output 1.5: Rehabilitation, Aged and Community Care; and
* ACT Local Hospital Network.[[803]](#footnote-803)

The Health portfolio includes the ACT Local Hospital Network (LHN), which was established under the *Health Act 1953* and is administered by the Director-General of the Health Directorate and supported by staff from the Health Directorate.[[804]](#footnote-804)

Ministerial responsibility for the work of the Health Directorate is divided across two Ministers. On Thursday, 21 June 2018, the Committee met with the Minister for Corrections and the Minister for Mental Health. The Committee also met with the Minister for Health and Wellbeing.

### Acute Services

Output 1.1 refers to a comprehensive range of acute care, including:

* tertiary inpatient, outpatient and ambulatory services to the Australian Capital Territory (ACT) and surrounding New South Wales (NSW);
* emergency department, intensive care unit and retrieval services;
* a range of medical speciality services including cardiology, respiratory, gastroenterology, neurology, endocrinology, rheumatology and renal services;
* elective and emergency surgery services in general surgery; and
* services for women, youth and children in obstetrics, gynaecology, gynaecology surgery, paediatrics and paediatric surgery.[[805]](#footnote-805)

#### Matters Considered

Under Output 1.1: Acute Services and ACT Local Hospital Network (LHN), the Committee considered the following matters:

* Calvary Public Hospital – Ms Katy Gallagher’s employment;[[806]](#footnote-806)
* Canberra Hospital – infrastructure and planning;[[807]](#footnote-807)
* expansion of north-side hospital services;[[808]](#footnote-808)
* University of Canberra Public Hospital;[[809]](#footnote-809)
* Calvary Public Hospital – maternity ward upgrade;[[810]](#footnote-810)
* Centenary Hospital for Women and Children;[[811]](#footnote-811)
* Canberra Hospital – electrical switchboard;[[812]](#footnote-812)
* elective surgery;[[813]](#footnote-813)
* response to emergency pressures;[[814]](#footnote-814)
* capital expenditure;[[815]](#footnote-815)
* contract panels;[[816]](#footnote-816)
* ICT funding;[[817]](#footnote-817)
* Health Care Consumers’ Associations funding;[[818]](#footnote-818)
* walk in centres;[[819]](#footnote-819)
* staff culture;[[820]](#footnote-820)
* restructure of the Health Directorate;[[821]](#footnote-821) and
* system-wide data review.[[822]](#footnote-822)

#### Key Issues

##### Centenary Hospital for Women and Children

The Committee asked ACT Health about the merging of the birth centre and birth suite management at Centenary Hospital for Women and Children (Centenary Hospital). Directorate officials advised that the process of merging the birth centre the birth suite is currently under consultation and the merging process will reflect what comes out of consultation.[[823]](#footnote-823)

When asked if any concerns had come out of the consultation it was noted the Friends of the Birth Centres were concerned about the continuity of the care program being maintained.[[824]](#footnote-824)

With regards to the continuity of care program, the Committee enquired into the wait times for admission to the birthing centre. The Committee was informed that it takes approximately 15 or 16 weeks for a woman to find out whether or not she has been accepted into the birth centre.[[825]](#footnote-825)

Clarification was also sought around the continuity of care program for women giving birth at the Centenary Hospital. The Executive Director of Women, Youth and Children stated that:

We have two continuity of care programs. One is the low-risk program, which is known as the Canberra midwifery program. That is a low-risk program for women with quite strict criteria who are looking for very much a drug-free birth and a natural birth. That is one model of care we have for continuity. The other continuity of care model we have is called the catch program, which is a high and mixed model of care.

So women can have any sort of birth that they want. They might be having an elected caesarean section or they may have a very complicated twin delivery, but they are also allocated to their own midwife, who follows them through the antenatal period, birthing and postnatal. They are both incredibly popular models of care.[[826]](#footnote-826)

In continuing discussions, the Committee enquired into capacity concerns with the program and wait times. The Executive Director of Women, Youth and Children advised the Committee that three to four women per month do not receive a place in the low-risk model of care at the Centenary Hospital. However, it was noted that there is capacity in the Calvary low-risk model of care.[[827]](#footnote-827)

The Executive Director of Women, Youth and Children further noted that the capacity issues were due to staff resources, not bed or the birthing centre resources. Stating that:

It is about staff resources, but it is not that we do not have enough staff. We have staff allocated to that service. We often do not have it fully staffed, because attracting midwives into that program is quite difficult. The program requires a certain type of midwife, who has to be available 24/7. We would like them to work more than 0.6 so that they are available to provide that continuity of care. It is not very family friendly, and often our midwives have children or have families.[[828]](#footnote-828)

The Committee asked about other midwifery services provided through the Centenary Hospital, including home births. The Committee heard that a home birth pilot project is currently underway at the Centenary Hospital for women who are within 20 minutes from the Canberra Hospital.[[829]](#footnote-829)

The Committee were also informed that the expansion of the home birth program to the Calvary Hospital will be considered once the Centenary Hospital pilot program has been completed and evaluated.[[830]](#footnote-830)

Outside of the continuity of care program, the Committee asked about processes in places to address the maternity demand in its entirety.[[831]](#footnote-831)

The Minister advised that:

One of the concepts currently on the table is to create a single point of entry. That will enable a woman starting their pregnancy and registering with ACT Health to contact the central point and then go to a hospital close to them so they can have a conversation with a midwife about the model of care they wish to choose. The models of care are consistent across Calvary and TCH, and models of care are available in the greater regional as well.[[832]](#footnote-832)

###### Committee Comment

The Committee notes the high demand for participation in the continuity of care program in the ACT. The Committee further notes the difficulty in attracting midwives into this program due to its demanding nature. In light of the merging of services between the birthing suite and birth centre, the Committee believes further clarification and consultation with staff and clients would be of benefit.

Recommendation 54

The Committee recommends that the ACT Government ensure staff and clients at the Centenary Hospital for Women and Children are adequately consulted before any changes are made to current governance arrangements for nursing and midwifery structures, and that consideration is given to the separate and distinct purposes of the birth centre and the birthing suite as part of this process.

Recommendation 55

The Committee recommends that the ACT Government examine the risks associated with expanding the home birth program to the northside catchment (through Calvary Hospital).

Recommendation 56

The Committee Recommends that the Minister for Health and Wellbeing report to the Assembly on the implementation of the ‘single point of entry’ for maternity services.

##### Capital Expenditure

The Committee asked about the $3.5 million that was originally planned for the expansion works of the Centenary Hospital being rolled over to the 2019-20 budget.[[833]](#footnote-833)

The Acting Deputy-Director General of Corporate advised the Committee that:

It is not a delay. As we work through these complex projects we refine the profiling of the capital requirements over time and we look to reflect that in each subsequent budget. It is really just a reprofiling of moneys.[[834]](#footnote-834)

The Minister took questions on notice regarding the schedule for completion of works on the Centenary Hospital project, including the child and adolescent mental health facility. In response, the Acting Minister for Health and Wellbeing, advised the Committee that:

The timeframe for the completion of the works to the Custodial Birth Suite is by the end of the calendar year 2018.

He further advised on notice:

Planning and design for the CHWC project, including the Adolescent Mental Health Unit, is progressing and the 2018-19 Budget provides $2.5 million in capital injection and a further 54 million in capital provision. [[835]](#footnote-835)

Through the progression of the development of design, a detailed delivery and procurement program will be determined. Overall, the project is forecasted to be completed by FY 202L-2O22.[[836]](#footnote-836)

With regards to capital works, the Committee enquired into the Surgical Procedure Interventional Radiation and Emergency building. The Committee sought advice on the project cost and timeframe in which the project will be completed.[[837]](#footnote-837)

The Committee was advised that the expected completion time for the project is 2023-24.[[838]](#footnote-838) The Committee was further advised that in last year’s budget $3 million was allocated towards the early planning design work.[[839]](#footnote-839)

The Committee noted that the election promise was for $500 million on the project and the projections provided in this year’s budget is only for $400 million. The Committee was advised that the project completion date is 2023-24 which is beyond the budget projections.[[840]](#footnote-840)

Following this, the Committee asked whether the $100 million not identified in this year’s budget and forward projection will cover the final two financial years of the projects timeline, which are not identified in the Budget.[[841]](#footnote-841)

The Minister advised that:

At this stage I could not say. We would not anticipate that at the moment, but we need to go through this work. In next year’s budget we will have more to say about that. Noting questions about rollovers between years, it may be that some of this money is subsequently rolled forward in order to meet the final end date. It will be difficult, with a project of this scale and size, to determine that now for financial years that are three or four years in the future. You could expect to see further investment in this in next year’s budget, to account for the 2022-23 financial year.[[842]](#footnote-842)

Recommendation 57

The Committee recommends that the ACT Government provide details of scheduled works, costs and timelines for the:

* Surgical Procedure Interventional Radiation and Emergency project ; and
* upgrades to the Centenary Women’s and Children’s Hospital.

Recommendation 58

The Committee recommends that the ACT Government consider bringing forward the completion of the upgrades to the Centenary Hospital for Women and Children, and construction of the Adolescent Mental Health Unit.

##### Canberra Hospital – Electrical Switchboard

The Committee asked from an update on the Upgrade and Maintain ACT Health Assets (UMAHA) program.[[843]](#footnote-843)

The Committee was advised that:

One of the elements of the original UMAHA program was a strategic asset management plan for all ACT Health assets. That body of work commenced with a set-in framework. From that, detailed strategic asset management plans have been developed. They were essentially endorsed in February of this year, after quite an extensive process of pulling together the most up-to-date snapshot of all of our buildings.

What we have done with that strategic asset management plan is categorise buildings, going from critical to surplus. And we have linked our strategic asset management plan to our risk registers so that we have a much more refined level of granularity in terms of priority of what our risks are. That is by consequence, likelihood, and then what is our asset priority index.

After the strategic asset management plan which we have for the Canberra Hospital and all of the community health buildings, we also have what are known as asset management plans for individual buildings. We have started them on our priority ones—being, as you would expect, building 1 and building 12, which is the tower block, the emergency department and the operating theatres. That is a living document that constantly evolves as things happen in facilities.[[844]](#footnote-844)

The Committee asked if there was sufficient money in the UMAHA budget to address the needs that arise out of the strategic asset management plan.[[845]](#footnote-845)

The Committee was advised that:

There is regular money for the maintenance of assets in the budget. As we are building new infrastructure, we are ensuring that we put in that allowance, going forward, for regular maintenance.

There is the building infrastructure fund, as the minister mentioned, which is a regular allocation in the budget as well. UMAHA has come as a piece—you might almost say exceptional, on top of that—responding to some particular risks that have been identified in the suite of assets.

What our planning now allows us to do is to move over the next four or five years to what I would see as a steady state where we have a planned maintenance program that not so much responds to risks but keeps our risks under control and has a sustainable and understood level of funding to support the ongoing maintenance of our buildings.[[846]](#footnote-846)

In a Question on Notice the Committee asked a number of questions regarding the consideration of a stage two of the UMAHA project. The Committee also asked if such consideration had been presented to Cabinet and if information regarding stage two of the UMAHA project had been made public. Finally, the Committee sought advice on whether any assessments or recommendations had been made regarding future UMAHA project.[[847]](#footnote-847)

In response, the Acting Minister advised the Committee that:

A business case for potential UMAHA stage 2 works was developed for the 2018/2019 Budget. A targeted package of ACT Health critical assets upgrades was approved in the 2018/2019 Appropriation to complement existing UMAHA works underway.

Reports on future or stage 2 works are not publically available as works are still in planning as part of specification development aligned to ACT Health SAMP, Territory-wide Services Framework outputs and essential master planning for ACT Health activities.

Future UMAHA projects will be a continuation of current UMAHA program focus in the following infrastructure areas:

* Fire Systems;
* Electrical Systems;
* Heating Ventilation and Air Conditioning (HVAC) systems;
* ICT infrastructure;
* Hydraulic Systems; and
* Minor building works e.g. flooring and wall vinyl upgrades.[[848]](#footnote-848)

Recommendation 59

The Committee recommends that the ACT Government table a detailed report of the Upgrade and Maintain ACT Health Assets (UMAHA) Program including the following:

* the individual projects that comprised the program when it began, including the contractor, scope, estimated cost, and timeline for each project;
* subsequent changes made to any elements in the details provided in part (a);
* the details of any projects added to the program after it began, including the contractor, scope, estimated cost and timeline for each project; and
* whether and to what extent the UMAHA budget was increased to allow for any changes or additions outlined in parts (b) and (c).

Recommendation 60

The Committee recommends that the Minister for Health and Wellbeing table the business case for Upgrade and Maintain ACT Health Assets (UMAHA) stage 2 and the Strategic Asset Management Plan.

##### Response to Emergency Pressures

The Committee asked about specific budget initiatives the Government has put in place to respond to Emergency Department (ED) demand.[[849]](#footnote-849)

The Committee was advised that:

The funding allocated in this budget is to help us deal with the systemic issues related to attendances in the ED, and the moving of patients both through the ED to discharge back into the community and the admission of patients through into the hospital as part of the ongoing care.

[T]he investments in this year’s budget are best described as whole-of-hospital investment, even though they are broken up into specific projects. It is to make sure that, in terms of what we might see as pressures on the emergency department, they are actually around how the hospital as a whole is able to operate, and making sure that we sustainably fund the operations of the hospital as a whole.

We note also that emergency surgery has received funding in this budget. We note that emergency surgery is rising, at over six per cent per year. Elective surgery is rising at around two to 2½ per cent per year. The budget initiatives this year are focused on the emergency department and then on a wider bed strategy in the hospital, noting the winter strategy that we have in planning at the moment and which will be implemented in July, and also the surgery initiatives, both emergency and elective surgery.[[850]](#footnote-850)

###### Committee Comment

The Committee believes that the ACT Government should consider adopting a policy similar to Victoria’s in which the health minister is advised whenever a patient remains in a hospital emergency department more than 24 hours.

##### Contract Panels

The Committee asked about the increase of elective surgery at Calvary Public Hospital and The Canberra Hospital (TCH) and the potential to move elective surgery to the private sector.[[851]](#footnote-851)

The Committee heard that:

Of the 14,000 elective surgeries projected for next year, a proportion will be allocated to TCH and there is an increased proportion to Calvary. There is a proposal that a number yet to be determined will go into the private sector, through the private panel that we went out to tender for 12 months ago.[[852]](#footnote-852)

The Committee was advised that there is a possibility that the proportion of surgery that is allocated to the Calvary Public Hospital could be sublet to the Calvary Private Hospital.[[853]](#footnote-853)

The Committee further enquired into the process in which Calvary Public Hospital could sublet to Calvary Private Hospital. Specifically, the Committee asked whether the subletting of elective surgeries would be transparent and competitive process.[[854]](#footnote-854)

In response, the Committee was advised that:

If we were to allow them to subcontract directly, it would be in a transparent process that ensures the competitive tensions are maintained and that it would be effectively the same as working through the panel on a competitive process.[[855]](#footnote-855)

###### Committee Comment

The Committee notes that currently Calvary John James Hospital, Barton Private Hospital, Calvary Private Hospital, Capital Coast Surgery, and Canberra Microsurgery are the providers on the panel. The Committee further notes that ACT Health intend to go out to market as a number of providers did not respond in the last round.

The Committee also acknowledges that ACT Health is currently in negations with Calvary under their performance agreement and subcontracting arrangements are part of the negations.

Recommendation 61

The Committee recommends that the ACT Government implement a process that ensures transparency in contractual negations and dealings with contract panel members.

##### Staff Culture

The Committee noted two current Public Interest Disclosures (PIDs) relating to the staff culture within ACT Health. In light of the two PIDs, the Committee enquired into approaches the Directorate has taken to support staff.[[856]](#footnote-856)

The Committee enquired into issues raised about Calvary Public Hospital and an agreement that there should be an investigation into bullying behaviour.[[857]](#footnote-857)

In response, the Minister advised the Committee that she had written to the CEO of Calvary Health Care in terms of the bulling claims raised at Calvary Public Hospital in Bruce and asked that those claims be thoroughly investigated. The Minister further advised that the CEO of Calvary Health Care had written back to the Minister advising that they claims had been thoroughly investigated.[[858]](#footnote-858)

The Committee heard that regular meetings, department walk arounds, as well as informal meetings have been used to support staff.[[859]](#footnote-859) Additionally, the Executive Director of Women, Youth and Children advised the Committee that:

In December, we had a week of three psychologists there to support staff. We brought them into the department to support staff to manage the stress of demand on the service, not just in maternity but also in NICU and the special care nursery.[[860]](#footnote-860)

The Committee heard that action taken by the ACT Health in managing these types of issues is to set a very clear tone from the top, to set very clear expectations throughout the executive ranks for expected behaviour, and to make very clear to staff the opportunities and avenues to raise any of their concerns.[[861]](#footnote-861)

In response to a Question Taken on Notice the Committee was informed that ACT Health is currently dealing with one PID matter:[[862]](#footnote-862)

The delegate for ACT Health is considering the request to ensure that all the requirements set out in section 26(1)(c) of the PID Act are met. ACT Health assesses all submissions made as Public lnterest Disclosures in accordance with the Public lnterest Disclosure Guidelines.[[863]](#footnote-863)

The same response indicated there had been an additional two PID requests dealt with by ACT Health in the 2017-18 financial year, of which:

One request was withdrawn by the applicant with no recommendations. One request was declined by the Head of Service as it did not meet the requirement under section 26(1)(c) of the PID Act.[[864]](#footnote-864)

###### Committee Comment

The Committee acknowledges the work undertaken so far to address staff culture issues in the workplace, however, the Committee is concerned that the expectations being set at the executive level are not filtering down to all levels of the Directorate.

##### Restructure of the Health Directorate

The Committee asked about when the details regarding the restructure of the ACT Health would be presented to the Assembly and to the Community.[[865]](#footnote-865)

The Committee heard that:

We are undertaking a very significant body of work at the moment in preparation for separation on 1 October. We are just concluding, through the Head of Service, a piece of work that more clearly defines the roles and accountabilities of the two organisations. That provides a very good signpost for us at the moment on how to comprehensively plan now for the requirements of each of those two organisations.

The next step in the transition planning, while there are parallel things happening, is for some consultation with various stakeholders, internal and external, about the higher level roles and accountabilities work. We will work through, very comprehensively now, the various components and elements of work that are required to head to 1 October.

That will engage quite a number of people. I have appointed a director to the transition office, who reports directly to me. At this point in time, while we have some staff appointed to support that work, we are setting up some more structured mechanisms to engage throughout the organisation in the planning process.[[866]](#footnote-866)

The Committee noted that the restructure was not taken to cabinet prior to the announcement. The Minister informed the Committee that the decision ultimately fell with the Chief Minister and the Chief Minister had made the decision not to go through cabinet based on the Minister’s recommendation. The Minister further noted that she had had conversations with cabinet colleagues, in particular the Minister for Mental Health.[[867]](#footnote-867)

The Minister further noted that:

Minister Rattenbury and I work very closely together and have since we were both appointed to our respective roles in the health portfolio. We have many meetings to discuss areas of intersection between our various portfolios, but most often that work intersects in the health portfolio. We have very regular formal meetings about that. We are obviously cabinet colleagues and discuss a range of different health matters in the cabinet context as well. We have had discussions since we were both appointed to these roles in late 2016 about the overall direction of the organisation and the government’s priorities for health care, whether that is health care that I am responsible for or mental health care that Minister Rattenbury is responsible for.[[868]](#footnote-868)

The Committee noted that the governance model for ACT Health contract was due to begin on 18 May and be completed on 15 June 2018. The Committee enquired into whether the project had been completed.

The Committee noted that in the Minister’s diary there was a scheduled meeting with the former Director-General of ACT Health on 16 March 2018. The Committee asked if the Minister had discussed the Health Directorate’s restructure, which had be decided the previous day, during her meeting with the former Director-General.[[869]](#footnote-869)

In response, the Minister advised the Committee that during the meeting the future organisation was discussed and the former Director-General ‘subsequently left the organisation’.[[870]](#footnote-870)

The Committee subsequently asked if the loss of the former Director-General had contributed to the high churn rate of senior executives highlighted in the accreditation report, which was published a week after the former Director-General had left ACT Health.[[871]](#footnote-871)

The Minister responded, ‘no’.[[872]](#footnote-872)

###### Committee Comment

The Committee notes that the information published under the *Freedom of Information Act* only shows two diary meeting in the Minister for Mental Health with the Minister for Health and Wellbeing. The Committee acknowledges that the Minister had advised them that she and the Minister for Mental Health have informal conversations and conversations in the cabinet room that would not be recorded in either Ministers’ diary.

###### Committee Comment

The Committee feels that Ministers need to ensure the take appropriate notes at meetings involving significant policy decisions, in accordance with the *Territory Records Act 2002*.

##### System-Wide Data Review

The Committee enquired into when the Minister for Health and Wellbeing expects to table the system-wide data review in the Legislative Assembly for the ACT (Assembly). The Minister advised the Committee that the report will be tabled in the August sittings. It was further noted that the report was made available to the Minister in early April and is currently undergoing consultation with a wider range of staff in ACT Health.[[873]](#footnote-873)

When asked if the consultation process will alter the original report’s recommendations the Acting Deputy Director-General of Corporate informed the Committee that:

Yes. In the broadest sense, the recommendations will not change. They may be refined, but I think the consultation will add to the detail of the implementation plan and the prioritisation within that plan in order to reflect, as Mr De’Ath said, the needs of the clinicians.[[874]](#footnote-874)

The Committee asked whether the original report would be provided to the Assembly if the report is altered as a result of the consultation process.[[875]](#footnote-875)

In its response to two Questions Taken on Notice the Directorate also indicated that all recommendations from the ACT Health system-wide data review will be disclosed in the final report, as well as the Government response.[[876]](#footnote-876)

###### Committee Comment

The Committee notes the response from the Minister to the Committee’s questions and seeks further assurance that the Assembly and the public have access to the original report on the system-wide data review, as well as the amended report.

The Committee believes that a high level of transparency in regards to this review, including in the access to all related reports, ensures community access to information that correctly reflects health services delivered in the ACT.

Recommendation 62

The Committee recommends that the Minister for Health and Wellbeing table the report on the system-wide data review, which was provided to the ACT Government prior to consultation with the Health Directorate. The Committee further recommends that the report on the system-wide data review, post consultation be tabled, noting any amendments between the two versions.

##### Canberra Hospital Cystic Fibrosis Clinic

The Committee discussed the Cystic Fibrosis Clinic with Cystic Fibrosis ACT on Friday 15 June 2018. See Chapter 2 for the associated discussion.

###### Committee Comment

The Committee notes the limited resources available to people with cystic fibrosis and concerns with the current offsite cystic fibrosis clinic.

Recommendation 63

The Committee recommends the ACT Government undertake work to consider the viability of moving cystic fibrosis clinic to Canberra Hospital to ensure Canberrans with cystic fibrosis are able to access the full suite of tests and allied health professionals they require.

Recommendation 64

The Committee recommends the ACT Government continue to work with Cystic Fibrosis ACT to improve support for people in the ACT living with cystic fibrosis.

### Mental Health, Justice Health and Alcohol and Drug Services

The Health Directorate provides a range of Mental Health, Justice Health and Alcohol and Drug Services through the public and community sectors hospitals, community health centres and other community settings, adult and youth corrections facilities and people’s homes across the Territory. These services work to provide integrated and responsive care to a range services including hospital based specialist services and other community based services.[[877]](#footnote-877)

#### Matters Considered

Under Output 1.2: Mental Health, Justice Health and Alcohol and Drug Services, the Committee considered the following matters:

* Winnunga Nimmityjah Aboriginal Health Services;[[878]](#footnote-878)
* medical assessments of detainees at the Alexander McConachie Centre (AMC);[[879]](#footnote-879)
* mental health care for older Canberrans;[[880]](#footnote-880)
* mental health for adolescents;[[881]](#footnote-881)
* Office for Mental Health;[[882]](#footnote-882)
* accommodation services;[[883]](#footnote-883) and
* Head Space funding.[[884]](#footnote-884)

#### Key Issues

##### Winnunga Nimmityjah Aboriginal Health Services

The Committee asked about coordination of services between the justice health services provided by ACT Health and Winnunga Nimmityjah Aboriginal Health Services (Winnunga) at the Alexander Maconochie Centre (AMC). The Minister for Corrections, Mr Shane Rattenbury MLA, informed the Committee that although details are still being finalised, Winnunga services will be available to all detainees and if indigenous detainees prefer to remain being treated by ACT Health staff they will have that freedom as well.[[885]](#footnote-885)

The Committee queried the partnership and information sharing between Winnunga and ACT Health. The Minister advised the Committee that:

One of the important elements of this partnership will be information sharing. Winnunga have their own systems, and they will bring that to their treatment of care. But if they are operating a service, for example, from 9 am to 5 pm, there will need to be handover because AMC will have responsibility for other times. They are the important details that are being worked on at the moment.[[886]](#footnote-886)

The Committee then asked further about the services that will be provided by Winnunga. Directorate officials advised the Committee that Winnunga will be providing methadone services and that there is potential for detainees to go between both ACT Health and Winnunga health services.[[887]](#footnote-887)

In response to this information the Committee queried the potential risk of a detainee accessing methadone through both Winnunga and ACT Health. The Executive Director of Mental Health, Justice Health and Alcohol and Drug Services informed the Committee that:

For any health care, including methadone, the two clinical teams will have to be absolutely certain who the treating team is. Both Winnunga and justice health have given a commitment to each other not to take on care if the detainee is being treated by the other team. That includes for methadone.[[888]](#footnote-888)

###### Committee Comment

The Committee notes that Winnunga and ACT Health use separate information systems. The Committee is concerned that this separation, in conjunction with the fact that detainees have the potential to transfer between Winnunga and ACT Health for methadone services, may increase the risk of detainees accessing methadone simultaneously through both Winnunga and ACT Health.

Recommendation 65

The Committee recommends that the ACT Government develop a framework, including for maintaining prisoner health records, to ensure coordinated treatment between Winnunga Nimmityjah Aboriginal Health Services and ACT Health.

##### Mental Health for Adolescents

The Committee asked about adolescent targeted mental health initiatives. The Committee was informed that initiatives related to younger Canberrans is targeted through an assertive outreach program through the Child and Adolescent Mental Health Services (CAMHS). 5.6 Full Time Equivalent (FTE) staff are dedicated to the assertive treatment, which is aimed at providing a service for adolescents from 12 to 18 years old with a mental illness. This initiative is aimed at reducing hospital admission by providing support networks to families of adolescents with mental illnesses.[[889]](#footnote-889)

When asked what the services and the hours the 5.6 FTE staff will provide, the Executive Director of Mental Health, Justice Health and Alcohol and Drug Services informed the Committee that:

CAMHS is all dedicated to children and adolescents, other than the perinatal service, which focuses on women as well. The hours that that outreach service will be looking to provide care is seven days a week, possibly into the early evening. We need to finalise that model of care, but into the early evening. Crisis care after hours will be through our crisis team and the usual emergency services that the mental health service use.[[890]](#footnote-890)

Directorate Officials further highlighted the focus on a step model of care to ensure adolescents receive proper treatment with the view to making sure they can live within the wider community.[[891]](#footnote-891)

The Committee enquired about potential need for an adolescent dedicated step up, step down program in the south of the ACT. Directorate Officials informed the Committee that there is a step up, step down for younger people based in Kambah. However, it was noted that the Non-Government Organisation (NGO) that runs the adolescent step up, step down has flagged the need for a more centralised facility or program.[[892]](#footnote-892)

With the introduction of the Office for Mental Health, the Committee sought advice on the role that the Office for Mental Health will have in looking at the needs of younger children. The Committee was advised that a key priority in the Office for Mental Health’s work plan is to provide and oversight across the service system:

So it is looking for a true early intervention approach. We need to look beyond just people needing health treatment for all illness. We need to look at how we pull together a cross-government approach to improve a range of different services and a range of different supports to meet a range of different needs. The office of mental health will be having that as a key priority in the work plan that it develops.[[893]](#footnote-893)

The Minister for Mental Health further added that services provided to persons under 12 tend to be operated through Education. However, it was highlighted the ACT Health recently rolled out a new program with Menslink that is targeted to younger males around 10 and 11 years old.[[894]](#footnote-894)

###### Committee Comment

The Committee acknowledges the number of initiatives provided to assist adolescents with mental health issues in the ACT. However, the Committee is concerned that that there is no centralisation of step up, step down program services addressing adolescent mental health issues and that this has been an ongoing concern for non-government organisations that run these programs.

Recommendation 66

The Committee recommends that the ACT Government address the need for a centralised facility or adolescent step up, step down program.

##### Office for Mental Health

The Committee asked about the delay in establishing the Office for Mental Health. The Minister informed the Committee that there’re were a number of factors that had contributed to the delay including an extensive community consultation process by ACT Health and the full cabinet process required for a whole-of-government sign-off on a remit for the Coordinator-General and the Office for Mental Health.[[895]](#footnote-895)

The Committee asked what short-term goals for the Office of Mental Health would be considering. In response, the Minister advised that the current staff on board are working to raise awareness and build linkages with other agencies and are focused on the recruitment of the Coordinator-General.[[896]](#footnote-896)

The Committee queried the decision behind not adopting Synergia’s recommendation that the Office for Mental Health be independent of ACT Health. The Minister advised the Committee that:

I did reflect on this quite a bit. We canvassed a number of possible models. We could have gone for a full legislative model. We thought about whether it perhaps should sit in the central agency—so over at Chief Ministers—or whether sitting with ACT Health was the best.

I really did reflect on this quite a bit. I ultimately formed a view that Health is obviously the primary contact point for much of the mental health work. But I go back to my early comments about needing that whole-of-government perspective. I think having a sponsoring agency is actually very helpful.[[897]](#footnote-897)

In reference to an article in the *Canberra Times* on 3 June 2018, which indicated that the Office of Mental Health would not be part of ACT Health, the Committee also sought clarification to the reporting lines for the Office for Mental Health. In response the Directorate informed the Committee that the Office for Mental Health will sit outside the ACT Health policy unit and will have a direct line to the Director-General.[[898]](#footnote-898)

### Population Health

Output 1.3 seeks to improve the health status of the ACT population through applying primary preventative measures. This involves the promotion of healthy behaviours and environments, as well as interventions to reduce hazards to health and recognising that many social determinants of health such as income disparity access to education, employment opportunities and quality housing are outside of the sphere of influence of the health sector.[[899]](#footnote-899)

#### Matters Considered

Under Output 1.3: Population Health, the Committee considered the following matters:

* dental health programs;[[900]](#footnote-900)
* My Health Record;[[901]](#footnote-901)
* abortion services;[[902]](#footnote-902)
* pill testing;[[903]](#footnote-903)
* immunisations;[[904]](#footnote-904)
* sexual health matters;[[905]](#footnote-905) and
* palliative care.[[906]](#footnote-906)

#### Key Issues

##### Pill Testing

In response to questions from the Committee in relation to the recent pill testing trial at the Groovin the Moo festival the Minister for Health and Wellbeing advised that:

Yesterday we received a report from the STA-SAFE consortium that conducted the pill testing trial at the Groovin the Moo festival recently. The recommendations from the report noted its success and encouraged the government—and me as minister—to consider how we might talk about this in a national sense and with a more national approach.[[907]](#footnote-907)

The Chief Health Officer echoed the positive response to the trial in the STA-SAFE report and, in highlighting that there were a number of recommendations put forward, advised the Committee that pill testing fitted into the harm minimisation framework of the National Alcohol and Drug Strategy, which aims to decrease supply, decrease demand and reduce risk.[[908]](#footnote-908)

The Committee asked whether the Minister would be advocating the continued use of pill testing at festivals. In her response, the Minister advised that there is a lot of evidence about the dangers of drug use but that there was not as much about pill testing. With the STA-SAFE consortium’s report on pill testing at the Groovin the Moo Festival, she believes there is more evidence now available than there was previously.[[909]](#footnote-909)

With this continued increase in evidence the Minister advised the Committee that:

We would be very open to and welcome a proposal from the same consortium to conduct pill testing at Spilt Milk.[[910]](#footnote-910)

###### Committee Comment

The Committee notes that pill testing trial at the Groovin the Moo festival was the first trial of its kind undertaken in Australia and that the evidence gathered as part of this trial is important in identifying the role pill testing plays in decreasing supply, decreasing demand and reducing risk.

Recommendation 67

The Committee recommends that the ACT Government continue to support pill testing and consider future opportunities to run pill testing at events and locations across the ACT.[[911]](#footnote-911)

Recommendation 68

The Committee recommends that the ACT Government sponsor an independent review of the pill testing trial, including legal, health and effectiveness issues and present this review to the Assembly.

##### Sexual Health Matters

The Committee heard evidence that the rate of Sexually Transmitted Infections (STIs), such as HIV, gonorrhoea, syphilis, and chlamydia have been increasing at varying rates both nationally and in the ACT.[[912]](#footnote-912)

In response to this evidence, the Committee enquired about funding for sexual health awareness campaigns in the ACT. The Chief Health Officer noted that:

It is certainly there, in the budget; it is just not a new initiative. I will certainly take on board that we need to look at that. It is very much part of the work that the non-government organisations particularly lead. All of the ones that we fund also have very strong social marketing campaigns and so forth.

I think that there are some general messages there which may be a bit old and are not being noted as they were previously, around safe sex in particular. There are some quite specific ones that need to be targeted to higher risk groups around these matters.[[913]](#footnote-913)

In addition to sexual health awareness campaigns, the Committee sought advice regarding the access to free safe sex options, such as condoms. The Minister advised the Committee that free safe sex options are available through Sexual Health and Family Planning ACT and noted the work being done by the Ministerial Advisory Council on Sexual Health in this space.[[914]](#footnote-914)

###### Committee Comment

The Committee notes the growth in the reported incidences of STIs and the prevalence of chlamydia in the community. The Committee encourages the expansion of free safe sex options and targeted sexual health awareness campaigns as a proactive response to these concerning trends.

Recommendation 69

The Committee recommends that the ACT Government dedicate funding to determining why sexually transmitted infections are generally trending up.

Recommendation 70

The Committee recommends that the ACT Government work with partner agencies like Sexual Health and Family Planning ACT, Aids Action Council, youth organisations and advisory committees to develop more targeted sexual health awareness campaigns to address the increase in STIs.

Recommendation 71

The Committee recommends that the ACT Government investigate making free condoms available at more Government health centres and publish information on its websites about where free condoms are available.

Recommendation 72

The Committee recommends that the ACT Government consider reporting on sexual health including outcomes in public sexual health as part of the Budget Papers and include further statistical information as part of Annual Reporting.

### Cancer Services

Output 1.4 relates to the Canberra Hospital and Health Services providing a comprehensive range of screening, assessment, diagnostic, treatment and palliative care services. Services provided in inpatient, outpatient and community settings.

The Committee did not consider any specific matters under Output 1.4: Cancer Services at the hearing, however a number of Questions on Notice did request further information on chemotherapy co-payments.[[915]](#footnote-915)

### Rehabilitation, Aged and Community Care

The key priorities for Rehabilitation, Aged and Community Care, Output 1.5, are:

* Opening of University of Canberra Hospital, transfer of appropriate services from Canberra Hospital and ensuring high quality care at University of Canberra Hospital;
* Ensuring effective planning for discharge from public hospitals, including comprehensive aged care assessments where necessary, in order to provide appropriate support for independent living and minimise unplanned readmission; and
* Ensuring that access is consistent with clinical need and timely for community based nursing and allied health services.[[916]](#footnote-916)

#### Matters Considered

Under Output 1.5: Rehabilitation, Aged and Community Care, the Committee considered the following matters:

* University of Canberra Hospital (UCH) – rehabilitation services;[[917]](#footnote-917)
* hydrotherapy services;[[918]](#footnote-918) and
* Hospital in the Home.[[919]](#footnote-919)

#### Key Issues

##### Hydrotherapy Services

Community concern was raised in regards to the closure of the hydrotherapy pool at Canberra Hospital. The Committee enquired into the reasoning behind the pool’s closure and how members of the community could now access hydrotherapy pool facilities within a reasonable distance and at a reasonable price.[[920]](#footnote-920)

The Committee was informed by the Directorate that:

I think it is important to note that the hydrotherapy service is moving to the University of Canberra Hospital, as are all rehabilitation services. Arthritis ACT will continue to have the same level of access at UCH as they currently have, but whether or not there is an opportunity for the government to further support access to a hydrotherapy pool at other locations, including potentially the pool at Canberra Hospital, is something we will explore with Arthritis ACT in particular.[[921]](#footnote-921)

Although the Committee acknowledged that rehabilitation services will be directed to the UCH, concern was raised about access to hydrotherapy services in the south of the ACT. The Minister assured the Committee that a hydrotherapy pool will be available at the Stromlo pool, which is expected to be completed in early 2020.[[922]](#footnote-922)

Although the Stromlo pool will include a hydrotherapy pool, the Committee did note that the UCH and the Stromlo pool are not directly available to residents in the south of Canberra via a rapid bus route, with the black rapid only servicing resident in the north.[[923]](#footnote-923)

Whist acknowledging that discussions were being held with Arthritis ACT in relation to accessing hydrotherapy facilities the Committee enquired into access of the hydrotherapy pool at the UCH for rheumatology and haemophilia groups who currently do not have access. Directorate officials advised the Committee that they had not received any direct feedback from other community groups to suggest there are people with other needs who would benefit from using the pool although they would be happy to engage on this front.[[924]](#footnote-924)

###### Committee Comment

The Committee acknowledges the hydrotherapy services provided at the UCH, as well as the future services proposed for the Stromlo pool. However, the Committee is concerned that the closure of the hydrotherapy pool at Canberra Hospital will make it difficult for individuals and community groups, particularly those in the south, to access hydrotherapy services.

Recommendation 73

The Committee recommends that the ACT Government work with Arthritis ACT and other interested parties on an arrangement for maintaining appropriate and affordable access to hydrotherapy pools on the southside of Canberra.

Recommendation 74

The Committee recommends that the ACT Government provide details of the hydrotherapy pool at the Mt Stromlo aquatic centre, including specifications, associated equipment, costs, timelines, details of the hydrotherapy services to be provided, who will provide those services, and whether the pool will be available exclusively for hydrotherapy service.

### ACT Local Hospital Network

The ACT Local Hospital Network (LHN) receives Activity Based Funding (ABF) from both the Commonwealth and the ACT Government, and block funding for teaching, training and research. It purchases public hospital services from five ACT public hospital providers:

* Canberra Hospital;
* University of Canberra Hospital;
* Calvary Public Hospital;
* Clare Holland House; and
* Queen Elizabeth II Family Centre.[[925]](#footnote-925)

#### Matters Considered

Under the ACT LHN, the Committee considered the following matters:

* Calvary Public Hospital – Calvary Network Agreement;[[926]](#footnote-926)
* Commonwealth payments;[[927]](#footnote-927)and
* training accreditation.[[928]](#footnote-928)

#### Key Issues

##### Calvary Public Hospital – Calvary Network Agreement

The Committee asked about the Calvary Network Agreement and whether the Little Company of Mary was a part of the services wide agreement.[[929]](#footnote-929)

The Committee was advised that:

No, they are not. They are our partners in delivering public health care both at Calvary and Clare Holland House. Within that agreement there is recognition that we can work better together and do more together. It is an essential part of the ACT government progressing a territory-wide health services approach. It has been a very constructive time working with Calvary.

Our arrangement with Calvary operates under the Calvary network agreement and is formalised on a yearly basis in the performance plan. In 2017-18 the quantum of funding was $205 million. We are in the process of negotiating the performance plan for 2018-19. [[930]](#footnote-930)

The Committee sought clarification as to who was involved in the negotiating the performance plan for 2018-19. The Minister advised the Committee that ‘there are established teams from both the ACT Government, as well as the Little Company of Mary’.[[931]](#footnote-931)

The Committee noted that Ms Gallagher had recently been appointed a position within Calvary Public Hospital and asked if Ms Gallagher is a part of or will be a part of the negotiating team.[[932]](#footnote-932)

In response the Minister stated that:

I think that is a matter for Calvary and for Ms Gallagher, and I would leave that to them. She is a private citizen and they are a separate organisation, and that is really a question for them to consider at this point. If she becomes part of that team we can have further discussions with Calvary about it.[[933]](#footnote-933)

###### Committee Comment

The Committee notes that there were no officials present from the Calvary Public Hospitals to answer specific questions that fell within the remit.

Recommendation 75

The Committee recommends that the ACT Government arrange for representatives of the Little Company of Mary to attend hearings of future Legislative Assembly estimates committees and Legislative Assembly committee hearings for annual reports on a basis similar to the Australian Federal Police.

##### Commonwealth Payments

The Committee asked about the decrease in the estimated outcome of cross-border revenue but an increase in commonwealth revenue.[[934]](#footnote-934)

In response, the Committee was advised that:

The changes in commonwealth revenue, I believe, reflect some reconciliation payments that were received in 2017-18 which increased the revenue from the commonwealth above what we were expecting, based on just the 2017-18 year expected revenue. The way in which the LHN accounts work is that they balance out to the same quantum, so if the commonwealth revenue goes up, other elements of controlled recurrent payments necessarily go down.[[935]](#footnote-935)

The Committee noted that the $40 million commonwealth revenue outlined in the 2018-19 Budget was back payment that covered the period of 2016-17, which ACT Health had spent during the 2016-17 Budget.[[936]](#footnote-936)

The Committee asked how ACT Health knows what funding they are to receive from the Commonwealth prior to receiving it. In response, directorate officials advised:

It is a continual process, with the commonwealth updating our data, so we work on estimates in the budget which are refined over time. There were some more significant elements of reconciliation back through 2015-16 and 2016-17 that related to some particular issues that were being negotiated between jurisdictions and the commonwealth in terms of types of activity that were covered or the extent to which they were covered.

The way in which the health budget is struck within the territory means that those sorts of things are taken into account in the aggregate. I think the reason that is done is to avoid these sorts of volatilities which can happen with commonwealth funding because of time lags or adjustments. That volatility is taken to the whole-of-territory budget as opposed to it directly hitting the health budget, but it does not mean that we miss out on revenue; it just means that we have certainty.[[937]](#footnote-937)

Clarifying further, the Committee was advised that:

That is where the minister is saying that it has already been budgeted for, we have had the money, and the money has been expended during those previous periods. The process with the commonwealth happens somewhat in parallel to that and somewhat discretely from that, in that it is a more lagged process and there has been greater negotiation about which components of the activity that we fully budgeted in our ACT budget the commonwealth will pay for. When that revenue flows from the commonwealth, it goes effectively into consolidated revenue, because it has already been accounted for in our budget.[[938]](#footnote-938)

###### Committee Comment

The Committee acknowledges that a portion of the ACT Health budget is provided through commonwealth funding. The Committee further acknowledges that such funding is a form of back payment for services that have already been invested in. However, the Committee believes that further clarification around commonwealth funding in the ACT Budget papers would be of benefit.

Recommendation 76

The Committee recommends that the Health Directorate publish in each annual report a full account of (a) the money it receives from the Commonwealth government and (b) what the payments were for.

##### Training Accreditation

The Committee enquired into current training accreditation reviews within the ACT LHN. The Chief Medical Officer advised the Committee that a number of training accreditation are coming up, including ophthalmology and the Australasian College of Surgeons. In addition, the Chief Medical Officer advised that medical imaging had recently had an accreditation.[[939]](#footnote-939)

The Committee then asked specific questions in relation to the recent radiology accreditation. In response the Chief Medical Officer stated that:

The training level is an A, and we have dropped from an A to a D. In the preliminary report we have to look for factual accuracy. As we respond to that, that will improve, hopefully, from my talking to the college, up to a B or a C. It will take 12 months to get back to an A.[[940]](#footnote-940)

When asked how ACT Health aims to go from a D back to an A, the Chief Medical Officer informed the Committee that:

One of the things is looking at creating a network. We have directors of training within medical imaging, and we are recruiting within the department two new directors of training.

We will also be looking at the way we facilitate what we call certain components of imaging, such as breast screens, such as O&G, such as the paediatric rotation, and nuclear medicine. We have all those components of training with medical imaging. We just need to work out how we can improve that for the trainees. Once we do this, the hope from talking to the college at the end of last week will be that we should be able to move back up to a level A, where we have been for 25 years, within 12 months.[[941]](#footnote-941)

Questions on Notice were asked regarding the downgrading of the training accreditation from A to D. In response the Acting Minister for Health and Wellbeing advised:

The issues identified include:

* The working relationship between the hospital executive and the Clinical Director and Director of Training.
* The allocation of teaching time to trainees and level of supervision on modalities.
* Lack of an accredited network for trainees.
* Concern on training in specific modalities in radiology.
* Lack of exposure to a systems-based learning environment.

The Radiology Department at the Canberra Hospital is now working towards meeting the report's recommendations as its highest priority. [[942]](#footnote-942)

Canberra Hospital and Health Services (CHHS) is confident that by providing a detailed response and action plan that addresses the factual inaccuracies contained in the preliminary report, that the final assessment will see this training program back to a C rating.

ACT Health will continue to work closely with RANZCR in progressing the recommendations to see our training accreditation status further improve over the next 12 months.

###### Committee Comment

The Committee notes the significant drop in the radiology training accreditation from an A, where it has been for 25 years, to a D. The Committee believes the Minister should update the Assembly regarding all training accreditations to ensure that appropriate responses have been put in place to improve accreditation processes and status.

Recommendation 77

The Committee recommends that relevant officials from the Health Directorate provide the Assembly with all the reasons for the downgrade in the accreditation status for the radiology department.

Recommendation 78

The Committee recommends that the ACT Government provide a detailed plan to the Assembly on measures being implemented to ensure the radiology training accreditation moves back to an A grade accreditation rating within the next 12 months.

Recommendation 79

The Committee recommends the ACT Government provide advice to the Assembly on the current status of accreditation for ACT public hospitals and for each of the separate divisions and accreditation of services by individual medical colleges, including the anticipated dates for future accreditation inspections.

##### Epilepsy ACT

The Committee heard from Epilepsy ACT at the Community and Industry day hearing on Friday 15 June 2018. See Chapter 2 for associated discussion.

###### Committee Comment

The Committee notes Epilepsy ACT’s funding concerns following the transition to NDIS scheme.

The Committee notes that Epilepsy ACT is pursuing its concerns with the Community Services Directorate and the Health Directorate and the Minister for Disability, Children and Youth advised that the ACT Government would continue to work with Epilepsy ACT and other organisations in a similar situation, noting the organisations are ‘very important to the ACT community’.[[943]](#footnote-943)

Recommendation 80

The Committee recommends the ACT Government continue to work with Epilepsy ACT to develop clear sustainable funding options for the organisation.

## Justice and Community Safety

### Introduction

The Budget Statements for 2018-19 state that:

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a fair, safe and peaceful community in the ACT where people’s rights and interests are respected and protected. This is achieved through the objectives of:

* maintaining the rule of law and the Westminster style of democratic government;
* promoting the protection of human rights in the Territory;
* providing effective offender management and opportunities for rehabilitation;
* protecting and preserving life, property and the environment; and
* providing for effective and cohesive emergency response and management.

To support the achievement of its objectives, the Directorate aims to improve service delivery to government and the community to ensure it continues to meet community needs into the future.[[944]](#footnote-944)

#### Outputs Considered by the Committee

The following outputs were considered by the Committee:

* Output Class 1: Justice Services
* 1.1 Policy Advice and Justice Programs (Justice)
* 1.1 Policy Advice and justice programs (Security Coordination and Emergency Management)
* 1.1 Policy Advice and Justice programs (Protection of Rights)
* 1.5 Protection of Rights
* 1.2 Legal Services to Government
* 1.3 Legislative Drafting and Publishing Services
* Output Class 3: Courts and Tribunals
* 3.1 Courts and tribunal
* Output Class 4: Emergency Services
* 4.1 Emergency Services
* Output EBT 1: ACT Policing
* Output Class 2: Corrective Services
* 2.1 Corrective services

### Justice Services

#### Matters Considered

The Committee considered the following matters in this output:

* program of portfolio initiatives;[[945]](#footnote-945)
* funding for 2018-19, including staffing and funding needs of the court system;[[946]](#footnote-946)
* ACT integrated case management system and its rollout;[[947]](#footnote-947)
* case backlogs;[[948]](#footnote-948)
* appointment of a new DPP;[[949]](#footnote-949)
* jury management system, including juror payment;[[950]](#footnote-950)
* redress scheme for institutional child sex abuse;[[951]](#footnote-951) and
* age of criminal responsibility.[[952]](#footnote-952)

#### Key Issues

##### Program of initiatives 2018-19

The overall program of initiatives for current year through portfolio responsibilities was described as follows:

The drug and alcohol court is a very good example of that. It is a very different way of doing justice. It is culturally different in the way that the people who are involved in that type of process work. They have a sustained impact in terms of the recidivism of offenders.

There is money that has been provided in the budget to support the extension of services. We have the Galambany court that has been working for Aboriginal and Torres Strait Islander offenders for some time. That has been extended to the Children’s Court, with the name Warrumbul Court. There was some funding to support a coordinator, the training of panel members in issues specific to child‑related matters, and cultural expertise for the panel members who would sit on that court, to support that, which, again, for Aboriginal and Torres Strait Islander offenders hopefully provides the magistrates with much greater insight in the decisions that they make through that process.[[953]](#footnote-953)

In addition, the committee was told that the establishment of Canberra as a restorative city was an aspect of justice services planning. Included in restorative justice policy planning are housing issues, child protection and elder abuse, with emphasis placed on access through the restorative community’s network.[[954]](#footnote-954) Aspects of the restorative justice network which are in course of discussion and implementation include links with community, and with ANU and UC, as well as other institutional and community arrangements.[[955]](#footnote-955)

Recommendation 81

The Committee recommends that the ACT Government publish details of the Restorative Justice program, including funding, relations with external participants and advisers and others (such as universities), including evaluation of the program.

##### Funding issues

In terms of other services provided through JACSD for the future financial year program, the Committee notes that funding for the period is reduced by $5 million (with offsets). Results of this funding reduction include:

…there are a range of projects, including reductions in supplies and services and contractors and consultants; efficiencies from investments in new IT systems that we are anticipating; and the digitisation of historic records, which will lead to some significant savings in storage costs for some of our business units, in particular the Government Solicitor. We continue to actively manage our vacancies and recruitments to ensure that we are able to meet our budget.[[956]](#footnote-956)

The Committee was also provided with examples of offsets, including:

A couple of examples are the night crew initiative, where the directorate, alongside a couple of other directorates, including Access Canberra and Health, who benefit from that particular initiative, made a contribution equivalent, I think, to approximately $50,000. We are continuing to make that contribution. The government has provided some additional funding to extend the night crew to some Aboriginal and Torres Strait Islander staff members. But we will continue to offset that initiative.[[957]](#footnote-957)

##### Jury management and jury service issues

The Committee raised the issues of the problems with the current ACT jury management system, and the proposed new jury management system and its features. The Committee was advised that:

It [the existing system] was developed by a developer who has long gone into liquidation and disappeared, so there is no support. It has extremely limited functionality. It has no proper interface with things like criminal checking that we need to do for jurors. It has a very cumbersome system for monitoring and making payments to jurors. For example, we have the Eastman trial on, which will go for six months. The current jury management system is configured to make one payment per trial, so these people would have to wait six months unless we can work out a workaround.

It is a system that has come to the end of its life. The new systems that we have been investigating all have online self-serve functionality so that people who receive a summons can go in and claim their exemptions or waivers from jury service online. Similarly, if you are selected for jury service, you can register your bank account and it will process that. It is really bringing the ACT jury system into the 21st century and beyond.[[958]](#footnote-958)

In relation payment of allowances paid to jurors serving on long trials, such as the Eastman trial, and whether the current payments are adequate to ensure jurors are not disadvantaged. The Attorney-General advised the Committee that:

Payments for jurors are always under consideration. It is obviously something that has broader budgetary implications as well. Certainly, we do value the role that people play on juries. I note that the current six-month trial is a rarity. But people’s circumstances do need to be taken into consideration. People can apply for those circumstances. We continue to look at the various payments that are appropriate within the budgetary limits.[[959]](#footnote-959)

In answer to a question taken on notice, the Committee received detailed advice on review and adjustment of juror payments:

Jury payment amounts are indexed each year with the most recent increase commencing on 1 July2018 pursuant to the Jury (Payment) Determination 2018. This Determination also includes a new provision to allow the Sheriff to authorise the payment of a meal allowance as an alternative to providing jurors with meals.

The last time jury payments were increased above indexation was in 2008. At that time a travel allowance for jurors was also introduced. In 2010 the Jury (Payment) Determination was amended to provide for a higher daily rate of payment to start from day five of a trial rather than from day six.[[960]](#footnote-960)

Recommendation 82

The Committee recommends that the ACT Government publish the results of the last review of juror payments, and also address issues of juror payment where prolonged and demanding attendance and attention is required in the case of long trials.

##### Appointment of a new Director of Public Prosecutions

The Committee noted that the term of the current Director of Public Prosecutions (DPP) is close to completion and asked the Attorney-General for advice on the appointment of a replacement. The Attorney-General advised the Committee that consideration is being given to the current position of the DPP and processes for future appointments and that an announcement is expected in early July 2018.[[961]](#footnote-961)

The Committee also noted the Attorney-General’s advice that he had held conversations with the current DPP, the Law Society and the Bar Association.

###### Committee Comment

The Committee believes that a new DPP should be appointed as soon as possible to ensure a satisfactory transition between the terms of the current DPP and his successor.

Recommendation 83

The Committee recommends that the process used to appoint the new Director of Public Prosecutions be made public.

Recommendation 84

The Committee recommends that the announcement for the appointment for the new Director of Public Prosecutions be made as soon as possible.

##### Deaf Jurors and Auslan Services

An The Committee enquired about ACT jury management around the selection of deaf jurors, and the manner proposed for provision of Auslan interpreters – and interpreter numbers - to assist those jury members. The Committee was advised that:

The short answer is that we have not explored all of those options other than doing some research about Auslan interpreters and the shortage. Also, research has been done showing that it is a very tiring form of interpretation, so you need to rotate them through. You are not just looking at one; you need to have, effectively, a team. It is something that we will need to do more work on to see how we can source them. I think there are broader issues about access to interpreters. Some language groups are very small. Again, Canberra suffers in that regard more so than the bigger jurisdictions, I think.[[962]](#footnote-962)

The Committee was advised that Auslan services vary with the nature of the legal action or matter that may have deaf jurors empanelled, but notes the DPP has responsibility for Auslan services in criminal matters.[[963]](#footnote-963)

###### Committee Comment

The Committee considers that the issue of Auslan services requires definite action to put in place a properly organised support for deaf jurors. Accordingly, the Committee makes several recommendations in this regard.

Recommendation 85

The Committee recommends that the Justice and Community Safety Directorate prepare a list of Auslan interpreters to ensure availability in the event of hearing impaired people being called up for jury duty.

Recommendation 86

The Committee recommends that the Justice and Community Safety Directorate works with registered training organisations including the Canberra Institute of Technology to ensure an adequate skill base for Auslan interpreters to service the courts.

##### Redress scheme for institutional child sex abuse

The Committee sought advice on the adequacy of funding provided by the redress scheme, and how that adequacy can be determined.

The Committee was advised, in some detail, as to how the scheme would be funded , noting that the maximum payout to a claimant is $150,000:

In trying to determine the number of possible victims or survivors who may claim under the redress scheme, there was a report produced by some consultants that looked across the country. Obviously, child sexual abuse is a difficult thing to estimate, because it is often not something that people talk about for a long period of time. There is a rough estimation of around 830 redress claims that may be brought within the ACT. Of that, I think around a quarter, about 225, was the estimate that may be brought against the ACT government. That is the ACT government as the responsible institution.

We then looked at those figures and looked at possible payments that might be made. The budget figures take into the account the redress payment that might be made but also the provision of counselling and psychological services, which is a really important component of the redress scheme. That will be provided through the Victims of Crime Commissioner’s responsibilities—utilising that mechanism.

Then there are also some costs that are incurred. The way the scheme will operate is that the commonwealth will seek information from the ACT about what kinds of records we might have that would support a person’s claim. There are obviously some costs involved in making sure we can respond in a timely way to those requests. But on your broader question, this is something that we certainly look to make provision for, but it will be something we will monitor very carefully—where the claims come in over the 10 years and whether we get a spike at some point—to make sure that we can continue to meet our obligations under the redress scheme.[[964]](#footnote-964)

In answer to further questioning, the Committee was advised that the scheme provides for categories of claimants:

…the anticipated average is around 75 as the median payment, which is higher than the royal commission’s. In the royal commission’s original work, it was anticipating a maximum of 200, with a median payment in the low 60s. The way the scheme has worked out, it is a lower maximum amount but a higher median amount.[[965]](#footnote-965)

Budgeting for the redress scheme in the ACT is based on ‘the average, payment, as follows:

Again, we really will not know a lot about how many people will come forward and what our liability will look like until that point when people start making claims. I think it is also worth noting that, for people who make claims against non-government institutions in the ACT, they will also receive their counselling through the Victims of Crime Commission.

That will do all of it, but there is a mechanism involved where that non-government institution will be liable to pay a particular amount of money which will then come back to the ACT. We have done that to make sure that there is one single source of counselling and psychological care in the ACT. We think that that is where it is best placed.[[966]](#footnote-966)

##### Age of criminal responsibility

The Committee questioned the Attorney-General, raising the age of criminal responsibility in the ACT.

The Attorney-general advised the Committee that the government had not as yet formed a view on the matter, but was involved in consultations and discussions with organisations allowing for all considerations to be before government. The Attorney noted that it was likely that change or consideration of change in this area would addressed across all Australian jurisdictions.[[967]](#footnote-967)

###### Committee Comment

The Committee considers this issue is one of importance, as it impacts on current debate on criminal responsibility. Accordingly, the Committee addresses the issue in the following recommendations:

Recommendation 87

The Committee recommends that the ACT Government prepare a detailed review on the age of criminal liability in the Territory, including an analysis of current offenders and the consequential impacts throughout the justice system and present this review to the Assembly.

Recommendation 88

The Committee recommends that the topic of the age of criminal liability be raised with the Standing Committee of Attorneys-General as a matter for national consideration, and the results of this action be included in the review to be prepared for the Assembly.

Recommendation 89

The Committee recommends that the ACT Government formally engage with those currently calling for changes to the age of criminal responsibility, in order to give this issue a thorough and robust hearing.

### Courts and Tribunal

#### Matters Considered

The Committee considered the following matters in this output:

* the proposed ACT Drug and Alcohol Court;[[968]](#footnote-968)
* the new courts construction project;[[969]](#footnote-969)
* appointment of an eighth magistrate;[[970]](#footnote-970) and
* caseload management of backlog of cases.[[971]](#footnote-971)

#### Key Issues

##### Drug and Alcohol Court

The Committee discussed the proposed Drug and Alcohol Court (DAC) the timetable for its eventual establishment and commencement as a court in the ACT courts structure and related issues including rehabilitation services’ role in the DAC processes.

The following matters were discussed in relation to the DAC

* The time frame for the court’s establishment;[[972]](#footnote-972)
* Availability of drug and alcohol rehabilitation services and the DAC;[[973]](#footnote-973)
* Position of the DAC in the ACT courts structure;[[974]](#footnote-974)
* Persons likely to appear before the DAC.

The Committee sought specific advice from the Attorney-General as to the design of a dedicated drug and alcohol court; the exact stage of the design and development of the courts now reached; and what is meant by the public statement that ‘continuing design work on the establishment of a dedicated court’ continues.

The Director-General of JACSD advised the Committee:

I think it means that the government is still deciding exactly what the model for a drug and alcohol court will be. The experience in other jurisdictions has been that this is a fundamentally different way of operating, having the health sector and various justice agencies working together. The precise details of how the model will work in the ACT, in our justice system, are still being worked through. So the design of the model is still being finalised for a decision of government.[[975]](#footnote-975)

The Attorney-General advised the Committee on this question, as a complementary answer, that:

One of the illustrations of that, Ms Lee, is that recently Minister Fitzharris and I met with the alcohol, tobacco and other drugs sector in the knowledge that there is obviously, for a drug and alcohol court, a close working relationship between the justice system and the health system. Ms Fitzharris and I were committing to, from the health side, working very closely for a co-design with the community, alongside the justice section. The design work is about how that model operates within the particular court jurisdiction and how it operates alongside the health and support services, as well as the community support services, to ensure that there is a fully integrated, holistic approach to an innovative therapeutic justice model.[[976]](#footnote-976)

The Committee sought further detail on matters related to the timing of the Court’s establishment, the role it will have and the exact nature of its jurisdiction. The DAC’s proposed relationship to the Supreme Court and Magistrates courts remains undefined and requires explanation.

The Director-General, JACSD, provided general information on the model for the DAC:

We are still engaging with a range of stakeholders, as the minister said, across the justice sector, the health sector and the non-government sector in terms of service provision. We are looking at options around at what point it should be during the process, whether it should be part of pre-sentencing or at the point of sentencing that the person is allocated to the drug and alcohol court.

We are looking at a model where Health would provide a detailed assessment that would sit alongside the regular assessments that community corrections provide to the court, which would assist in making a decision about suitability for the drug and alcohol court as an alternative to a custodial sentence. We are then looking at models around how a judicial officer would monitor for different periods. There are different experiences in different jurisdictions of what is the best approach.[[977]](#footnote-977)

The Committee also sought advice, by way of question taken on notice, on the number of persons, as a percentage, facing court in relation to offences involving drugs and alcohol. The Committee was advised that:

In answer to the first part of the question, it is possible to provide data about offences directly involving alcohol or drugs as part of the charge. In 2017, the adult courts (the ACT Magistrates Court and ACT Supreme Court) finalised 145 offences involving illicit drugs and 1208 offences of driving exceeding the prescribed concentration of alcohol or where a person has other drugs in their system (source - Criminal Justice Statistical Profile data). This represents approximately 26 % of offences finalised.

In answer to the second part of the question, it is not possible to identify which of the 5209 cases finalised in 2017 involved offenders who have issues involving drugs and/or alcohol use where this is not apparent on the face of the charge. This task would need resourcing to read all 5209 casefiles to identify if such an issue had been raised in the course of sentencing. However, I can advise that in 2016-17, 697 offenders were referred by the ACT Magistrates Court and ACT Supreme Court to the Court Alcohol and Drug Assessment Service for assessment for drug and/or alcohol issues.[[978]](#footnote-978)

Recommendation 90

The Committee recommends that the ACT Government prepare a detailed plan for the development and implementation of a Drug and Alcohol Court for the ACT for the Assembly, including firm deadlines for its implementation. [[979]](#footnote-979)

Recommendation 91

The Committee recommends that the ACT Government ensure that ACT drug and alcohol rehabilitation services are adequately resourced to respond to demand, including any increased demand expected from the opening of the Drug and Alcohol Court.

##### New Courts building – completion and opening timetable

The Committee notes that advice to the Committee on progress to completion and opening of the new ACT Courts is now anticipated to have stage 1 of the building open and operational in mid-2019.[[980]](#footnote-980)

The advice received by the Committee also detailed projected and planned refurbishment of the heritage (existing) courts and adaptation of the court plans to include the DAC and its associated services and facilities.

###### Committee Comment

The Committee remains concerned at the delay in completion and commencement of operations of the new courts building. The Committee acknowledges the updates that have been provided to date, however, the Committee remains concerned that the building project is past its delayed anticipated date, and its expected completion and opening dates.

The Committee believes the Assembly requires updates on the project at regular intervals. The Committee makes a number of recommendations directed at this proposal.

Recommendation 92

Given the delays to the new courts building, the Committee recommends that the ACT Government provide the Assembly with a revised timeline on the completion of the new court building and the Assembly be informed of any further variations to that completion date.

Recommendation 93

Given the delays to the new courts building, the Committee recommends that the ACT Government prepare an estimate of the consequential costs and impact, including delayed trials or use of alternative venues, and present it to the Assembly on a quarterly basis in conjunction with building updates.

##### Appointment of an eighth magistrate

The Committee sought advice on the proposed appoint of an eighth magistrate to the Magistrates’ court. When queried on the Chief Magistrate’s reported concern over the adequacy of appointing an extra magistrate, given the court’s workload and other factors, the Attorney-General advised the Committee:

I certainly have had good conversations with the magistrate. I am particularly confident that—with the appointment of the additional magistrate, including the funding that goes alongside that whole-system approach, as we have talked about before, with funding for both legal aid and the DPP and some legislation across the statute book—all those things will work together to improve the efficiency of the justice system and the timeliness of the proceedings in the Magistrates Court. I am confident that they will have a very positive impact on the work at the Magistrates Court.

I will continue to meet, as I do, with the Chief Magistrate, as I also do with the Chief Justice, looking at both resourcing and ways of the court operating. We know that there has been some significant work over recent years in both the Magistrates Court and the Supreme Court. I believe we have a good injection of resources in this year’s budget to make a positive impact on the timeliness of justice.[[981]](#footnote-981)

Recommendation 94

The Committee recommends that the ACT Government appoint an eighth magistrate as a priority.

##### Caseload management

The Committee sought advice on the management system in place for caseload management and data recovery relating to those matters. In particular, the Committee raised the issue of accountability indicators in the budget statements as it covered Supreme Court criminal case backlog, the Magistrates Court criminal case backlog, the Magistrates Court civil case backlog and the Coroner’s Court case backlog which have target and estimated outcome measures for financial year 2017-18, but not projected for 2018-19.[[982]](#footnote-982)

The Committee was advised:

The courts and tribunal had 22 indicators and we brought that down to nine. A lot of the indicators are already recorded in the report on government services put out by the Productivity Commission.

At the same time that we were doing that work, the ACT Audit Office had also done a review of accountability indicators across all government agencies and recommended that more work needed to be done to realign and focus them and have fewer.

It was really about looking at trying to pick some key indicators. In terms of the strategic indicators, we have moved to one used in the *International Framework for Court Excellence*, which is on-time processing. That is where you set a benchmark for a certain percentage of matters to be completed within 12 months. We have that for the different parts of the jurisdiction.

With the accountability indicators, we focus on cost per case and the clearance rate. We will monitor how they go in providing information on the performance of the courts. There were too many indicators and we thought it was providing poor guidance.[[983]](#footnote-983)

Recommendation 95

The Committee recommends that details of the new caseload management program for courts and tribunals be published in the next Justice and Community Safety Directorate annual reports to show expenditure on the program to date and be updated in future estimates and financial statements form the Justice and Community Safety Directorate.

### JACSD - Statutory Office Holders

#### Legal Aid Commission

The Committee considered the following matters in this program:

* relationship with the University of Canberra;[[984]](#footnote-984)
* budget concerns arising from provision of independent children’s lawyers role;[[985]](#footnote-985)
* health justice partnerships involving legal assistance to hospital patients (Canberra Hospital);[[986]](#footnote-986)
* initiatives for 2018-19 year including appointment of an eighth magistrate for Canberra; work involving the DAC; elder abuse cases; Consumer Law Centre matters;[[987]](#footnote-987)
* legal aid in the Eastman trial.[[988]](#footnote-988)

#### Director of Public Prosecutions (DPP)

The Committee considered the following matters with the DPP

* resourcing;[[989]](#footnote-989)
* creation and appointment of senior prosecutors, including crown prosecutor positions;[[990]](#footnote-990)
* remuneration levels in the DPP;[[991]](#footnote-991) and
* continuing recruitment practices, experience and difficulties.[[992]](#footnote-992)

#### Human Rights Commission (HRC)

The Committee considered the following matters with the HRC

* HRC approach to discrimination complaints involving police;[[993]](#footnote-993)
* HRC approach to altering the age of criminal responsibility;[[994]](#footnote-994)
* HRC and possible ‘enforceable undertakings’;[[995]](#footnote-995)
* HRC review of practices at Bimberi;[[996]](#footnote-996)
* HRC digital capability funding;[[997]](#footnote-997)
* victims of crime – charter of rights;[[998]](#footnote-998)
* decisions by the Children and Young People Commissioner – HRC review;[[999]](#footnote-999)
* possible third advocate for children and young people;[[1000]](#footnote-1000)
* resourcing and legislative review of the HRC;[[1001]](#footnote-1001) and
* aged care and rights of the elderly, including elder abuse cases.[[1002]](#footnote-1002)

#### Key Issues

##### HRC review of practices at Bimberi Youth Justice centre

The Committee inquired about a number of matters involving the HRC and Bimberi Youth Justice Centre (Bimberi):

There has been a report of surging practices of lockdowns at Bimberi. It went from four in the second half of 2016 to 30 in the first half of 2017, 95 in the second half of 2017, and another 61 in just the first 15 weeks of this year. Was the practice of lockdowns included in the Human Rights Commission’s review into the practices at Bimberi?[[1003]](#footnote-1003)

The HRC advised the Committee that its report was being drafted at the time of hearing, and would be provided as required early in the new financial year.

In addition, the Committee was advised on processes followed in preparing a report on a sensitive subject of this nature, and that:

There is also the issue that the Public Advocate and the Children and Young People Commissioner visits Bimberi regularly and so engages with young people. The preparation of the report included a process of talking to young people and former detainees of Bimberi and their families.[[1004]](#footnote-1004)

###### Committee Comment

The Committee notes that, with recent emphasis and scrutiny placed on youth detention practices and the proper treatment of young people in institutions such as Bimberi, that matters involving the HRC study and other factors should be a matter of concern and future consideration as soon as practicable. The Committee makes recommendations accordingly.

Recommendation 96

The Committee recommends that the ACT Government analyse the factors contributing to the 18 per cent increase above target in custody days at Bimberi Youth justice centre and report findings to the Assembly.

Recommendation 97

The Committee recommends that the ACT Government table the Human Rights Commission’s review into practices at Bimberi Youth justice Centre, along with its response, as quickly as practicable.

##### Victims of Crime – Charter of Rights

The Committee discussed the current consultation and other process involved in the development of a charter of victims’ rights which is being developed by the HRC and the Victims of Crime Commissioner in particular. The Committee notes that recognition of such a right and development of a charter currently is not subject to the *Human Rights Act 2004*.

The Committee was told that:

Explicit recognition of victims’ rights in the Human Rights Act I hope would be an action that comes from the consultation relating to the charter. I am hopeful the charter and the work around it may take several forms. One of them would be amendments to the Human Rights Act. Another may be a standalone statement of rights that included an accountability mechanism. There may also be developments such as projects or programs like the intermediary pilot, which are attempting to address victims’ needs across different aspects of the justice response but also the community-based response in terms of, for example, services to increase victim support and safety at the front end soon after a crime.[[1005]](#footnote-1005)

###### Committee Comment

The Committee considers the development of a Victim of Crimes Charter should be a matter of more immediate action, and recommends accordingly.

Recommendation 98

The Committee recommends that a program for public consultation and input into the Victims of Crime Charter of Rights be developed and publicly promoted to ensure the community (especially victims and those affected by crime) are given the best opportunity to have input into drafting the final documentation.

#### Public Trustee and Guardian (PTG)

The Committee discussed the following matters with the PTG:

* inspection of the ACT’s two main correctional facilities[[1006]](#footnote-1006)
* PTG involvement in possible ‘elder abuse’ cases[[1007]](#footnote-1007)

### Emergency Services

The Committee discussed the following relating to relevant output classes:

* Output 1.1 – Policy advice and justice program (security coordination and emergency management)
* Output Class 4 – Emergency Services.[[1008]](#footnote-1008)

#### Matters considered

The Committee considered the following matters during its discussions with the Minister for Emergency Services on 26 June 2018:

* expenditure of previously appropriated funds on Ainslie station – unspent funds and related issues[[1009]](#footnote-1009)
* upgrade of ambulance fleet – funding[[1010]](#footnote-1010)
* additional paramedics – recruitment and appointment[[1011]](#footnote-1011)
* ambulance useful life and equipment upgrade[[1012]](#footnote-1012)
* ESA personnel – welfare support[[1013]](#footnote-1013)
* aerial firefighting service[[1014]](#footnote-1014)
* re-profiled expenditures – digital radio communication system; Tuggeranong SES station; capital expenditure (vehicles)[[1015]](#footnote-1015)
* community safety; CCTV equipment, use and location[[1016]](#footnote-1016)
* PFAS firefighting chemicals– phased out use, and replacements[[1017]](#footnote-1017)

#### Key Issues

##### Ainslie Fire Station

The Committee sought advice as to why the budgeted sum of $575,000 for capital works at Ainslie station to provide for a second crew at the station was not spent in 2017-18.

The Committee was advised that:

The principal reason is we are still in negotiations with the firefighters’ industrial workforce body, the United Firefighters Union, in relation to that site. The United Firefighters Union have lodged a dispute in relation to progressing that site. We see it as an important opportunity, and I thank the government for providing funding for this project to allow us to increase the capacity from that particular station.

At the moment it runs one fire and rescue pumper and breathing apparatus support, so six firefighters operate from that station. We wish to expand that to eight firefighters with two pump crews so we can improve our response times. Because of the footprint of that site the union believes additional facilities should be made available.[[1018]](#footnote-1018)

Recommendation 99

The Committee recommends that the ACT Government provide regular updates to the Assembly on the outcomes of negotiations with the United Firefighters Union relating to planned capital works at the Ainslie Fire Station.

The Committee was advised that:

The principal concern for the United Firefighters Union is that they would like to see the standards applied to a retrofitted Ainslie station that you would see at a brand new fire station. If you look at the commitments we have been able to achieve against a new station at west Belconnen, a new station at south Tuggeranong, and a new station at Aranda to service the Belconnen area, they all have what we call a transition area, which is very important in terms of where we want to go to into the future and certainly important at our new station sites.

A transition area means that when firefighters have finished fighting a fire, they can bag their personal protection equipment, put it on the truck, bring it back to the station and put it in what we call a dirty area and then transition to a clean area. We still do that at other stations but it is obviously a lot easier in our newly designed facilities. That is one of the union’s key concerns, and we are just trying to work out the best way to do that in conjunction with them so that we can put those two additional firefighters on to Ainslie station. [[1019]](#footnote-1019)

Recommendation 100

The Committee recommends that the ACT Government ensures transition areas are included in the design and planning for all new fire stations in the ACT, and that where possible, these areas are retrofitted into existing stations to limit contamination and maximise safety for firefighters.

##### Ambulance fleet and personnel

The Committee was told that several initiatives have been taken up involving the ambulance fleet, and ambulance personnel from expenditure approved for the ambulance service element of Emergency Services.

In particular, the Committee was told that the following recruitment process for paramedics would augment and strengthen ambulance service:

The announcement of an additional 23 paramedics in December last year, as part of the second appropriation, obviously was extremely welcomed by the ACT Ambulance Service. It has been one of the most positive things we have heard back from operational staff in relation to the benefit it has.

It has two key components, one being 14 staff to actually add an additional crew to respond to incidents across the city. That will continue to improve our response times as our demand continues. The other nine paramedics are actually factored in to assist with relief; a relief factor for leave. This has been a very significant thing for the ACT Ambulance Service because it allows us to put on those nine additional people—and this is why it is most welcome—so that people are able to get time off. That has always been a bit of a challenge amongst busy rosters when you are trying to maintain a 24/7 service. [[1020]](#footnote-1020)

In relation to vehicle expenditure, the Committee was advised that fitting and retrofitting of power stretchers (as appropriate) to the existing fleet was progressing as follows:

This initiative allows us to bring the remaining 24 ambulances on, most of which will be done by June 30 next year with the remaining four to be done in the following year, as part of our fleet replacement program. That is because some of the newer ambulances we are retrofitting but basically we are bringing forward our replacement program to speed up the replacement because it is obviously more cost effective to buy a whole new ambulance with a kit in it rather than retrofit. It is our plan to see all those 30 retrofitted under this budget initiative by March 2020.[[1021]](#footnote-1021)

The Committee was told the cost of new ambulances is $240,000 new and $36,000 retrofitted.[[1022]](#footnote-1022)

##### Aerial firefighting service

The Committee was provided with the detail of how aerial firefighting services – such as firefighting aircraft for bushfire fighting – is organised for the ACT.

The explanation and description of the service arrangements is:

For our bush firefighting helicopters, we work under the national arrangements in partnership with the Australian government. The Australian government provides about $16 to $17 million per annum mainly for the purposes of bringing helicopters and large aircraft into the country.

As a small jurisdiction, we get only a small percentage of that. I think our allocation from the commonwealth is about $182,000. That covers our standing charges, the contract rates for having the helicopters on the ground in the ACT over the height of the summer...

Effectively on standby. The ACT government then pays for the actual operation of the helicopter. Those services are procured by the National Aerial Firefighting Centre on behalf of the states and territories. The National Aerial Firefighting Centre is the company established, limited by guarantee, to bring together all the states and territories to make those decisions about the apportionment of the fleet across the country but also to make the contract decisions when tenders come up and those sorts of things. We stay at arm’s length from that process because it is a national procurement process.[[1023]](#footnote-1023)

A further question raised, in the context of the nature of the standby arrangements for the aircraft provided under the national aerial firefighting arrangements, was the number of call-out hours and other costs associated with the ACT’s use of the facility.

In answer to a question taken on notice, the Minister advised the Committee that:

In 2017-18 financial year, there were 19 callouts for aerial support in responding to bushfire fighting operations in the ACT. This involved 114.07 hours and cost $273, 215.45.

Of this, one incident – a fire at Potter’s Hill – had 16 call-outs involving 110.72 hours and cost $265, 886.42.[[1024]](#footnote-1024)

##### Re-profiled expenditure

The Committee sought advice on several commitments from previous budget years for Emergency Services which have been re-profiled. The Committee discussed examples of the re-profiling and was advised as follows in answer to a question taken on notice by the minister:

A whole-of-government re-profiling exercise has resulted in a significant proportion of 2017-18 capital funding being re-profiled to 2019-20 to better reflect when financial completion might occur and meet estimated cash flow requirements across the broader capital program.

The Tuggeranong SES station project has been physically completed, however the funds have been rolled over to cover any defect liability and other potential requirements. The physical completion of any defects does not always align with when invoices are actually paid; hence the rollover.

The Capital Works Funding Framework provides flexibility to respond to slower or faster delivery of individual projects. If funds are required to cover payments of invoices in 2018-19 year there are mechanisms in place to bring forward the funds from 2019-20.[[1025]](#footnote-1025)

##### Community Safety

The Committee’s questions on community safety measures (CCTV use and location in particular) were directed at ascertaining detail of how, where and why CCTV presence is needed.

The Committee was advised that, in relation to funding:

The funding requested and provided for the system over the forward years reflects a strategic plan that we developed for the operational aspects of the system, including high definition camera replacement—cameras that traditionally may have only had one lens being replaced with multi head lens—to give greater coverage, replacing old analogue equipment with digital to improve the reliability and, most importantly, the quality of images made both live and recorded to ACT Policing on Thursday, Friday, and Saturday nights during their monitoring period.

Of course, technology is changing very quickly. That funding will allow us to stay abreast of changing technology and look to use new analytic capabilities that enhance the ability of ACT Policing to review recorded footage and for investigative purposes.[[1026]](#footnote-1026)

In relation to location of CCTV in town centres and other major locations, the Committee was advised;

The public safety CCTV system has its primary presence in Canberra City. There are around 26 cameras here in the city. Other locations where the system managed by JACS exists are Manuka and Kingston shopping precincts, Manuka Oval, GIO Stadium, Exhibition Park and the Jolimont Centre as well. All those systems are connected via the ACT government ICT network, can be monitored live and recorded footage used by ACT Policing as well as a new capability that we have rolled out over the past two years which has a capability to use that footage live to support major event management in the ACT, including the National Multicultural Festival and New Year’s Eve in the City.[[1027]](#footnote-1027)

In relation to other locations, the Committee was advised:

Over the past year we have also been trialling, following the minister’s announcement last year, portable solar-powered CCTV technology, solar cam. We have seven of those units currently around the ACT: the National Arboretum, one in Belconnen focused on the owl artwork, and some other units that we have been using for Floriade and, again, Christmas in the City.

Those trials of that technology continue to prove to be highly successful in terms of live monitoring, particularly, for example, Floriade where traditionally they have had no situational awareness from their control centre of what is happening in the event. With the use of five cameras last year as part of a trial it certainly expanded their capabilities and awareness of a mass-gathering event.[[1028]](#footnote-1028)

### ACT Policing

The Committee considered matters arising from this output – Output EBT 1 – and notes that ACT Policing is in receipt of payment of $163.379 million for 2018-19, and the payment is:

Payment to ACT Policing (the ACT branch of the Australian Federal Police) for the provision of police services to the ACT community. These services include the protection of persons and property, crime prevention and detection, maintaining peace and good order and the enforcement of ACT laws.[[1029]](#footnote-1029)

#### Matters considered

The Committee considered the following matters in relation to ACT Policing:

* additional six officers provided for in the ACT Policing budget[[1030]](#footnote-1030)
* pill-testing trial[[1031]](#footnote-1031)
* funding for developing future of ACT policing[[1032]](#footnote-1032)
* proposed new technology in policing[[1033]](#footnote-1033)
* ACT crime levels – targets for property and offences against the person[[1034]](#footnote-1034)
* funding of preventative programs[[1035]](#footnote-1035)
* community safety – policing role in establishing and maintaining community safety[[1036]](#footnote-1036)

#### Key issues

##### Funding for Six Additional Officers

The Committee was advised that funding is provided for six new positions in ACT Policing. The Minister advised the Committee that:

These are investigative positions to assist ACT Policing in combating crime in the ACT. They are going to particular divisions in ACT Policing to provide that resource.[[1037]](#footnote-1037)

In further advice to the Committee regarding the funding basis for the positions, the question was raised as to whether the positions would impact on the Futures[[1038]](#footnote-1038) document (*ACT Policing Futures Program – Policing for Tomorrow’s ACT (The Futures Program)*. ­in course of current preparation by ACT Policing. The Chief Police Officer advised that:

It is not so much the document but the framework upon which we will build ACT Policing into the future. As I said it will develop the intelligence that I need to direct resources now. It will also be providing support in regard to strategies, how we pool our data aimed at reducing crime, increasing public safety and improving engagement. It will also assist me in providing the evidence I need to come forward with policy reform and legislation in the future. Once again, it is a foundational piece upon which we will build ACT Policing into the future. It is critically important to me[[1039]](#footnote-1039).

When queried about the direction of the funds appropriated for the purpose of funding the extra positions, the Committee was also advised by the Chief Police Officer that:

It is important, because without having the necessary information and evidence base upon which I can deploy my resources, we are potentially chasing our tails. What is critically important to me is that I have the trend analysis and information to better inform strategic decisions, as well as operational decisions. This capability will assist me in making key decisions on the ground on a day-to-day basis, as well as informing strategic directions in regard to how I deploy resources in the ACT, and in addition to supporting advice to government about our support for efforts in addressing issues in the justice sector, as well as strategies which can potentially inform whole-of-government efforts in the future.[[1040]](#footnote-1040)

The Committee asked – on notice – to be provided with the advice provided to the Minister on the basis for the funding of the new positions. In reply, the Minister did not provide detail of the advice, but referred the Committee to the evidence provided by the Chief Police Officer at the Committee’s hearing.[[1041]](#footnote-1041)

The Committee was also advised that the positions are allocated to the ACT Policing as follows:

We are still trying to understand the full context of this as we go forward with our futures model, but the key issue is that the complexity of crime has increased over time. The demands on our services have increased, of course, and that has resulted, over time, in the policing model in the ACT moving to a response to crime. We have not had the capacity, to be frank, to be able to engage the community in more preventative and disruptive measures. As a result we have seen an increase in some crime areas.

We recognise we are all in a position of having finite resources and we simply cannot prevent every crime occurring in the territory, nor can any jurisdiction. In recognising that, we have developed a very flexible and nimble model which allows us to respond to crime. So whilst you have seen an increase in those two areas you have touched on—we have seen spikes in armed robberies, burglaries, and stolen motor vehicles—equally you have seen a very responsive ACT Policing getting great results in regards to those matters.[[1042]](#footnote-1042)

###### Committee Comment

The Committee notes that the proposed additional officers or staff members can be expected to work on the *ACT Policing Futures Program – Policing for Tomorrow’s ACT* project. The Committee considers that an update on the project – in addition to annual reporting – would be of advantage to the Assembly and community.

Recommendation 101

The Committee recommends that the ACT Government provide and update to the Assembly on the expected release date of *ACT Policing Futures Program – Policing for Tomorrow’s ACT.*

##### ACT crime levels – targets for reduction of offences

The Committee queried the Chief Police Officer as to whether targets in the category of offences against the person and against property do not appear to have been met. The Chief Police Officer advised that:

We are still trying to understand the full context of this as we go forward with our futures model, but the key issue is that the complexity of crime has increased over time. The demands on our services have increased, of course, and that has resulted, over time, in the policing model in the ACT moving to a response to crime. We have not had the capacity, to be frank, to be able to engage the community in more preventative and disruptive measures. As a result we have seen an increase in some crime areas.

We recognise we are all in a position of having finite resources and we simply cannot prevent every crime occurring in the territory, nor can any jurisdiction. In recognising that, we have developed a very flexible and nimble model which allows us to respond to crime. So whilst you have seen an increase in those two areas you have touched on—we have seen spikes in armed robberies, burglaries, and stolen motor vehicles—equally you have seen a very responsive ACT Policing getting great results in regards to those matters.[[1043]](#footnote-1043)

Additional comment from the Chief Police Officer addressed Committee queries regarding the issues of whether preventative measures were working to alleviate levels of offences which appeared to exceed target figures:

If I could clarify that point: the question put to me was about an increase in these particular crime types. What I have explained is my personal view that we have done a very good job in responding to that crime. So whilst you have seen spikes in activity, we have been responsive and there have been positive outcomes. If you look at trends over time, the outcomes have been very good and Canberra continues to be one of the safest cities in which you can live.

If I were to address the increasing trends in property offences and offences against a person that you have identified over the past two years, I would like to invest more in the prevention and disruption work of policing; solving problems, which is the key essence of ACT Policing’s responsibility. To do that, I need to develop a model that is going to achieve that. I have not gone to government saying I need a greater investment in prevention because at this stage I am working through what that service delivery model looks like and what capabilities I need to better invest in prevention and in numbers. I have not given that advice to government yet; that is my intention for next year.[[1044]](#footnote-1044)

###### Committee Comment

The Committee notes that funding of programs aimed at preventative measure to limit and reduce criminal activity are an important element in policing. The Committee has noted the Chief Police Officer’s advice and accepts the mix of preventative and strategic measures is dynamic, and requires close scrutiny.

The Committee does, however, note the continuing publicity, public attention and community concern given to activities of outlaw motorcycle gangs in Canberra. The Committee recommends accordingly:

Recommendation 102

Given the increase in outlaw motorcycle gang activity, and comments from the Chief Police Officer, the Committee recommends the ACT Government consider further initiatives to address organised crime.

##### Fuel theft and drive-off offences

This matter was dealt with by the 2017-18 Select Committee on Estimates, and was the subject of a question on notice at this Estimates inquiry.[[1045]](#footnote-1045) The Committee notes that advice received from the Minister in reply to the Question on Notice detailed arrangements in place to address and combat the offences arising from fuel theft and related matters.

Recommendation 103

The Committee recommends that the Minster for Emergency Services and ACT Policing work with industry to improve the success rate for laying charges for fuel theft compared to the number of fuel theft offences reported.

##### Community and personal safety

The Committee sought advice from the Chief Police Officer regarding current accountability indicators shown for surveys of perceptions of personal safety. In particular, the Committee sought advice on what is being done to make people feel safe and how the community survey conducted by ACT Policing of Canberra perceptions (rather than a national surveys) could assist programs to make people feel safe.

In answer to a question taken on notice, the Committee was advised by the Minister that the survey had the following features:

I am advised that as the National Survey of Community Satisfaction Survey instrument is conducted by a third party (Social Research Centre), that is managed by ANZPAA on behalf of all policing jurisdictions, ACT Policing is unable to release the specific survey questions. The survey results are however published in the Performance Statement of the ACT Policing Annual Report and the Policing Chapter of the Report on Government Services.[[1046]](#footnote-1046)

The Chief Police Officer advised the Committee that ACT Policing does rely on the survey results subject of Committee questioning, and that the survey questions and answers do provide a good basis for police response:

The point is that if there is a view that we are not asking the right questions in regard to the community being safe, it is certainly a survey that we can influence. But the intention is to use a dataset that all jurisdictions can rely upon and we can benchmark upon, and we do that. From that perspective, I would argue that the survey is a credible one. I understand that about 2,500 people were surveyed through the process. It is certainly something we have—

**MS CHEYNE**: In the ACT?

In the ACT, that is right. It is not national: 2,500 in the ACT. It is, from my perspective, a credible survey upon which we can rely.

The actual statistics, if you look comparatively around the country, are very good in terms of perceptions of safety. That does not mean we should not improve. Wouldn’t it be great to be living in a community where people feel safe all the time? To be honest, I think that is aspirational. I think that experience has shown us that, as much as we as a community might look at safety issues and as much as we might be doing work on environmental design and strategies such as Neighbourhood Watch aimed at keeping the community safe and working together, and as much as we might work with whole-of-government partners in the community in terms of strategies aimed at prevention, disruption and response, and we touched on those, the reality is that there will always be those who will be opportunistic and, as I said, will be opportunistic in committing crime. As I have said previously, I could put a police officer on every corner and I would not prevent that.[[1047]](#footnote-1047)

In relation to how people can perceive or feel safety, the Chief Police Officer observed that:

The safety messaging continues to be important. I know that there have been some recent criticisms and suggestions that some of the safety messages can be seen as victim blaming. I certainly do not look at it through that lens. The reality is that we all have an obligation, when we are walking in our communities, ensuring that we feel safe. If you do not feel safe, move yourself to somewhere where you do. I spent three years living in Manhattan in New York, and I felt very safe in that city, but I would obviously walk down the streets that were well lit, I would be walking in areas where there were other members of the public with me, and I would avoid streets where there no people and it was dark.

There is a bit of common sense at play in terms of ensuring that we make sure as individuals that we take precautionary measures to be safe but we also support each other. We do a lot of work in terms of keeping someone safe every year. We often talk to young people about ensuring that they are safe: “When you are out late at night, please stay with your friends. Make sure they are safe. Make sure you see your friends to taxis and they get home safely.” The same messages my parents told me and I tell my sons today still are relevant. Education and messaging are really important.

I continue to think that the work we do in environmental design is very important. I heard the minister talk earlier about Haig Park and the activities that have been undertaken there. Just with the lighting and the CCTV coverage, we have seen a significant reduction in criminality in Haig Park. That does not mean necessarily that people’s perceptions of safety have changed, but certainly the statistics show that there has been a significant reduction there.[[1048]](#footnote-1048)

The Committee also sought details of incidents and type of incidents and offences recorded for Haig Park, by way of question on notice. The detailed breakdown of offences and incidents recorded is published for the period January 2013 to May 2018 in the answer provide by the Minister.[[1049]](#footnote-1049)

###### Committee Comment

The Committee is particularly conscious, in light of current and recent events affecting safety of people, and particularly women, that perceptions and feedback from the community be appropriately and accurately ascertained to ensure that safety is regarded as a principal consideration, and that for the community.

Recommendation 104

The Committee recommends that the Chief Police Officer work with the Australia New Zealand Policing Advisory Agency (ANZPAA) to ensure that the survey of police satisfaction is appropriate and asks the right questions relating to women’s safety.

### Justice and Community Safety

The Committee examined the following outputs in JACSD budget with the Minister for Corrections and Minister for Justice, Consumer Affairs and Road Safety:[[1050]](#footnote-1050)

* Output 2.1 – Corrective Services
* Output Class 1 – 1.1 Policy Advice and Justice programs
* Output Class 1 – 1.5 Protection of rights

#### Corrective Services - Matters Considered

The Committee considered the following matters in this output:

* persons not granted parole due to insufficient housing options[[1051]](#footnote-1051)
* safety and human rights protection at AMC[[1052]](#footnote-1052)
* programs of structured activity at AMC[[1053]](#footnote-1053)
* population of detainees currently at AMC by gender[[1054]](#footnote-1054)
* sentenced or remand detainees’ pre-custody employment status[[1055]](#footnote-1055)
* recidivism reduction and restorative justice programs[[1056]](#footnote-1056)
* random screening for drug use by detainees and non-detainees in AMC[[1057]](#footnote-1057)
* daily costs per detainee - targets[[1058]](#footnote-1058)

##### Advice received by the Committee

The Committee notes that it received advice from the Minister on the following matters raised as questions on notice:

* persons not granted parole due to insufficient housing options[[1059]](#footnote-1059)
* sentenced or remand detainees’ pre-custody employment status[[1060]](#footnote-1060)
* random screening for drug use by detainees and non-detainees in AMC[[1061]](#footnote-1061)

#### Key issues

##### Winnunga Nimmityjah Model of Care

The Committee was told that detainees at the Alexander Maconochie Centre will be provided with health services with the implementation of the Winnunga Nimmityjah Model of Care.

The Committee heard that:

This year we have had Yarrabi Bamirr, a partnership with Winnunga Nimmityjah Aboriginal Health Service targeted at families who might be deemed at risk of coming into contact with the criminal justice system.

The strength of the partnership with Winnunga is that not only did they help us co‑design the program but they obviously have the client contacts. They know the families through their other work, and they have helped us in that program. Whilst it is early days and a formal evaluation is yet to occur, after nearly a year of operation none of the people in the families involved has gone into custody and none of the children in those families has gone into care and protection.[[1062]](#footnote-1062)

Recommendation 105

The Committee recommends that the ACT Government provide regular updates to the Assembly on the progress of implementing the Winnunga Nimmityjah Model of Care in the Alexander Maconochie Centre.

##### Detainee Population

The Committee sought details on the current population of AMC by way of a question on notice. The minister advised the Committee that:

1 On 19 June 2018, ACT Corrective services noted a new high of 507 detainees in custody

2 The lowest number of detainees in custody in 2017-18 was 445. This occurred on 6 July 2017 and 7 July 2017[[1063]](#footnote-1063)

###### Committee Comment

Noting the growth in detainee numbers, and the trend in growth, the Committee considers that strategies are needed to manage the growing detainee population.

Recommendation 106

The Committee recommends that the ACT Government advise the Assembly what strategies are being considered to cope with the growing detainee population at the Alexander Maconochie Centre.

#### Protection of Rights - Matters Considered

The Committee considered the following matters:

* ACT involvement in facial recognition technology and proposed facial recognition schemes[[1064]](#footnote-1064)
* criteria for grant of ACT hawker’s licence[[1065]](#footnote-1065)
* motor vehicle repairers - licensing[[1066]](#footnote-1066)
* fair trading and fuel pricing[[1067]](#footnote-1067)
* sentence administration – housing for released detainees[[1068]](#footnote-1068)
* retirement villages and dispute resolution[[1069]](#footnote-1069)
* victims of crime charter[[1070]](#footnote-1070)
* X-rated film licensing[[1071]](#footnote-1071)
* consumer protection and charity collection and solicitation[[1072]](#footnote-1072)
* egg labelling[[1073]](#footnote-1073)
* road safety – minimum passing distances; vulnerable road users; speed camera usage; licence plate recognition cameras[[1074]](#footnote-1074)

##### Advice received by the Committee

The Committee notes that it received advice from the Minister on the following matters raised as questions on notice:

* criteria for grant of ACT hawker’s licence[[1075]](#footnote-1075)
* consumer protection and charity collection and solicitation[[1076]](#footnote-1076)
* X-rated film licensing[[1077]](#footnote-1077)
* motor vehicle repairers - licensing[[1078]](#footnote-1078)

### ACT Racing and Gambling Commission

#### Introduction

The ACT Gambling and Racing Commission (GRC) Statement of Intent for 2018-19 states:

In December 2014 it was announced that a number of regulatory functions across the ACT Government, including gambling regulation, would be brought together to create Access Canberra. In August 2016 an agreement between Access Canberra and the Commission on “*the provision of services for the administration of the gaming laws including the control, supervision and regulation of gaming and racing in the ACT*” (the Agreement) was executed.

The Agreement states that the GRC will commission work from Access Canberra to fulfil its obligations under the Control Act, and satisfy its objectives through the Access Canberra Accountability Commitment and as outlined in the 2018‑2020 Strategic Plan, the 2017‑18 Statement of Intent and the Gambling and Racing compliance framework.

Access Canberra acknowledges the responsibilities of the Commission as a statutory authority including those specified in the Control Act, other gaming laws, and the Commission’s Statement of Intent. Access Canberra provides staff and support to the Commission on a purchase service agreement to enable the Commission to meet its responsibilities and obligations.[[1079]](#footnote-1079)

The Committee considered the following outputs:

* Output Class 1 - Gambling Regulation and Harm minimisation
* Output Class 2 - Access Canberra [liquor, gaming and hospitality licensing]
* Gaming Policy

Output 1 is the responsibility of JACS; Output 2 is the responsibility of CMTEDD (Access Canberra). All were considered with Minister Ramsay in his capacity as Attorney-General and as Minister for Regulatory Services on 26 June 2018.[[1080]](#footnote-1080)

#### Matters Considered

The Committee discussed the following matters with the Minister:

* compliance checking at ACT race meetings[[1081]](#footnote-1081)
* matters arising in relation to compensation arising from the cessation of greyhound racing in the ACT[[1082]](#footnote-1082)
* the problem gambling assistance fund; harm minimisation research activities[[1083]](#footnote-1083)
* online gambling and incidence of problem gambling [[1084]](#footnote-1084)
* problem gambling and ACAT decision; responses for problem gambling oversight arising from the ‘Raiders case’[[1085]](#footnote-1085)
* future authorisation of gaming machines following review by Mr Neville Stevens AO

#### Key Issues

##### Greyhound racing – transition packages for industry participants

In relation to the transition packages made available to industry participants, the Committee was advised that:

To date, we still have not received any applications for transition support, so there is nothing that is a live application. We do understand, however, that we are expecting applications for rehoming support of greyhounds, and it is possible that there may be applications from some of the workers at the Canberra greyhound racing track. As yet, we have not seen anything come through.[[1086]](#footnote-1086)

Having raised this matter with the GRC, the Committee was advised also that the zero level take-up of the package on offer means that any change to the time limits placed on applications would be a matter for Government, should it appear that an extension of the program was desirable for any reason.[[1087]](#footnote-1087)

###### Committee Comment

The Committee considers that the greyhound transition and re-homing package is an important element in finalising the greyhound racing industry in the ACT. It is desirable that, if necessary, consideration be given to extending the scheme should that prove desirable and practical. The Committee recommends accordingly:

Recommendation 107

The Committee recommends that the Government extend the application period for funding from the greyhound industry transition package for an additional few months, noting that a number of individuals and organisations were expecting to make applications but none had been received very close to the end of the financial year.

##### Problem Gambling and ACAT Decision

The Committee sought advice on matters regarding oversight of gaming machine gambling which have arisen from the recent case in the ACAT involving the Canberra Raiders Club. The Orders made by the ACAT in the matter were provided to the Committee in response to a question taken on notice.[[1088]](#footnote-1088)

The Attorney-General told the Committee that:

It was not appropriate for either the GRC or me to be commenting during the process. Now the process is over, I have announced I will be looking at the gambling code. I have already had an initial conversation with the GRC in relation to that.

I will be drawing together a number of things we have been working on in this area, including some matters that have come out of the round tables that were hosted with industry, people with lived experience of gambling problems, the community sector and academic experts, such as self-exclusion, staff training and enforcement matters under the regulatory regime. Reforms will be drawn together and introduced into the Assembly before the end of this calendar year.[[1089]](#footnote-1089)

###### Committee Comment

The Committee is aware of the review of the gambling code and is supportive of this course of action.

Recommendation 108

The Committee recommends that the Government, in its review of the gambling code, review the ACAT appeals process for matters under the Gambling Code of Conduct to ensure complainants and those with lived experience of gambling harm are given opportunities to participate in the process.

## Environment, Planning and Sustainable Development

### Introduction

The ACT 2018-19 Budget Statements E, Environment Planning and Sustainable Development Directorate (EPSDD) states that the Directorate:

…promotes the orderly growth of our city, strengthens the Territory’s response to climate change, provides an integrated planning and land use system that contributes to the sustainable development and future of the ACT and manages the Territory’s parks and reserves.

The Directorate’s aim is to ‘Shape Canberra’s Future’ by providing advice for Government consideration and developing and implementing targeted policies and programs that plan for a compact and connected city; promote liveability, prosperity, productivity and sustainability; and address environment protection.

Areas of focus include climate change mitigation and adaptation, nature conservation and enhancement, heritage, efficient and reliable water and energy services, building safety, quality urban design, and sustainable and integrated spatial planning, policy and delivery.[[1090]](#footnote-1090)

The Committee considered the following Outputs, Output Classes and Statements of Intent:

* Output Class 1: Planning:
* Output 1.1: Planning Delivery;
* Output 1.2: Planning and Building Policy.
* Output Class 2: Environment:
* Output 2.1: Environment;
* Output 2.2: Conservation and Land Management;
* Output 2.3: Heritage.
* Output Class 3: Climate Change and Sustainability:
* Output 3.1: Climate Change and Sustainability:
* Output Class 4: Land Strategy and Urban Renewal:
* Output 4.1: Land Strategy;
* Output 4.2: Urban Renewal.
* Output Class 5: Loose Fill Asbestos Insulation Eradication:
* Output 5.1: Loose-fill Asbestos Insulation Eradication Scheme.
* Output Class 6: Public Housing Renewal Taskforce:
* Output 6.1: Public Housing Renewal Taskforce.
* Output EBT: Office of the Commissioner for Sustainability and the Environment.
* Statement of Intent:
* City Renewal Authority;
* Suburban Land Agency

### Planning Delivery

Output 1.1, Planning Delivery, facilitates and manages growth and change within the ACT though development assessment and leasehold management, with the overarching objective of promoting and facilitating economically productive, sustainable, attractive, safe and well-designed urban and rural environments in the ACT.[[1091]](#footnote-1091)

#### Matters Considered

Matters considered by the Committee in relation to Planning Delivery at the hearing of 29 June 2018 included:

* development application numbers and types;[[1092]](#footnote-1092)
* development application appeals;[[1093]](#footnote-1093)
* development application processing times;[[1094]](#footnote-1094)
* development application Mediation Processes;[[1095]](#footnote-1095)
* development application queries;[[1096]](#footnote-1096)
* retrospective development applications;[[1097]](#footnote-1097)
* ACAT Decision – Belconnen KFC;[[1098]](#footnote-1098) and
* ACAT Decision – Dickson Car Park;[[1099]](#footnote-1099)

#### Key Issues

##### Transparency of the Development Application Process

The Committee asked about the number of development applications received each year. On notice, the Committee was told that 1216 development application were lodged in the 2017-18 financial year; 986 were received in 2016-17, 1081 were received in 2015-16; 1169 were received in 2014-15; and 1079 were received in 2013-14.[[1100]](#footnote-1100)

###### Committee Comment

The Committee notes that there is an inquiry under way into the Development Application process.

##### Retrospective Development Applications

The Committee questioned the Directorate in regards to the proportion of retrospective development applications of the total number of development applications received by the Directorate. In answer to a Question Taken on Notice the Directorate informed the Committee that, of the 1216 development applications received during the 2017-18 financial year:

42 development applications answered yes to the questions “have works been undertaken without approval”, which represents 3.4% of the overall applications lodged.[[1101]](#footnote-1101)

In seeking more detail the Committee also queried whether any retrospective development applications are ever unsuccessful. In response Access Canberra stated:

From time to time we are alerted to construction work that has occurred that perhaps needed an approval which has not been obtained. We approach each of these cases on a case-by-case basis. The reason for that is they are all different. It is not a uniform thing that might have occurred. We will always apply our risk and harm model to what has occurred. In most cases that we observe, it is a technical breach where it can be rectified through an approval that can be obtained. Something has been built and it is very possible for the builder or the owner of whatever is being built to then retrospectively lodge a DA or obtain building approval for what has occurred.[[1102]](#footnote-1102)

Further questioning by the Committee revealed that most retrospective development applications are technical in nature and ‘can be rectified’ but that ‘on occasion, an approval cannot be obtained and in some of those cases we will have a look at what is the rectification that needs to occur.’[[1103]](#footnote-1103)

The Committee were then informed by Access Canberra that the number of retrospective development applications where the outcome was demolition was ‘probably a handful a year, which I would say is fewer than 10.’[[1104]](#footnote-1104)

###### Committee Comment

The Committee believes the ACT Government needs to improve its compliance monitoring on implementation of Development Applications and building approvals to minimise retrospective approvals.

### Planning and Building Policy

Output 1.2, Planning and Building Policy, provides high quality professional services in strategic land planning; administering the Territory Plan; planning for land release; developing policies for high quality urban design; and policies for buildings, building services, equipment and appliances, and the building and construction industry.[[1105]](#footnote-1105)

#### Matters Considered

Matters considered by the Committee in relation to Planning and Building Policy included:

* community consultation – process comparison between sites;[[1106]](#footnote-1106)
* community consultation role of Government;[[1107]](#footnote-1107)
* pre-DA Consultation Guidelines;[[1108]](#footnote-1108)
* interaction between Housing Choices, Planning Strategy Refresh and Territory Plan
* priority for planning system review – including key deliverables and budget;[[1109]](#footnote-1109)
* safety considerations in planning and design;[[1110]](#footnote-1110)
* Better Public Places initiative;[[1111]](#footnote-1111)
* Design Review Panel;[[1112]](#footnote-1112)
* Demonstration Housing Project;[[1113]](#footnote-1113)
* answers to FOIs;[[1114]](#footnote-1114)
* timeframe for changes to Territory Plan;[[1115]](#footnote-1115)
* Gungahlin Planning Refresh;[[1116]](#footnote-1116) and
* Signs Code review update.[[1117]](#footnote-1117)

#### Key Issues

##### Interaction Between Housing Choices, Planning Strategy Refresh and Territory Plan Review

The Committee sought clarification in relation to the interaction between Housing Choices, and the planned Territory Plan review and Planning Strategy refresh. In response the Directorate explained that:

There certainly is a plan and a vision for how all these pieces of the puzzle fit together. I might just go back a few steps. I will not go quite so far back as “it was a warm summer’s evening in ancient Greece”, but in terms of the last 12 months we have been getting ourselves ready for the planning strategy refresh. There has been, essentially, a three-year plan here to get us to the outcomes-based planning system.

The first part was to establish a number of tools to give the development industry and the community the confidence that if we move towards an outcomes-based planning system we will actually achieve good quality outcomes. That is why we established the pre-DA consultation guidelines, to ensure that there is that early engagement and that communities are working with developers to achieve good quality outcomes. That was the first thing.

Another step was to improve the way that we engage with the Canberra community and to test some options around that. I have talked about that; so I will not dwell too much on that. The other was to establish the design review panel. I will not expand on that now unless I am asked. That was the first step. Then we move into looking at the high-level policy. The minister, in 2015, undertook the consultation, deep dive engagement, and released his statement of planning intent. That is a nice feed into the review of the planning strategy.

But there is no point reviewing the planning strategy without understanding how that fits with other government policy: transport policy, as the minister said, and the climate change strategy. That is why we have been working very closely with colleagues in Transport Canberra and City Services. I am pleased to say that, as the responsible director-general, I have the responsibility for reporting to Mr Rattenbury for climate change work.

Part of the strategy in having the speaker series for the planning strategy refresh is to get people thinking that planning is all these things: it is about transport, it is about climate change, it is about population, it is about health and it is about education. There were so many aspects of what we do to understand how the city as a whole needs to work that we wanted to start with the speaker series. Then we will delve down into more detail as we finalise the planning strategy refresh.

Another important input into the planning strategy is the housing choices work, because we saw that as a particularly complex piece of policy work that we did not want to have just thrown into the broader planning strategy work because it is so complex. There were so many different views amongst the Canberra community about what we should be doing in relation to housing that we thought that we would run that as a separate exercise. You will note that it started before the planning strategy refresh—and that was quite intentional—so that we could have that conversation, develop the ideas, be able to make recommendations to government and have that work fold into both the planning strategy and then subsequently the Territory Plan review.

I have talked about establishing some tools, moving into high-level policy, and then the next phase next year will be the Territory Plan review, which is where we get into the nuts and bolts or where the rubber hits the road, where we would expect we will get a lot more engagement from the Canberra community because this is where they understand what it really means for them. There has been a very clear three-year strategy: establish the tools, get people thinking about outcomes, do the high-level policy work, get into the nuts and bolts.[[1118]](#footnote-1118)

The Committee then queried the timeframe for the Territory Plan review and for the Draft Planning Strategy and were informed that the Strategy should be completed by the end of 2018 whilst the Territory Plan review would be completed in 2019.[[1119]](#footnote-1119)

Further to this the Committee queried key milestones and budget considerations for completing the Territory Plan review and were advised by the Directorate that:

In terms of the key deliverables, clearly the key deliverable will be by the end of 2019. My expectation is that, subject to what we hear through the engagement activities, because it might be that we need more time to respond to what we are hearing, we will have a new, much simpler Territory Plan, maybe four or five pages with a few maps. In terms of the budget for that, I would expect that the work would kick off with existing resources. We have a Territory Plan team. I think that we could start the work. But as we scope this work up it may be that we need to call on the government for some budget for the 2019-20 year. But at this stage my expectation is that for the early phases we can do that within our existing resources.[[1120]](#footnote-1120)

##### Housing Choices

The Committee also heard concerns around housing options from National Seniors Australia about the implementation of accessibility standards from People with a Disability ACT on Friday 15 June 2018. See Chapter 2 for associated discussions.

Recommendation 109

The Committee recommends the ACT Government, as part of the Housing Choices review, give particular attention to ensuring diversity in housing options to meet the needs of Canberra’s ageing population.

Recommendation 110

The Committee recommends the ACT Government continues to engage with People with Disabilities ACT on its commitment to make sure all new public housing accessible.

Recommendation 111

The Committee recommends the ACT Government establish an access advisory group to advise on planning/housing.

##### Pre- DA Consultation Guidelines

The recent release of pre-DA consultation guidelines was noted by the Committee who queried what these guidelines sought to achieve. The Directorate indicated that:

With the pre-DA consultation guidelines, we went out and engaged on those and got a very good response. This is about getting proponents particularly to understand that it is in their interests to do exactly what we did at Red Hill—go and talk to the local community before they work out what they want to put on a particular parcel of land—and to get them thinking about what might be important to the local community, how it fits into the landscape and how it fits into the broader precinct.[[1121]](#footnote-1121)

Those guidelines are guidelines made under the Planning and Development Act. As a result of that, you must go through this process before you lodge your development application. If we believe that you have not met the requirements, your application will not be accepted. We are now forcing larger developers to go through this process. I am pleased to say that the development industry has welcomed this. What they have said to us is that there were some who were doing this really well and there were some who were doing this not so well. The ones who are doing it well have said, “Great. It is an even playing field now. We all have to do this.” It will take some time for this level of improvement to be seen by the broader community. Red Hill was the start. What we are doing at section 72 is a good example of deep dive community engagement. But we are starting to see larger developers do exactly what we have been doing because of the pre-DA consultation guidelines.[[1122]](#footnote-1122)

The Committee then queried the feedback from developers and the community on the pre-DA Guidelines and whether they would be reviewed. In response the Directorate indicated that:

The short answer is yes, we are looking to review the guidelines. I made the commitment when I launched the guidelines—and correct me; this would have been about August—that we would undertake a review at 12 months. That is still very much our intention. The general feedback, as I mentioned earlier, has been very positive. The Canberra community more broadly but also the development industry are glad, pleased, that we have actually got this so that everyone knows what the rules of engagement are, if you will.

What are we are finding, though, is that there are some developers who might look to stage their project so that stage 1 is naturally captured by the pre-DA consultation guidelines. I have seen one or two examples of that. There are others who have gone through the motions, as you said, but have not appeared to be as genuine as perhaps they could be. That is the feedback we have received from the community members who participated in those exercises.[[1123]](#footnote-1123)

###### Committee Comment

The Committee believes the consultative model used for the Red Hill Precinct could be applied to other development as a way for residents in an impacted locality to contribute to, and influence planning outcomes.

##### Safety Considerations in Planning and Design

The Committee raised the issues of recent events involving attacks on women in public places and asked the Directorate what could be done to improve planning and design in Canberra so that people could feel safe in places such as Haig Park and other areas of the city. In its response the Directorate stated that:

There are three things that the EPSD portfolio can do in relation to safety within the city. The first is in relation to the urban renewal portfolio. Our urban renewal team will be identifying opportunities for the revitalisation of parts of the city. That is where we have a very key role to think about, for example, Haig Park, where we can make investments and ask government for the budget to make investments to improve safety. That is the actual “doing” part of the portfolio. We also have the policy aspects. One of those many codes that I referred to in the Territory Plan is crime prevention through the environmental design code. That code ensures that our assessment team are always thinking about safety as they consider development proposals. There is also an opportunity for us, through the Territory Plan review, to really think about whether or not that code is achieving the outcomes that we need it to. There are three things that we can do. The assessment team is always looking at safety. We can refine the code that we currently have, and I expect that we will be doing that. And we have the “doing” part of the agency, in terms of actually building things. We can always be looking at improved opportunities there.[[1124]](#footnote-1124)

In considering the safety of Haig Park the Directorate also stated that:

One of the key things that we did in planning for that engagement was crime prevention through environmental design with ACT Policing. All the people in the team that we got together actually did a full walk of the park. That also enabled us to have a look at the crime statistics that related to activity in the various parts. Some parts were seen to be worse, in terms of crime, than others. That actually helped in the thinking about how you could potentially divide the park into areas of more formal activity versus areas where people would still go for their runs and the like. My understanding is that the statistics around crime in Haig Park have actually been reducing over time. But it was one of the key factors in thinking about where you wanted to go regarding how to activate Haig Park into the future, particularly given that you are obviously going to have continuing development, particularly on the northern side of the park. The City Renewal Authority now has that project and I understand that they are working hard to bring that to completion.[[1125]](#footnote-1125)

The Directorate also gave examples in regards to community engagement on safety issues as part of the planning process for Red Hill, and Section 72 Dickson:

With safety, it is a given that we would look at that as we do the mapping around those sorts of areas. In fact, what we are doing in section 72 pretty well has come from the learnings of Red Hill. Funnily enough, I did Red Hill, and I thought, “If I’m moving to a new organisation that wants to do community engagement, what did I learn?” What we learnt was that you can give space to understand what the community values, but, more importantly, you need to be very up-front about what you can and cannot achieve, and what you need. With section 72, I said, “The government wants to put Common Ground there, and an element of public housing. Here are our challenges, here will be the things that we must achieve, but we can still do that while achieving community outcomes as well.”[[1126]](#footnote-1126)

All of that obviously has to be built in such a way that people feel safe to come into it, to live in it, but also to move through it.[[1127]](#footnote-1127)

In continuing its line of questioning the Committee made reference to a safety mapping tool that had been developed by the Women’s Centre for Health Matters and asked the Directorate how it planned to use the feedback that had been gleaned from the use of this tool. The Directorate indicated that it did not have the feedback as yet but assured the Committee that the information that is provided to them would be ‘taken on board very seriously.’[[1128]](#footnote-1128)

##### Signs Code Review Update

The Committee requested that the Directorate provide and update as to the review into the signage code which resulted from the billboards inquiry. The Directorate indicated that:

We are making progress on the signs code; it is quite a complex and controversial issue. As recently as yesterday we had a very productive meeting with our colleagues in Transport Canberra and City Services and Chief Minister’s to refine the scope of what we are looking at. We do not have any immediate positions to put to you, but a working group is established and we are looking to bring people in from different areas as to how we might tackle the policy around signage. As you well know, it is a very complex issue.[[1129]](#footnote-1129)

Recommendation 112

The Committee recommends that the ACT Government prioritise the work of the billboards working group and ensures community views are considered, given considerable community interest and the number of months since the ACT Government provided its response on this issue to the Assembly.

### Environment

Output 2.1, Environment, helps protect the ACT’s natural environment through: the implementation of programs responding to natural resource management; managing, reviewing and implementing legislation/action and plans to help protect land and species; sustainable use of water, including through implementation of *Striking the Balance*, the ACT’s water strategy; establishing and supporting an ACT and region catchment management governance framework; administering the annual funding of the ACT Environment Grants Program; promotion and involvement of the community in caring for the ACT’s natural environment; and developing, reviewing and implementing legislation, policies and standards to protect the natural and built environment.[[1130]](#footnote-1130)

#### Matters Considered

The Committee considered the following matters at the hearing of 28 June 2018, with the Minister for Environment and Heritage:

* current capacity of the ACT water catchment;[[1131]](#footnote-1131)
* projected capacity to meet future water needs;[[1132]](#footnote-1132)
* testing to ensure water quality;[[1133]](#footnote-1133)
* education campaigns to encourage wise water use and healthy waterways;[[1134]](#footnote-1134)
* frequency of lake closures due to algae, stormwater or pollutants;[[1135]](#footnote-1135)
* report card on the first implementation plan of the ACT Water Strategy;[[1136]](#footnote-1136)
* biological control of carp program;[[1137]](#footnote-1137)
* tree protection within the ACT Healthy Waterways project;[[1138]](#footnote-1138)
* potential interstate water entitlement trading scheme;[[1139]](#footnote-1139)
* current ACT water entitlement under Murray-Darling Basin agreement;[[1140]](#footnote-1140)
* confirmation that the ACT has never had to use the back-up system of water supply (pumping water from the Murrumbidgee River);[[1141]](#footnote-1141)
* temporary funding for Molonglo Catchment Group, Southern ACT Catchment Group, and Ginninderra Catchment Group while they adjust to the end of Landcare funding;[[1142]](#footnote-1142)
* Sullivan’s Creek Flood Management Plan, and the cause of the flooding event in February 2018;[[1143]](#footnote-1143)
* FrogWatch funding;[[1144]](#footnote-1144) and
* progress on developing wetlands at Upper Stanger Pond.[[1145]](#footnote-1145)

#### Key Issues

##### FrogWatch

On 28 June 2018 the Committee asked the Minister about evidence provided by FrogWatch during the public hearings of 15 June 2018. [[1146]](#footnote-1146) FrogWatch told the Committee they had previously been funded up to about $80,000.[[1147]](#footnote-1147)

The ACT Government described the importance of the FrogWatch program:

FrogWatch in the ACT has been running since 2002; so it forms a really foundational piece of citizen science that has many surveys and many hundreds of people involved in that program. It collects data that supports a range of programs across the directorate and informs things like the healthy waterways program. Frogs provide an important indicator for things like climate change and also how we manage the environment.[[1148]](#footnote-1148)

The Committee heard that FrogWatch has been allocated $40,000 to support their annual census work, and this will be complemented by additional contract work on projects to assist with climate change studies and healthy waterways.[[1149]](#footnote-1149) The Committee was advised:

We have another $25,000, making a total of $65,000 that we will have available to discuss particular service delivery requirements around frog monitoring associated with Frogwatch groups. [[1150]](#footnote-1150)

###### Committee Comment

The Committee notes the importance of the work of the FrogWatch program, and the value for money that is achieved by funding an organisation which leverages or magnifies outcomes through a volunteer base. If funding from ACT Government and non-government sources is insufficient for the group to sustain itself into the future, the community networks and specialist knowledge that have been established within FrogWatch may be lost.

Recommendation 113

The Committee recommends the ACT Government continue to work with FrogWatch ACT to develop sustainable funding options for the program.

### Conservation and Land Management

Output 2.2, Conservation and Land Management, provides planning and management of the ACT’s parks, reserves, unleased public land and plantations, including associated community infrastructure. The land manager role includes management of land for recreational use; conservation management; including management of national parks, nature reserves; fire management; and pest and weed control as well as the management of the Territory’s softwood plantation and oversight of rural production areas.[[1151]](#footnote-1151)

#### Matters Considered

The Committee considered the following matters under Output 2.2, Conservation and Land Management:

* funding to Mulligans Flat to extend the predator proof fence;[[1152]](#footnote-1152)
* methods used to eradicate rabbits at Mulligans Flat;[[1153]](#footnote-1153)
* funding for Woodlands Learning Centre at Mulligans Flat;[[1154]](#footnote-1154)
* management of feral horses in National Parks;[[1155]](#footnote-1155)
* impact on the ACT of recent changes to NSW legislation on the management of horses in Kosciusko National Park;[[1156]](#footnote-1156)
* reduced incidence of protests during the recent kangaroo cull;[[1157]](#footnote-1157)
* scientific basis for the kangaroo cull;[[1158]](#footnote-1158)
* potential use of kangaroo carcasses;[[1159]](#footnote-1159)
* management of feral pigs in National Parks;[[1160]](#footnote-1160)
* weeds management strategy;[[1161]](#footnote-1161)
* Molonglo and Gungahlin offset areas under *Environment Protection and Biodiversity Conservation Act 1999* (Cth): failure to meet deadlines for delivery of commitments;[[1162]](#footnote-1162)
* monitoring of endangered species in Molonglo;[[1163]](#footnote-1163) and
* risk of Kama Nature Reserve not achieving its goal.[[1164]](#footnote-1164)

### Heritage

Output 2.3, Heritage, provides administration of the heritage provisions of the *Heritage Act 2004* and assistance in the conservation of the ACT’s heritage assets to ensure their recognition, registration and conservation. The area provides administrative and operational support to the ACT Heritage Council and its projects, and administers the annual funding of the ACT Heritage Grants Program, the annual Canberra and Region Heritage Festival and Capital Works projects as they relate to heritage conservation works. A key function is also the promotion and education of the community regarding heritage assets of the ACT.[[1165]](#footnote-1165)

#### Matters Considered

The Committee considered the following matters at the hearing of 28 June 2018:

* funding to upgrade the walking track between Orroral Valley and Honeysuckle Creek to celebrate upcoming 40th anniversary of Apollo 11 moon landing;[[1166]](#footnote-1166)
* potential for commemorative artwork or monument in the City to celebrate the upcoming 40th anniversary of Apollo 11 moon landing;[[1167]](#footnote-1167)
* commemorative events to celebrate the upcoming 40th anniversary of Apollo 11 moon landing;[[1168]](#footnote-1168)

#### Key Issues

##### Commemorations of the 50th anniversary of the Apollo 11 Moon Landing

The Committee asked about a budget allocation to upgrade the walking track between Orroral valley and Honeysuckle Creek as part of the commemorations of the 50th anniversary of the Apollo moon landing.

The Committee heard that it is:

an opportunity to tell the broader story about the heritage of the area both in the modern sense of the moon landing but also in the heritage sense from our Indigenous culture that was there at the time.[[1169]](#footnote-1169)

The Minister confirmed that the ACT Government will also be developing some other commemorative activities in the City.[[1170]](#footnote-1170)

Recommendation 114

The Committee recommends that the ACT Government identify key projects to commemorate the 50th anniversary of the Apollo 11 moon landing, in conjunction with former workers at the tracking station, and allocate funding to ensure a comprehensive commemoration in July 2019.

##### Accountability Indicators for Heritage Assessment process

On notice, the Committee asked about the Heritage Council assessment process, and community engagement in ACT Heritage decisions. The Member asked ten questions about implementation of recommendations 95 and 96 of the Select Committee on Estimates 2017-2018:

Recommendation 95: The Committee recommends that the ACT Government include more accountability indicators for heritage matters in future budgets, so as to provide a greater level of clarity about the number of nominations received, assessed and the length of time taken to assess them.

Recommendation 96: The Committee recommends that the ACT Government engage more with the ACT heritage stakeholders, and give consideration to their input into heritage decisions.[[1171]](#footnote-1171)

The Minister for Heritage responded with a detailed six page response. [[1172]](#footnote-1172)

Recommendation 115

The Committee recommends that the ACT Government action heritage recommendations outlined in the report on the *Appropriation Bill 2017-2018 and Appropriation (Office of the Legislative Assembly) Bill 2017-2018*.

##### National Trust

The Committee enquired, on notice, about the lack of operational funding for the National Trust and was advised that:

While the Trust has an advocacy role for heritage, demonstrated through its involvement in ACT Civil and Administrative Tribunal appeals, annual heritage awards and monthly newsletters, it currently provides limited conservation projects and a small number of education and promotion programs such as an annual open day at a heritage place and tours. To date, the National Trust ACT Branch (the Trust) has not demonstrated that it provides programs or services that support, promote and/or conserve heritage in the ACT in a similar way to other groups in the areas noted such as artsACT.

…Further, in the ACT, the ACT Government and Commonwealth Government conducts much of the business that National Trust branches elsewhere in Australia deliver such as an annual Heritage Festival and management of heritage properties.[[1173]](#footnote-1173)

In terms of past investment in the National Trust the Committee was advised:

…The Government has taken numerous opportunities to provide support to the Trust in consideration of requests and the overall budget.

…The Trust has also been advised to explore the range of other funding sources available to the community in addition to ACT Government funding through private sector partnerships, grants and sponsorship. [[1174]](#footnote-1174)

###### Committee Comment

The ACT Government’s work often relies on community input and advice. Up to a certain point of workload and community capability, the Government relies on this community input being self-organised by community members as a volunteer effort. However, where the workload and community capability required is high, small operational funding grants are required, for example to allow for room hire and administration expenses. Thus, the Government provides small, annual funding grants to a wide range of advocacy groups, arts groups and environment groups.

The National Trust is an important community stakeholder that the ACT Government relies on as a representative body for the heritage sector. For example, they were on the Community Panel for the Yarralumla Brickworks. However, the National Trust doesn’t get any operational funding to allow for room hire and administrative expenses to support their work as a representative body.

Recommendation 116

The Committee recommends that a small amount of operational support is provided to the National Trust to allow it to continue its representative role for the heritage sector, which could be a small annual grant or in-kind support (for example free storage and meeting space).

### Climate Change and Sustainability

Output 3.1, Climate Change and Sustainability, develops policy and provides advice in relation to: the *ACT Climate Change Strategy* and Action Plan – *AP2 Climate Change Strategy*; investments in renewable electricity through a feed-in-tariff and delivery of local industry development strategies; and administration of the Carbon Neutral ACT Government program and *Energy Efficiency (Cost of Living) Improvement Scheme.[[1175]](#footnote-1175)*

#### Matters Considered

The Committee considered the following matters with the Minister for Climate Change and Sustainability on 28 June 2018:

* impact of ACT Government’s renewable energy policy on local power prices;[[1176]](#footnote-1176)
* current modelling projects that the total cost of large-scale feed in tariff will reach $82 million by 2021, and the cost will be recovered from consumers;[[1177]](#footnote-1177)
* the proportion of electricity price rises that is attributable to federal government policy and ACT Government policy respectively;[[1178]](#footnote-1178)
* how the Energy Efficiency Improvements Scheme impacts power prices;[[1179]](#footnote-1179)
* partnership with Housing ACT and ActewAGL to enable public housing tenants to participate in the Energy Efficiency Improvements Scheme;[[1180]](#footnote-1180)
* the proportion of the cost of the feed in tariff that business will be carrying;[[1181]](#footnote-1181)
* overview of the national energy market, electricity price increases, and where the costs are coming from;[[1182]](#footnote-1182)
* ACT has the second lowest average electricity cost among Australian states and territories;[[1183]](#footnote-1183)
* funding for electric vehicle charging stations for ACT Government vehicles;[[1184]](#footnote-1184)
* Transition to Zero Emissions Vehicles Action Plan 2018-2021 released in April 2018;[[1185]](#footnote-1185)
* standard sedans in ACT Government fleet to be transitioned to electric vehicles;[[1186]](#footnote-1186)
* work towards electric vehicle charging stations in multi-unit developments;[[1187]](#footnote-1187)
* other forms of technology for green transport, for example hydrogen;[[1188]](#footnote-1188)
* limited capacity of electric vehicle batteries, which restricts vehicle travel range;[[1189]](#footnote-1189)
* anecdotal reports that it is difficult to buy an electric vehicle in Canberra;[[1190]](#footnote-1190)
* renewable energy certificates: how the ACT Government takes ownership, number accumulated each year, how they are recorded on the balance sheet;[[1191]](#footnote-1191)
* government policy to surrender renewable energy certificates in 2020 rather than year-by-year;[[1192]](#footnote-1192)
* what assumptions about fuel efficiency in public transport inform the vehicle component of the emissions target;[[1193]](#footnote-1193)
* impact on demand projections for energy of the draw on the grid by electric vehicles;[[1194]](#footnote-1194)
* projected cost of electric vehicle charging stations for ACT Government vehicles: whether they will be operated by ACT Government or a third party, and whether the public will have access;[[1195]](#footnote-1195)
* ‘Straws suck’ awareness raising campaign, to reduce single use plastic;[[1196]](#footnote-1196)
* reducing use of takeaway coffee cups;[[1197]](#footnote-1197)
* ACT Government commitment to be carbon neutral by 2020: possibility of purchasing offsets or applying a social cost of carbon in order to meet this commitment;[[1198]](#footnote-1198) and
* large scale generation certificates obtained by the Government as result of a green power purchasing contract between ACT Property Group and ActewAGL.[[1199]](#footnote-1199)

#### Key Issues

##### Emissions Reduction

In late 2017 the ACT Government published a discussion paper on ‘ACT’s Climate Strategy to a Net Zero Emissions Territory’ for community consultation.[[1200]](#footnote-1200) During the hearing the ACT Government confirmed that the Climate Change Strategy will be released towards the end of 2018.[[1201]](#footnote-1201)

The Government’s climate strategy identifies transport and gas as a key source of emissions.

The Committee was advised that achieving an increase in patronage on ACT public transport will have flow on effects with a decrease in congestion and lower transport emissions:

We know that, come 2020, when our electricity sector is 100 per cent renewable, our next biggest sector for carbon emissions is the transport sector. We need to make some real changes to private vehicle use in the city if we are going to be able to meet the targets agreed right across the board in terms of reducing emissions in the ACT.[[1202]](#footnote-1202)

The Committee also heard from Icon Water that:

From a gas perspective we are looking into new technologies to make sure that that gas network does remain sustainable. There are some options out there in terms of injecting hydrogen into the gas network, which would make it a more sustainable gas network going forward.[[1203]](#footnote-1203)

… Hydrogen can be used and mixed with natural gas in the gas network. It is an opportunity to use that to decarbonise the gas network going forward. I do understand the ACT government has a target to go to zero emissions by 2045. I think the gas network does contribute towards nine per cent of emissions at the moment. Evoenergy is exploring options or opportunities to contribute towards the achievement of that goal.

The Committee was further advised by Mr Knox that the trial is in its early days and a lot more research needs to be done:

…it is quite unknown at this point of the pilot scheme whether or not you can retrospectively convert your existing gas network through hydrolysis and introduce a renewable hydrogen impact to it.[[1204]](#footnote-1204)

The Committee also heard in relation to planning that:

We are in a changing climate and we need to design urban suburbs which are resilient to that change. Water-sensitive urban design and maintainable infrastructure are all aspects of that.[[1205]](#footnote-1205)

###### Committee Comment

The Committee acknowledged the move towards a net zero-emission target for the ACT and notes a number of measures that could be considered in order to achieve this objective.

Recommendation 117

The Committee recommends, in the short-medium term, the ACT Government focus on eliminating greenhouse gas emissions from transport and natural gas.

Recommendation 118

The Committee recommends that the ACT Government explore further options for reducing natural gas in new developments, including further ‘all electric’ suburbs such as Ginninderry stage 1.

Recommendation 119

The Committee recommends that the ACT Government facilitate the development of zero emissions buildings, including high density residential and commercial buildings

Recommendation 120

The Committee recommends that the ACT Government should ensure all new/infill estates/developments are compatible with a zero emissions future, prioritise sustainable transport, and emphasise living infrastructure to adapt to a warmer climate.

##### Electric Vehicles

The Committee and the Minister had a long discussion about the emerging market for electric vehicles, the range of possible scenarios for future evolution of the industry, and potential roles for governments.

The Minister spoke about the ‘Zero Emissions Vehicle Strategy’ released in April 2018:

As part of that commitment we undertook to do several things. The idea behind that strategy is to be very practically focused. It is an action plan over the next two or three years because we know that the market in this space is changing very rapidly. We have set a relatively short time frame to do some of these things to enable that growth in the market and then we will need to review that in a couple of years. I think one of our key commitments in there is the ACT government’s commitment that, for our standard sedans in our government fleet, we intend to turn those over to electric vehicles over the next couple of years.[[1206]](#footnote-1206)

Recommendation 121

The Committee recommends that the ACT Government set a milestone date by which time all registered vehicles in the ACT will be zero emission vehicles.[[1207]](#footnote-1207)

Recommendation 122

The Committee recommends that the ACT Government:

develop a strategy for transitioning its fleet (including buses) to be zero emissions; and

explore partnering with the Commonwealth Government to transition fleet vehicles to be zero emission.

Recommendation 123

The Committee recommends that the ACT Government produce and publish a plan for how the ACT electricity supply will cope with different scenarios of electric vehicle uptake.

##### Energy Costs

The Committee asked about the impact of the ACT Government’s renewable energy policy on local power prices.

The Minister said that modelling projects a weekly cost of $4.90 for an average household:

What I can tell you is that the ICRC made a determination 10 days or so ago now, which you will have seen. In that it identified a 14.29 per cent price increase for electricity for the regulated electricity tariff for this year. A portion of that was attributable to green power costs—in their determination, you can see, they provided the detail—and that was largely this year driven by federal schemes. There has been an enormous uptake across Australia of rooftop solar, and the number of renewable energy certificates generated from that has been the primary driver of renewable energy costs for this year’s price determination.

In the ACT’s schemes the original estimate for our large-scale renewable reverse auctions was around $5.50 a week. With the returns that we have been getting in the energy price market that estimate has now come down to under $5 and we anticipate the maximum impact will be in the order of $4.90-ish a week.[[1208]](#footnote-1208)

When asked about the flow-on costs to consumers, the ACT Government confirmed that this has not been modelled:

If your question is if businesses then pass that cost through in their product prices, no that has not been modelled.[[1209]](#footnote-1209)

Recommendation 124

The Committee recommends that the ACT Government publish a complete breakdown of the makeup of energy costs, including investment in renewable energy, administrative costs and maintenance of infrastructure such as wires and poles.

### Land Strategy

Output 4.1, Land Strategy; provides strategic, policy and planning support, including preparation of the four-year Indicative Land Release Program. The program sets out the Government’s intended program for land release and seeks to facilitate housing diversity, provide affordable housing, stimulate economic activity, and meet the demand for land in the Territory and support and competitive land development and construction market.[[1210]](#footnote-1210)

Some matters of relevance to this output have been considered under the Suburban Land Agency.

#### Matters Considered

Matters considered by the Committee in relation to Land Strategy in its hearing on 29 June 2018 included:

* affordable housing - targets and eligibility;[[1211]](#footnote-1211)
* affordable housing – tax implications;[[1212]](#footnote-1212)
* public and community housing targets;[[1213]](#footnote-1213)
* consideration of greenfields land requirements;[[1214]](#footnote-1214)
* intent behind purchases of rural land;[[1215]](#footnote-1215)
* amount of land remaining in the ACT – impacts on greenfields v infill;[[1216]](#footnote-1216)
* delineation between EPSDD and Suburban Land Agency (SLA);[[1217]](#footnote-1217)
* Community Facility Zones and Deconcessionalisation;[[1218]](#footnote-1218)
* determination of policy on Land Delivery and Mode of Delivery;[[1219]](#footnote-1219)
* demand for areas to be allocated for community facilities;[[1220]](#footnote-1220)
* freeze on Direct Sales;[[1221]](#footnote-1221)
* housing diversity;[[1222]](#footnote-1222)
* Indicative Land Release Program - Belconnen;[[1223]](#footnote-1223)
* Indicative Land Release Program – Light Rail Considerations;[[1224]](#footnote-1224)
* Indicative Land Release Program – Callam Offices; Athlon Drive, Stromlo Forrest Park, John Gorton Drive, Oaks Estate and Eastlake;[[1225]](#footnote-1225) and
* land availability – impact on cost.[[1226]](#footnote-1226)

#### Key Issues

##### Delineation between EPSDD and Suburban Land Agency (SLA)

On a few occasions during the hearing the Committee sought clarification on the delineation between EPSDD and SLA. It was noted that there was a high level of confusion as to which body certain questions should be directed at and that there no documented information that could be found to explain what topics applied to which body. In its response the Directorate indicated that:

I think the simplest way to think about the delineation is if it is policy-related, it is the directorate, if it is delivery, it is the Suburban Land Agency. In that case, it is the sales, the delivery. It is Suburban Land Agency.[[1227]](#footnote-1227)

The Minister for Housing and Suburban Development later added:

What works for me is to simply say the planning work happens with the planning directorate and the development or delivery arm happens with the Suburban Land Agency. That is the best way to separate the work they are responsible for.[[1228]](#footnote-1228)

Recommendation 125

The Committee recommends that clearer advice on the delineation of work between the Suburban Land Agency and Environment, Planning and Sustainable Development Directorate is documented and made available to other directorates and future Assembly Estimates committees and Standing committees.

##### Affordable Housing - Targets and Eligibility

Through the course of the hearing the Committee undertook extensive discussions on various aspects of affordable housing and measures to improve access to affordable housing. Noting the newness of the measure in the budget, the Committee queried the forecasted affordable housing targets. The Directorate indicated that:

With the affordable home purchase properties—again, two years worth of targets—I think we have now allocated 800 or 900 specific sites for affordable home purchase. As the minister said, the policy has fundamentally changed from what we have had for the past two years. We are now targeting a group that we know are experiencing housing stress in the ACT; that is those in quintile 2 and below. We want to provide those home purchase opportunities for those particular families.[[1229]](#footnote-1229)

The Directorate also informed the Committee of its Expression of Interest Database that aimed to inform potential applicants about new opportunities in the ACT affordable housing market:

Via that database, the public can see what opportunities will be coming to market. We are very specific about the opportunities. It is not just an open-ended “register here”. We can tell them that, in the next 12 to 18 months, there will be opportunities in Taylor, Greenway or wherever they might be, and whether they are units or townhouses.

We can really be quite specific about the list. We can also be quite specific about what they are looking for. We are asking them how many bedrooms they might be interested in and so forth. We are being much smarter about measuring demand. Indeed, as these sites have been sold—and a number of those have been sold—we have been providing this information to the developers. We are saying, “We’ve got a body of interested buyers here who are looking for this type of product.”

The price thresholds are in place. In terms of where we have pegged the price thresholds, they are well and truly within that quintile 2 range, with thresholds around 330 up to 440, I think, for home purchase. The important thing is that, with the new eligibility in place, we can say with a high level of confidence that they will go to the right people.[[1230]](#footnote-1230)

When queried by the Committee about the eligibility criteria for theses affordable housing opportunities the Directorate indicated that:

it is very much targeted at those on quintile 2 and below. The cut-off here in the ACT is household income of $100,000 gross. Applicants must be 18 years of age or older. They must be an Australian resident. The income is scaled up according to number of children. It does top out at about $148,000. There is acknowledgement that there are some low income families that need an affordable home. They must not own or have owned property in the past two years. One applicant must live in the home continuously for 12 months and, as we have said, they must come from the database. They are not sourced by the developer anymore; they are provided to the developer by government through the SLA.[[1231]](#footnote-1231)

Recommendation 126

The Committee recommends that the ACT Government complete work on the ‘expression of interest database’ to include requirements relating to on-sale of affordable properties.

##### Public And Community Housing Targets

During the hearing Committee sought answers from the Directorate as to why the targets for public and community housing were lower than the previous year’s targets. In response the Directorate indicated that:

The targets are part of the CRA/SLA act and they essentially came in for what we refer to as the mid-year of a land release program. In setting the first targets on sites that would be released to the community we essentially just used the quantum of affordable housing that had been released over the previous decade. That gave us a bit of a baseline given that the target did not have a quantum attached to it.

In terms them of how we developed it, we have a cross-government reference group. Again underlining the collegiate relationship between SLA and this directorate, the SLA are front and centre when it comes to sitting in the room and helping us with the targets. The CRA are also part of it, as are officials from CSD and two areas of my team, affordable policy and land release.[[1232]](#footnote-1232)

In terms of the mix itself, we have been very much guided by the capacity of our Housing ACT colleagues to take on new land opportunities and have the capital to develop on that land. I know there has been a high level of criticism about what appear to be quite small community housing targets: the first year was 34 and the next year was 20. Rather than being the flat percentage across everything that goes out, which has led in the past to suboptimal outcomes, the target has very much been on a site-by-site basis, hence the importance of having the SLA in the room as they are experts in that field.

When looking at the community housing sector, the first port of call—even before we established the first year target—was for us to approach the tier 1 providers and simply ask what was their current development capability. We also were guided by the pace at which the community housing sector has been adding affordable rental properties to the portfolio across the ACT. That number is about 12 per annum, so if we look at that number in isolation and we look at the fact that in the first year we released 34 and the next year we released 20, these are specifically affordable rental properties. These are not properties the community housing sector can develop at full market rate to cross-subsidise one or two of the others. There is a real focus now on getting the outcome we need via this program.

In terms of the year 3 target, we are absolutely hearing the criticism about how we have put in place the community housing target. We are already in very close discussions with the Community Housing Industry Association in the ACT, which represents not just the tier 1 providers but also the tier 2 providers as well as some of the service organisations that provide support services to community housing tenants. We have challenged them to come back to us with what the year 3 target looks like for them and how we can have a land release program that responds appropriately with a good mix of single residential, medium density or incorporation into some other larger multi-unit developments.[[1233]](#footnote-1233)

In relation to community housing, specifically, the Committee queried how the Directorate reached a figure of 20 sites and how they would be allocated. In response the Directorate indicated that:

The plan is to put those sites out under an expression of interest. We acknowledge that we want to grow the sector. We acknowledge that we have had one significant provider over the last 10 years who has been repositioning itself in more recent years to refocus its business more on community rental. The government acknowledges the yield gap that exists in the community housing sector. It is hard for the community housing sector to pay full market rate for land and then still be able to build on it, get 75 per cent rent, and make the maths add up. This is why we have taken quite a cautious approach in the first two years. We have acknowledged that we now have a target that does increase the effort when it comes to what we are adding to the stock, but we have still been conservative, deliberately, while we wait for a much better understanding from the sector about their development capability. We are now more satisfied, two years on, that the sector is aware of the targets that exist in the ACT, and certainly the commitment within government to grow the sector. We are, again, just taking that cautious approach.[[1234]](#footnote-1234)

Recommendation 127

The Committee recommends that the ACT Government clarify the rationale behind the targets for public housing and community housing site allocation and land release.

Recommendation 128

The Committee recommends that the ACT Government provide more ambitious targets to the City Renewal Authority and Suburban Land Agency for affordable housing, community housing or public housing targets.

Recommendation 129

The Committee recommends that the ACT Government explains how the sites allocated to community housing providers will be allocated.

Recommendation 130

The Committee recommends that the ACT Government adjusts its land release program so as to support Assembly motion of 11 April 2018 about the need for ‘growing social housing stock to at least maintain a minimum of 7.1 percent of the ACT’s housing stock’ over the long term and provide an increased supply of affordable rental housing.

Recommendation 131

The Committee recommends that the ACT Government provides sufficient capacity to Housing ACT to take on new land opportunities and have the capital to develop on that land.

Recommendation 132

The Committee recommends that the ACT Government reduce land tax for community housing providers.

##### Intent Behind Rural Land Purchases

The Committee asked a number of questions in relation to the current thinking on the use of rural leases acquired under the former LDA. In response the Directorate indicated that:

We are undertaking a planning strategy refresh. Before that, there was the 2012 ACT planning strategy. That strategy did identify areas for further investigation on the western edge, as well as a number of other actions. As part of the planning strategy refresh, we expect that we will again look at opportunities.

But, as I said earlier, that review will not be considering who owns the land. That is not a key consideration when you are looking at this high level strategic planning. From a planning perspective, we will continue to look at opportunities for greenfields development within the city as a part of the planning strategy refresh. That will not be considering the tenure of the land.[[1235]](#footnote-1235)

In further discussions the focus remained on the use of the land in question and additional information was provided by the Directorate which stated:

…the 2012 ACT planning strategy, which is the current planning strategy for the territory, does identify the western edge as potential future development. That gives an indication to anyone in this city, or anyone across the border, of what the government’s intentions are in terms of where it wants to look for those opportunities.

What we now need to do as we undertake the planning strategy refresh and subsequent planning studies, which I suspect will be identified through that process, is start to determine the capability. It may be that some of the land that has been purchased could be of high environmental value. That does not mean that it is a purchase that ought not to have been made. That land can then be used as a part of a reserve, environmental offsets. It can be used for infrastructure. We talked a little bit about that this morning in terms of central Molonglo.[[1236]](#footnote-1236)

The Committee then sought clarity as to what was meant by ‘not be considering the tenure of the land’ and was informed that:

What I am saying is that, in undertaking a planning analysis of the need for residential development and where that might go, who owns the land is immaterial. It is not relevant to the planning consideration. I will not stop in undertaking a planning analysis at a property boundary; I will consider the area. As you work through, you consider whether or not there is a slope that could prevent residential development. You would be looking at environmental values and the like. For example, in respect of environmental values, that does not stop at a property boundary. That is what I am saying.[[1237]](#footnote-1237)

Further to this the Committee asked if there would be any need for the ‘ACT Government to make purchases of land in advance of clear, defined plans and zonings.’[[1238]](#footnote-1238) The Directorate advised that:

The planning strategy itself, as I said, is reviewed every five years. When we undertake this planning review, I suspect that it will identify areas for further investigation. That further investigation may take a year; it may take two years; it may take longer to undertake. We are talking about quite an expansive area. So, no, I do not think that is what I am saying at all.

From a planning perspective, as the independent statutory authority chief planning executive, I am not at all concerned about who is buying the land and who owns the land. That is the point that I am making. I need to consider the area that I am studying based on the facts of the land capability, the geology and the impact on the environment—those types of issues. That is the point that I am making.[[1239]](#footnote-1239)

The Directorate also informed Committee that there was no recommendation currently in place for the SLA to acquire land.[[1240]](#footnote-1240)

##### Consideration of Greenfields Land Requirements

As part of discussions with regards to the planning strategy review process the Committee queried the possibility of new suburban growth areas and how the planning strategy would communicate where Canberra is going to grow. In its response the Directorate stated:

The minister, through his statement of planning intent, had made it clear that his expectation was that we would look towards a compact city and that would be the basis upon which we embark on this journey for the planning strategy refresh. Having said that, there will always be a need for some greenfields development. Of course we will necessarily need to look at what opportunities there might be for greenfields development.[[1241]](#footnote-1241)

The Committee then queried the relevance of the LDA recent rural land purchases in this context and were informed that:

We will not be particularly concerned about who owns the land. That is not a key consideration for me in this high-level planning work, but of course we will be looking at where the opportunities might be for further investigation for greenfields development. I come back to the point that I made that the minister has made it very clear that the primary focus here will be on providing for a compact city, recognising the need for the greenfields development, and therefore we will necessarily need to do some further work. I expect the planning strategy will identify an action that says we need to do more detailed investigative work, particularly in the rural areas, to see where the next development front might be.[[1242]](#footnote-1242)

Later in the hearing the Committee questioned, in the light of comments made by the Chief Minister that the ACT will run out of land and that there would be no more greenfields development, the accuracy of the comments by the Directorate in regards to identifying new greenfields developments. In its response the Directorate indicated that the Chief Minister’s comments were looking a future point in time but acknowledged the possibility:

First of all, in terms of the existing areas, we would need to look back at the 2012 existing planning strategy, which did identify future investigation areas for greenfields development. I am following the Chief Minister’s thinking. It is not for me to comment on his behalf. I am sure he was thinking about what the current planning provides for. I understand that the Chief Minister was talking about quite a fair way in the out-years. In fact, I am advised that the reference was to the 2030s.[[1243]](#footnote-1243)

I think that is an important point: it is a prediction that it could occur. But of course, that is why we have a planning agency. We will continue to do work in relation to the planning strategy, the planning strategy refresh. The existing strategy identifies that there are opportunities for further investigation. We will revisit that as part of this refresh.[[1244]](#footnote-1244)

The Planning Minister also informed the Committee that the focus was on what was available in the near future:

The challenge for us is to look at what we have available in the near future—in the next 20 to 30 years, for example—to see whether we should go to the east of Canberra to Kowen Forest. There is an opportunity to the west of Canberra. There is no more room to the north or the south, but there is to the west of Canberra, perhaps into some of those rural areas.[[1245]](#footnote-1245)

###### Committee Comment

Some members of the Committee are particularly concerned about the former LDA’s rural land purchases between the western edge of the city and the Murrumbidgee River.  Aside from potential integrity issues, the purchases may have undermined planning for Canberra’s future growth by possibly pre-judging where that growth will be.

There is no evidence to suggest that there has been any community consultation with residents in Weston Creek, Molonglo and southern Belconnen, who will be affected by any new suburbs. There is also no evidence to suggest that there has been any public debate on critical questions such as whether Glenloch Interchange and Cotter Road would be able to handle the traffic generated by any new suburbs.

Evidence from the Chief Planning Executive suggests that the Planning Strategy refresh is likely to identify areas where more detailed investigative work is needed, particularly in the rural areas, to identify the next development fronts.

Consequently the investigative work for the Planning Strategy Refresh should not be done in secret, internally to Government – community consultation is required.  It should not only look at the LDA land purchases – it should look at all options.  It should also consider the wider impacts on Canberra, such as traffic congestion on key entry points to the City and Barton.  It should therefore be done as part of the current Transport for Canberra and Planning Strategy review processes, not left to a future investigation.

Recommendation 133

The Committee recommends that the ACT Government undertakes a comprehensive assessment of future growth areas for Canberra, in consultation with the community, as part of the current Transport for Canberra and Planning Strategy review processes.

##### Indicative Land Release Program – Light Rail Considerations

The Committee noted the release of land along Athlon Drive well in advance of the light rail development along that corridor. It then queried the financial implications of this decision as it appeared to the Committee that waiting until the light rail was imminent would increase the returns on the land. The Directorate indicated that timing was a consideration but freeing up land was a priority:

Certainly we want to try to get the best returns. But of course we need to free up land that is available for those who want to live in Canberra in this four-year land release program as well. There are those processes to consider at the same time.[[1246]](#footnote-1246)

It is about providing the opportunity for choice in various parts of Canberra, Ms Le Couteur, in relation to future housing. It would be a challenging position to take to say that we should not release any land along any potential future light rail corridor. We need to cater for growth now.[[1247]](#footnote-1247)

Recommendation 134

The Committee recommends that the Government coordinate land release with light rail development so as to maximise the financial return to the Territory.

### Urban Renewal

Output 4.2; Urban Renewal, delivers projects that involve multiple policy outcomes. This work includes the identification of key precincts and individual projects, prioritisation of projects based on community need, undertaking feasibility studies and due diligence, and project delivery including demolition and minor works. This work seeks to integrate urban renewal opportunities across Government around defined urban renewal precinct, including within town and group centres and within pockets of established suburbs, such as local centres.[[1248]](#footnote-1248)

Some matters that may be relevant to this output have been considered under the City Renewal Authority.

#### Matters Considered

Matters considered by the Committee in relation to Urban Renewal in its hearing on 29 June 2018 included:

* Due Diligence Funding[[1249]](#footnote-1249)

#### Key Issues

##### Due Diligence Funding

The Committee noted the budget allocation of funding for due diligence work for urban renewal and queried what it would be used for. In response the Directorate stated:

The due diligence money is spread across a number of sites: sites related to commercial direct sales and other urban renewal sites. A lot of what we do is in relation to heritage and environmental constraints and traffic reports. It is basically an allocation because we do not know at this time what we will have. That is consistent with urban renewal at the moment, that is, we have proposals from particularly the commercial sector and then we have to go through that due diligence process and make sure they are ready to go into the indicative land release program or into future release.[[1250]](#footnote-1250)

The Committee then asked the reason for the additional funding. In response the Directorate informed the Committee that due to the growth of the city, the extra $1.49 million was to help fund the $3.39 million of work due to be done next year[[1251]](#footnote-1251) and that it would go towards items such as:

site servicing work. This due diligence money enables us to bring a site to market. That may be stormwater ties, driveway connections and that type of minor servicing works to enable a property to be sold to the market. This year, as an example, there are some sites in Greenway which we have money to service. That is part of an existing community facility direct sale to the Salvation Army that we are doing the site preparation work for.[[1252]](#footnote-1252)

Other examples are in relation to potential ACT property group properties surplus to our needs. We will do tree assessments on those properties, we will look at potential contamination issues, demolition costs and those types of issues. Each year we do a forecast of our likely due diligence based on the indicative land release program and other planning documents so we can bring those properties to market as and when required. Some of that work will involve assisting the City Renewal Authority to do due diligence work for sites within the city.[[1253]](#footnote-1253)

### Loose Fill Asbestos Insulation Eradication Scheme

Under Output 5.1 the Asbestos Response Taskforce delivers the Loose-fill Asbestos Insulation Eradication Scheme (the Scheme) safely, compassionately and efficiently. It provides support and advice to affected homeowners, the Canberra community, industry and Government.[[1254]](#footnote-1254)

#### Matters Considered

Matters considered by the Committee in relation the loose-fill Asbestos Insulation Response Eradication Scheme at the hearing of 29 June 2018 included:

* buy back process of remaining properties;[[1255]](#footnote-1255)
* future management of properties that have chosen to not be part of the Scheme;[[1256]](#footnote-1256)
* affected commercial properties;[[1257]](#footnote-1257)
* selling of affected properties – price point and on-selling;[[1258]](#footnote-1258)
* blocks belonging to Housing ACT;[[1259]](#footnote-1259)
* plans for complex properties;[[1260]](#footnote-1260)
* targets for sales and demolishment;[[1261]](#footnote-1261)
* funds for residents;[[1262]](#footnote-1262)
* risk of overspend;[[1263]](#footnote-1263)
* Commonwealth loan – repayments and loan conditions;[[1264]](#footnote-1264)
* maximising return on sales for blocks;[[1265]](#footnote-1265)
* dual occupancy considerations impacting on future purchasers near affected blocks;[[1266]](#footnote-1266)
* contract with Colliers;[[1267]](#footnote-1267)
* conditions for block clearing by purchasers e.g. tree removal;[[1268]](#footnote-1268)
* commission on sales by paid under Colliers as opposed those sold by SLA;[[1269]](#footnote-1269) and
* the need for a Board of Inquiry.[[1270]](#footnote-1270)

#### Key Issues

##### Future Management of Properties That Have Chosen not to Part of the Scheme

The Committee queried the arrangements and policy for those leases that have chosen not to enter the buyback scheme. The Directorate indicated that:

If they remain in their dwelling, they need an asbestos management plan in place, and we are working with them. Some have decided not to be part of the buyback scheme and have individually gone out and sought their own demolition. Once we are sure that the demolition has occurred in a safe way, we deregister those properties; so we take them off the list.[[1271]](#footnote-1271)

The Committee further queried what would occur if the owners of these properties exercised their right not to surrender their lease or enter the buyback scheme. The Directorate indicated that:

The focus has always been on safety—safety of the residents and safety of the community. At the moment we are asking them to put in asbestos management plans, which is about how they are going to handle notifying any people that come onto their site—any tradesmen that work with them. That is the process we are going through at the moment.[[1272]](#footnote-1272)

Following this response the Committee sought clarification on what would happen at the end of the program in 2020 if owners refused to move. The Directorate informed the Committee that:

…there is still some time to work with those residents. The buyback scheme has always been a voluntary scheme. As we have seen, there has been a large take-up of that voluntary scheme. The position remains that we think demolition is the only lasting option. The government has created a voluntary scheme which most of the householders have participated in, and we are working through those. For those that are not participating, we are again looking to safety first. At this stage they remain as a registered property, as one that has loose-fill asbestos in it. There is an asbestos management plan that they need to have in place for anyone doing that. I do not think we can speculate about what will happen in 2020.[[1273]](#footnote-1273)

The Directorate further noted that:

We always knew that, as we got to those remaining few, that was going to be more challenging. We do have until 2020, and we will continue to work over the next year or so to determine the best course of action.

We have heard this morning that there are a number of options that could be considered, but we need to be very careful, as we work through each of those options, to ensure that we fully understand the consequences of each of those options. Rather than give an answer today on what may or may not be the best course of action, we will continue to do that thinking over an appropriate period of time.[[1274]](#footnote-1274)

Recommendation 135

The Committee recommends that the ACT Government prepare and publish a policy for owners of properties with loose-fill asbestos that still own and live in a property beyond 2020.

Recommendation 136

The Committee recommends that the ACT Government decide and announce whether properties with no current evidence of loose fill-asbestos will be allowed to be occupied beyond 2020.

##### Plans for Complex Properties

The Directorate informed the Committee that a number of impacted properties that were yet to be demolished as part of the scheme were considered complex properties and required a unique approach by the Taskforce:

…some of the impacted properties are a little bit more complex—in townhouse developments, where one, two or three of a group of townhouses have been impacted. That is where we need to take a more bespoke or individual approach and work with not just the affected home owners but those that live on either side and in some cases the body corporate as well.[[1275]](#footnote-1275)

The Committee then queried how these properties would be dealt with and were informed that:

We have identified 53 properties, and we call them complex properties in-house, and that is because each of them has a shared wall or they are a townhouse. For each of those we have taken a different approach. For some, there has been engagement at the body corporate level to see what we can do; for others, there has been consideration of the additional purchase of an impacted property, a shared wall property. Each approach has been very individualistic, and that is where I think the work of the task force has evolved over time. Early in the piece it was very much a large demolition and sales program, whereas now it is really an individual approach, both human services and engineering at times.[[1276]](#footnote-1276)

In response to a Question Taken on notice the Directorate also informed the Committee that:

To date, 949 of the 1023 properties identified as affected by loose fill asbestos insulation have been demolished, either through the Loose Fill Asbestos Insulation Eradication Scheme or privately.

Of the remaining 74 properties:

• 3 are single dwellings currently owned by the Territory and scheduled for demolition in the coming months.

• 31 are single dwellings participating in the Scheme with a future settlement date (28 of which have elected a June 2020 settlement date)

• 21 are complex properties

o 16 owned by the Territory, with planning work commenced for their demolition

• 3 strings (separately titled properties that share walls)

• 7 dual occupancy unit titled properties

• 5 units (some with shared walls) within Unit Complexes

• 1 single dwelling, but with a shared garage

o 3 owned by the Territory but associated with another affected or impacted property not yet owned, so planning work has not yet commenced.

• 1 duplex

• 1 string (separately titled properties that share walls)

• 1 dual occupancy unit titled property

o 2 not yet owned by the Territory (both with June 2020 settlement dates)

• 1 duplex

• 1 string (separately titled properties that share walls)

• The remaining 19 properties are not participating in the Scheme. It is understood that demolition planning has commenced for 4 of these properties.[[1277]](#footnote-1277)

##### Maximising Return on Sales for Blocks

The Committee noted the estimated figures for sales of remediated and deregistered blocks in the budget met the target figure and queried the ability of the Directorate in a slowing market to meet the target. The Committee were informed that:

It has always been an eradication scheme, not a sales scheme. We have offered, as I said, the first right of return and then a public auction and then an over-the-counter with a reserve price equal to the valuation. It has been incredibly difficult to predict the sales. Some have sold quite quickly; some have sold, I suppose, at above the value price and some have remained on the market for some time. We do expect those numbers to line up. Maybe we guessed right.[[1278]](#footnote-1278)

When questioned further by the Committee as to whether the aim continues to be to maximise sales returns on the block, particularly as the taskforce bottom line is better than expected, the Directorate indicated that this was still a priority so that it could:

…ensure the cost to the Canberra community was as little as possible. The original target looked at was about a $400 million cost after the one-point-something billion dollar overall cost for the Canberra community. As you have heard, that has been reduced to approximately $295 million. It is still a very large cost to the Canberra community, and if we can reduce the burden of that cost to the Canberra community, that is what we should do.[[1279]](#footnote-1279)

As part of this line of questioning the Committee also queried as to why, in the middle of an affordable housing crisis this approach was still being taken. In response the Directorate indicated that selling the blocks for affordable housing as part of the scheme was a ‘policy decision that had not been made by government.’[[1280]](#footnote-1280)

Recommendation 137

The Committee recommends that the ACT Government detail how the balance of the Commonwealth loose-fill asbestos loan facility is currently being utilised.

##### Dual Occupancy Considerations

Whilst acknowledging that notifications were made to current owners of neighbouring properties about nearby ‘registered blocks’, that have ‘dual occupancy rights’ and those that do not, the Committee noted the lack of clarity over the nature of adjacent properties for future purchasers who may purchase a property without being aware that a neighbouring block has special dispensation for dual occupancy due to it having been a ‘registered property’. The Directorate acknowledged these concerns:

You have raised an interesting point and there is a simple fix to this in terms of mapping these blocks within the Territory Plan. We do have precinct code maps for every suburb and the reason that we have those precinct code maps is for purposes such as this, where there are provisions within the Territory Plan itself. If we think that there is a need to make it easier for people to find, we can mark on those precinct code maps that there is a particular provision that relates. That is certainly something, as a process issue, that we could explore to ensure that it is easier for people in perpetuity to understand the rules that apply.[[1281]](#footnote-1281)

In turn Committee expressed concerns that mapping of these sites would forever stigmatise these blocks as ‘Mr Fluffy’ blocks even after they have come off the register. The Directorate sought to reassure the Committee that this would not be the outcome, stating:

I do not think that it is stigmatising. I think that, in terms of where these blocks are or even the ones that have been demolished, it is well known; it is on the public record. What I am doing here, Mr Coe, is exploring with you the opportunities to make it clear what rules apply to what blocks. This is an option that I am putting on the table, but certainly there are other options that we can explore. As I have said, you have raised a valid point and we are always looking for ways to improve the planning system in the ACT and are happy to receive the comments that you have made.[[1282]](#footnote-1282)

Recommendation 138

The Committee recommends that the ACT Government put in place a mechanism to inform the community which blocks have dual occupancy rights due to them being in the loose-fill asbestos buyback concession scheme.

### Public Housing Renewal Taskforce

Output 6.1, the Public Housing Renewal Taskforce, is delivering 1,288 replacement public housing dwellings what will better meet the needs of tenants, now and into the future, as part of the ACT Government’s public housing renewal program. This program supports the renewal of Canberra’s urban areas as the Public Housing Renewal Taskforce works with Urban Renewal, the City Renewal Authority and Housing ACT, to support the sale of older multi-unit public housing properties that are no longer fit for purpose.[[1283]](#footnote-1283)

#### Matters Considered

Matters considered by the Committee in relation to the Public Housing Renewal Taskforce in a hearing on 29 June 2018 included:

* proposed Chapman public housing site[[1284]](#footnote-1284)
* Housing Renewal Program.[[1285]](#footnote-1285)

### Office of the Commissioner for Sustainability and the Environment

Under Output EBT relates to the Office of the Commissioner for Sustainability and the Environment, which publishes the State of the Environment Report; and investigates complaints, by Ministerial direction or where a Territory agency’s actions may have a substantial impact on the environment.[[1286]](#footnote-1286)

#### Matters Considered

The Committee considered the following matters in relation to the Office of the Commissioner for Sustainability and the Environment on 28 June 2018:

* state of the environment report;[[1287]](#footnote-1287)
* Gungahlin and Molonglo Valley strategic assessments;[[1288]](#footnote-1288)
* Commissioner’s target of 90 per cent resource recovery by 2025;[[1289]](#footnote-1289)
* Commissioner’s review of the plastic bag ban to be tabled in August 2018;[[1290]](#footnote-1290)
* impact of new container deposit scheme;[[1291]](#footnote-1291)
* waste to energy policy;[[1292]](#footnote-1292)
* proposed materials recovery facility in Fyshwick;[[1293]](#footnote-1293)
* environmental economic accounting of the value of trees;[[1294]](#footnote-1294)
* Ginninderry development, including its exemption from requirement for an environmental impact statement;[[1295]](#footnote-1295)
* Professor Auty’s submission to Belconnen Bikeway consultation;[[1296]](#footnote-1296)
* engaging the public through social media;[[1297]](#footnote-1297)
* Commissioner’s submission to the Housing Choices program;[[1298]](#footnote-1298)
* date of the last Commissioner initiated consideration;[[1299]](#footnote-1299) and
* accountability measures for the OCSE;[[1300]](#footnote-1300)
* Commissioner’s relationship with the Minister and Directorate.[[1301]](#footnote-1301)

#### Key Issues

##### Accountability Indicators for the OCSE

The Committee asked when the OCSE last conducted a Commissioner initiated investigation under the *Commissioner for Sustainability and the Environment Act 1993*. On notice, the Commissioner informed the Committee that there has been one such investigation:

The only Commissioner initiated investigation (s12 (1) (c)) that has been undertaken by this office was initiated in March 1999 by the former Commissioner Dr Joe Baker… Since then, there have been no Investigations that have been undertaken by the CSE without Ministerial Direction, not including those that are generated by public complaint. This is not to say that the Commissioner does not raise issues with the Minister that, in the Commissioner's view, require further investigation. It is important to retain this function should there be a significant divergence of views on a critical matter.[[1302]](#footnote-1302)

The Committee queried the meaning and usefulness of the OCSE accountability indicator to ‘undertake Commissioner initiated investigations in accordance with the Terms of Reference’ when this legislative function has not been exercised since 1999.

In response the OCSE told the Committee that they have previously raised concerns about the relevance of their accountability indicators with the Auditor General:

We did raise some of our concerns about the measurability, and the appropriateness of some of these measures. However, they have not changed since then.[[1303]](#footnote-1303)

Recommendation 139

The Committee recommends that new accountability indicators be established to better reflect and measure the work performed by the Office of the Commissioner for Sustainability and the Environment.

##### Trees

The Committee asked the Commissioner if she had a view on the value of trees. The Commissioner responded by saying:

It is very clear that many cities around the world and cities in Australia have put value on trees. They have put value on them for amenity and for what they provide by way of responses to the urban heat island effect. I am aware that in the city of Melbourne they have certainly put value on trees. It will be an interesting exercise to see what the environmental economic accounts deliver by way of the value of a street tree as distinct from the value of a tree in a forest or the value of a tree in a grassy woodlands, for instance. But the work is capable of being done. I understand there have been some approaches made to give effect to that.[[1304]](#footnote-1304)

###### Committee Comment

The Committee notes the impact that that trees have on urban heat island effect and the value they are held in Canberra and around the world.

This matter was also discussed with the Treasurer on 18 June 2018. (See Chapter 5: Chief Minister, Treasury and Economic Development Directorate for further details and associated recommendations).

### City Renewal Authority

The City Renewal Authority (CRA) is a Territory Authority established under Section 7 of the *City Renewal Authority and Suburban Land Agency Act 2017* to lead, manage, facilitate and undertake urban renewal projects in declared urban renewal precincts.[[1305]](#footnote-1305)

#### Matters Considered

Matters considered by the Committee in relation to the City Renewal Authority on 19 June 2018:

* affordable Housing in urban renewal precincts – including ANU, Northbourne, West Basin and CIT sites;[[1306]](#footnote-1306)
* car parking availability;[[1307]](#footnote-1307)
* land sales process compared with LDA;[[1308]](#footnote-1308)
* container village responsibilities;[[1309]](#footnote-1309)
* West Basin park;[[1310]](#footnote-1310)
* land negotiations with Commonwealth;[[1311]](#footnote-1311)
* lane-way activation of Sydney and Melbourne Buildings – Waste management;[[1312]](#footnote-1312)
* proposed Civic, Arts and Cultural Precinct - Canberra Theatre and Civic Square redevelopment and activation;[[1313]](#footnote-1313)
* proposed Civic, Arts and Cultural Precinct – effect on Section 100;[[1314]](#footnote-1314)
* Lonsdale/Mort Street closures during Summernats;[[1315]](#footnote-1315)
* CRA structure;[[1316]](#footnote-1316)
* Events ACT and CRA;[[1317]](#footnote-1317)
* CRA Board;[[1318]](#footnote-1318) and
* business cases put before CRA Board.[[1319]](#footnote-1319)

#### Key Issues

##### Affordable Housing in Urban Renewal Precincts

The Committee asked questions in relation to the capacity for the conditions of sale of sites such as Northbourne Avenue, the ANU and CIT to incorporate affordable housing in their future developments. In response the Committee was informed by the CRA that :

We are always on the lookout for opportunities to incorporate affordable housing. We are very committed to any opportunities that arise not only on our sites but also on sites that the private sector is bringing forward within the city renewal precinct to encourage them to incorporate affordable housing…As other sites open up that are in our direct control, in the city centre around West Basin, our work to review the ultimate development mix on those sites would necessarily include the investigation of affordable housing.[[1320]](#footnote-1320)

In response to queries from the Committee as to what the CRA meant by the term ‘encourage’ in this context, the CRA further informed the Committee that:

The opportunity for the City Renewal Authority to influence outcomes is more around sites that are going to go to the market in coming years, especially from the city down towards the West Basin precinct. That is land that we can control and where we will have some opportunities to influence outcomes.

Working with EPSDD, who set the policies around affordable housing targets, we will be looking to incorporate some of those initiatives into West Basin. We are about to undertake a review of West Basin and the planning principles around West Basin. Some of that will be looking at affordable housing and the impacts of affordable housing in there, and what that might mean and how we might achieve that through a delivery approach that we will then put through to our board for consideration. That West Basin review is timed to take about six months to complete.

As I said one of the aspects of that review will be looking at affordable housing and how we can incorporate that into those precincts. The opportunity for the CRA to influence affordable housing and achieve affordable housing targets would be limited to sites that we actually control, and they are mainly the sites that are on the forward land release program.[[1321]](#footnote-1321)

These matters were also discussed with ‘Land Strategy’. See ‘Land Strategy’ in this Chapter for associated recommendations.

##### Lane-Way Activation of Sydney and Melbourne Buildings – Waste Management

The Committee noted the establishment of waste enclosures in courtyards of lane-ways at the rear of the Sydney and Melbourne Buildings and asked what consultation was undertaken with these businesses in relation to the use of the waste enclosures and waste collection. Whist the Committee were informed that there was ‘extensive consultation’[[1322]](#footnote-1322) they were also advised that:

I could not say that 100 per cent of the tenants have embraced the idea. They were not given a particular choice about that because the waste collection happens on territory land. But we are confident that by bringing the waste management contract under our control, at least initially for 12 to 24 months, the different businesses will ultimately be paying less. Not only will it deliver a great physical outcome but we are pretty confident through the numbers we have run that a single contractor can deliver efficiencies and savings far more than they were attempting through their own individual contracts.[[1323]](#footnote-1323)

Going back to your earlier question about the consultation we have done, we have done some industry briefings with the waste providers. We have told them about an upcoming procurement to identify a waste provider to service these laneways. We are hoping to commence that process soon.[[1324]](#footnote-1324)

The Committee also queried the costs that would be incurred by businesses in relation to the waste collection, particularly in the transition period to the new waste enclosure arrangements. The Committee were informed that:

At this stage it is looking like we will undertake audits of the businesses to determine what sort of waste each business produces. Then we will be looking at ways we can coordinate the cost transfer to each of the businesses to reflect the waste they generate. There are consultants who do that and we are exploring some consultants who can come in and help facilitate those consultations with the businesses.[[1325]](#footnote-1325)

Following on from this response the Committee questioned the costs for non-hospitality related businesses as compared to hospitality businesses who have proportionally greater amounts of waste. In response the CRA indicated that the territory was leading the contract for two years and was taking responsibility for setting up the scheme and that although the waste levels and frequency of collection had not yet been determined it would be a ‘fair scheme’[[1326]](#footnote-1326):

…that they will not be worse off. That is the importance of undertaking an audit of the businesses and the waste they produce. As you say, some businesses produce a higher proportion of recyclable waste, which has a lower cost to dispose of, than restaurants which have a lot of food waste, which costs a lot more to dispose of.[[1327]](#footnote-1327)

The CRA also advised the Committee that the movement of the bins would ‘free up’ the space and the opportunity for businesses to contribute to the activation of the space.[[1328]](#footnote-1328)

I have done a number of meetings with traders and explained to them what this opportunity represents. They absolutely get it, because they are smart operators; they are entrepreneurs. We have absolute confidence, given the previous events that have been conducted in those courtyards, which have been very successful, where we have closed off the courtyards for just pedestrian use, for activation purposes. That has been really well received.[[1329]](#footnote-1329)

Recommendation 140

The Committee recommends that the ACT Government maintain an open and consultative dialogue with businesses in the Sydney and Melbourne Buildings, particularly in relation to the extensive changes, such as is occurring with waste collection management, which are being undertaken to activate the rear laneways of these buildings.

Recommendation 141

The Committee recommends that the City Renewal Authority publish a quarterly report detailing how the CBD improvements levy is being expended.

##### Proposed Civic, Arts and Cultural Precinct - Canberra Theatre and Civic Square redevelopment and activation

The Committee undertook a series of questions about the social benefits of urban renewal in the City. In particular the Committee asked about the scoping study for a new Canberra Theatre Centre and future opportunities for the Civic Square precinct. In relation to the Canberra Theatre the Committee were informed that:

The work on the business case is due to start. Our strong view is that, if that investment—really important public, social infrastructure investment—is to achieve all of the social benefits as well as the cultural benefits that it offers, it must be done through an appreciation of the broader linkages and connections, and urban design context within which that development would occur.

This work is primarily around looking at developing that comprehensive urban design framework, which would then inform the kind of briefs that ultimately would go to the architects, for example, for the Canberra theatre, which would go to the development conditions we would apply to section 100.[[1330]](#footnote-1330)

The CRA also indicated that not only would the study be looking at the Canberra Theatre and how it could impact on new and current developments but also how the precinct can be tied together and revitalised, similar to what has occurred in Federation Square in Melbourne[[1331]](#footnote-1331):

As Malcolm has just explained, the CRA is taking a bit of a broader perspective and looking at it on a precinct basis. We are looking at the fact that Civic Square and the laneways are not particularly great public spaces. We are looking at how we can improve them—activate, and bring in more life and some vitality.[[1332]](#footnote-1332)

The design challenge is to say that this should be the place of civic celebration and protest. It should be the natural place people come to, to celebrate as they do in Federation Square for a World Cup victory or whatever. It is a space size that I do not think will change. But it is a space that desperately needs to have something that feeds into it—for example, how people get across London Circuit. These are going to be live questions for us, because it is quite isolated.

As I said it is how it connects to City Hill, how it connects to the legal precinct, how it connects to what potentially is going to come on the Constitution Avenue side. I think there is a range of real possibilities there that this work will examine and provide a template for.[[1333]](#footnote-1333)

### Suburban Land Agency

The Suburban Land Agency (SLA) is a Territory Authority established under the *City Renewal Authority and Suburban Land Agency Act 2017* to deliver the ACT Government’s desired suburban land development.[[1334]](#footnote-1334)

#### Matters Considered

Matters considered by the Committee in relation to the Suburban Land Agency in its hearing on 29 June 2018 included:

* SLA Vision and Culture;[[1335]](#footnote-1335)
* SLA Records Management;[[1336]](#footnote-1336)
* SLA Risk Register;[[1337]](#footnote-1337)
* SLA – vision for new suburbs;[[1338]](#footnote-1338)
* SLA Board – Consideration of mode of delivery for Lawson;[[1339]](#footnote-1339)
* SLA Board – Meeting Minutes;[[1340]](#footnote-1340)
* SLA Land Release – Detached Dwellings;[[1341]](#footnote-1341)
* role of SLA in Choosing Selling and Marketing Agents and Valuers;[[1342]](#footnote-1342)
* former Water Police Site in Belconnen;[[1343]](#footnote-1343)
* Gold Creek Homestead;[[1344]](#footnote-1344)
* Lawson Land Release;[[1345]](#footnote-1345)
* land development fronts – Gungahlin, Molonglo and West Belconnen;[[1346]](#footnote-1346)
* new suburbs and estates – Throsby, Lawson, Jacka, Kenny, Taylor, Coombs, Wright, Whitlam, Molonglo, and Denman Prospect;[[1347]](#footnote-1347)
* delineation between EPSDD and SLA;[[1348]](#footnote-1348) and
* amount of Land available in the ACT.[[1349]](#footnote-1349)

#### Key Issues

##### Publication of Minutes of the Suburban Land Agency Board

The Committee asked why the minutes of the first three meetings of the Suburban Land Agency Board have not been published. On notice, the Minister for Housing and Suburban Development informed the Committee:

ln August 2017, soon after the inception of the Suburban Land Agency (the Agency), I provided a letter of expectations to the Board Chair which is publically available on the Agency's website. The letter of expectations included that the Board consider the "regular public release of board papers or reports" as a way to enhance accountability, transparency and participation.

The Board considered this request and following the commencement of the new Chief Executive Officer in November 2017, implemented a new process to make the minutes of Board meetings available on the Agency's website. Generally, minutes of one meeting are accepted by members of the Board at the following meeting. Once accepted, minutes are made available on the Agency's website.[[1350]](#footnote-1350)

Recommendation 142

The Committee recommends the ACT Government publish the minutes of the first three meetings of the Suburban Land Agency Board.

##### Role of SLA in Choosing Selling and Marketing Agents and Valuers

Following on from a number of questions throughout the hearing in relation to land sales the Committee asked the SLA in relation to how it chose the marketing agents who sell the land on its behalf. The SLA indicated that they chose, according to skill sets, from a seven agent government panel.[[1351]](#footnote-1351) They also told the Committee that the choice of agent depended on:

current workloads, current skill sets, current sales. There is a whole raft of factors. Some panel members have certain skill sets while others have quite full workloads. We keep an eye on the schedule of what has been offered and then we will go through a quote process that will be assessed through our business. [[1352]](#footnote-1352)

We do not want to have agents appointed that have excessive workloads and cannot meet targets. We have to keep our eye very closely on panel arrangements and who has been seconded to do what work through that panel arrangement.[[1353]](#footnote-1353)

Price is key to it; price is important. But certain skill sets are required as well.[[1354]](#footnote-1354)

When asked what the agents actually did, the SLA informed the Committee that after the SLA had set up its marketing plan, brand strategy or campaign strategy, the agent, who may have also contributed to the marketing side of the development process, would often:

do listings online and they do national road shows, something we do not always have the capacity to do. They look for different markets to potentially come into the territory. They manage sales offices and suites on behalf of the territory because they are actually exchanging land contracts through those processes. We have inventory of land, so we need a presence in the market. They also manage venues, equipment hire and the facilitation of an event, for example.[[1355]](#footnote-1355)

The Committee also asked how the SLA chose valuers and were informed that it ‘was the same process as the agents panel…a whole-of-government panel and they are selected to undertake the valuations.’[[1356]](#footnote-1356)

Noting the potential use of valuers and agents from the same organisation, the Committee queried the likely conflicts of interest that may arise in these situations and how they were mitigated. In response the SLA indicated that:

Our valuations policy ensures that we get at least two independent valuations. So that is a mitigation to one valuation perhaps being conflicted.[[1357]](#footnote-1357)

If the values are outside of a 10 per cent difference we will look to get a third valuation. If there is one that is abnormal we would get a third valuation.[[1358]](#footnote-1358)

Recommendation 143

The Committee recommends that the ACT Government publish its policy for how residential sales agencies are chosen for work undertaken for the Suburban Land Agency.

Recommendation 144

The Committee recommends that the ACT Government always engage a sales agent independent of the valuer engaged, to minimise conflicts of interest.

##### Profit Target

The Committee asked about the Suburban Land Agency’s approach to profit and revenue maximisation. In response, the SLA said they are not a profit-driven organisation, but balance social, environmental and financial obligations:

If you look at our act and our statement of expectation from the minister, it is very much around balancing social, environment and financial responsibilities. As the minister suggested, and also as Ben suggested, we are not profit-driven. Given the remit of our act, we are not profit-driven. When you look at it, the actual supply lever is not our lever. We are required to supply as per the indicative land release program. It is not our decision as to how much we should or should not supply. It takes away a lot of what would be a profit-driven organisation.

That being said, we do have traits of a profit-driven organisation. We do ensure that we act responsibility. We have efficient processes. We keep our costs as low as we can. But we are not profit-driven. We are not revenue-driven, and whenever we make a decision that is an evaluation of a tender which takes into account build quality, design outcomes or community engagement, we are actually making a balanced decision that takes into account financial responsibility and environmental responsibility.[[1359]](#footnote-1359)

Recommendation 145

The Committee recommends that the Budget papers include the Suburban Land Agency’s profit target as a percentage of total revenue from land sales.

##### SLA Record Keeping

The Committee asked the SLA about its implementation of training programs in relation to records management. In its response the SLA indicated that the training is mandatory and that:

In looking to improve our record keeping we have transformed from a paper-based system to an electronic system called Objective, and there has been significant training for everyone on the team for that record-keeping system.[[1360]](#footnote-1360)

Recommendation 146

The Committee recommends that the Suburban Land Agency ensure that all staff and members of the Suburban Land Agency have completed record-keeping training and undertake record-keeping refresher training every 12 months.

##### Vision and Culture

The Committee noted the significant changes that had been occurring in the development of and within the SLA and queried what was being undertaken to ‘foster a strong and positive culture in the agency.’[[1361]](#footnote-1361) In response the SLA spoke of the transformational change to a new vision and culture that was occurring within the organisation and in its relationships with its key stakeholders:

One of the challenges, I will be frank, is the transformational change at the same time as delivering on our business as usual targets. My hat is off to the team; they are very passionate group of people who have delivered very well this year.

I can relay some of the structural change. We have been through a new act, a new statement of expectations. I talked before about our new remit to balance social, environmental and financial responsibilities. We have a new board, five very experienced board members who are very good at asking deep questions and who are rigorous in their questioning. Our board chair has clear, direct accountability to the minister.

We have a new CEO—me. I have direct accountability to the board, again with very clear accountability. We operate in the new structure within the umbrella of the directorate. It is designed to ensure collaborative decision-making and clear accountability in different roles. We are, as discussed, a traditional delivery organisation. We do not have the supply lever. We are driven by the new vision. To deliver against that new vision, we have a set of strategic focus goals that are really putting us on the right way forward.

At an operational level, we have the minister’s directions. We have received our second for this year coming. We have a statement of intent which we believe fully caters for our vision and is responding to the minister’s statement of expectations. We now have regular monthly meetings, quarterly meetings and annual reporting to both government and the minister.

Our board has established two committees: the board audit and risk committee and the people and transition committee. The board audit and risk committee is responsible for overseeing mismanagement, the reporting of financial information, the adequacy of financial controls, legal and regulatory compliance frameworks, and external and internal audits.

Our people and transition committee is responsible for overseeing some of the more significant human resources matters, including our organisational culture, our organisational structure, our capability and also our diversity. It is important to note that, over the last 12 months since inception, we have had 25 different board and committee meetings, so we have a very active board.

Within the portfolio of EPSDD a portfolio project governance committee has been established. That committee meets monthly, is chaired by the directorate’s chief operating officer and has membership which includes senior executives from within the directorate, SLA and CRA. The committee has an ongoing work plan that is agreed and prioritised, looking at through the different policies.

We finalised a service level agreement with the directorate and the CRA, and we have also embarked on a number of training programs that have been rolled out to all staff. These include respect and equity, diversity, freedom of information, probity fundamentals, fraud and ethics prevention, as well as many other training programs.

So that is the road we have taken to ensure we are a transforming organisation with a new vision and a new culture. In amongst all of that change, we have been able to deliver operationally. Our performance against the indicative land release program has been very pleasing.[[1362]](#footnote-1362)

##### Lawson Land Release

The Committee queried the decision making process that had been employed when deciding to go with an englobo mode of delivery for Lawson. The Committee were informed by the SLA that this decision ‘was made by the LDA board. It was reflected in our budget and the indicative land release program at inception of the SLA.’[[1363]](#footnote-1363)

Following a line of additional questioning the Committee were also informed that the Lawson site was intentionally released late in the 2017-2018 financial year as it was an imperative that they got ‘things right’:[[1364]](#footnote-1364)

It was identified in the land release program this year. If we had got things right six months ago, it would have been released six months ago. At this point, we were happy that we had things right for it to go to release yesterday.[[1365]](#footnote-1365)

The SLA went on to explain to the Committee that this reflected a change in approach by the agency:

Some new people are looking at it now with the Suburban Land Agency, John Dietz and the board and everything. We have already talked about the fact that change can take some time. Over the past 12 months there have been a whole lot of achievements within the Suburban Land Agency already. But this kind of change in having a closer look at the land release and having a different perspective on it as well, with a new set of eyes, makes a bit of a change to how it goes ahead and the timing of it. At the moment it might not be perfect, but it certainly makes it a more fulsome process when a whole lot of different eyes are looking at it and having a different perspective on it.[[1366]](#footnote-1366)

I will add one thing: the timing, when we release it, does not take away from industry’s time to review it. Yes, we have released it now, but industry still has, I think, two months or so to review and then respond. Whether we had released it a month ago or a month prior to that would not have changed the amount of time we give industry to respond to our expression of interest.[[1367]](#footnote-1367)

## Education Directorate

### Introduction

The purpose of the Education Directorate, as outlined in the 2018-19 Budget Statements F, is to deliver high quality early childhood education and public school education in an accessible and inclusive environment. [[1368]](#footnote-1368)

The Education Directorate:

* Provides government learning institutions in the form of public preschools, primary, secondary and special schools and colleges;
* access to quality teaching, specialised learning programs and well-being supports for individual student needs;
* enrolment and support of international students; and
* the registration and regulation of home education, early childhood learning centres and non-government schools. [[1369]](#footnote-1369)

On Monday 25 June 2018, the Minister for Education and Early Childhood Development and officials appeared before the Committee and discussed the following output classes within the Education Directorate:

* Output Class 1: Public School Education
* Output 1.1: Public Primary School Education
* Output 1.2: Public High School Education
* Output 1.3: Public Secondary College Education
* Output 1.4: Disability Education in Public Schools
* Output Class 2: Non-Government Education
* Output 2.1: Non-Government School Education

### Public School Education

#### Matters Considered

The Committee considered the following matters in relation to the Education Directorate:

###### Future of Education

* objectives of the Future of Education initiative funding and promotion of greater equity in learning outcomes;[[1370]](#footnote-1370)
* equity in the public education system and how this applies to all students;[[1371]](#footnote-1371)
* investment in teachers underpinning the strategic direction and future of education including in leadership strategy, literacy and numeracy development;[[1372]](#footnote-1372)
* Future of Education conversation phases of engagement and teacher engagement;[[1373]](#footnote-1373)
* funding for the Future of Education including a mentoring program, partnership with the University of Canberra, teacher training for graduate teachers and resourcing teachers;[[1374]](#footnote-1374)
* interest from other jurisdictions in the Teacher Quality initiatives and teacher registration;[[1375]](#footnote-1375)
* professional learning and the STEM (science, technology, engineering, maths) strategy;[[1376]](#footnote-1376)
* increasing female interest and participation in STEM;[[1377]](#footnote-1377)

###### Early Childhood Education

* preschool enrolments and the target/projection compared to previous outcomes;[[1378]](#footnote-1378)
* proportion of the four-year age group enrolled in preschool;[[1379]](#footnote-1379)
* early childhood strategy;[[1380]](#footnote-1380)
* impact of the cessation of Australian Government funding for the national quality agenda partnership;[[1381]](#footnote-1381)
* early childhood scholarships;[[1382]](#footnote-1382)

###### Chromebooks

* Chromebooks and equity of access to education;[[1383]](#footnote-1383)
* Support for students without the internet at home;[[1384]](#footnote-1384)
* Return of Chromebooks at the end of school;[[1385]](#footnote-1385)
* E-waste implications of the three-year life of Chromebooks;[[1386]](#footnote-1386)

###### Capital Works, Upgrades And Capacity

* school roof-replacement program including:
* prioritisation of schools and future years planning;[[1387]](#footnote-1387)
* solar panels on schools, leak identification and funding for roof replacement[[1388]](#footnote-1388)
* school upgrades at Lake Ginninderra College, Aranda and Melba Copeland;[[1389]](#footnote-1389)
* Future Skills Academy and Centre for Innovation and Learning;[[1390]](#footnote-1390)
* assessment of maintenance requirements for the Education Directorate’s property portfolio;[[1391]](#footnote-1391)
* progress of upgrade to Belconnen High School and lessons learnt;[[1392]](#footnote-1392)
* Narrabundah College modernisation, including demolition works, transportable building use and the master planning process;[[1393]](#footnote-1393)
* long term planning and use of transportables including the business case for purchase rather than lease;[[1394]](#footnote-1394)
* response to the growing ACT population and increasing enrolment numbers;[[1395]](#footnote-1395)
* increasing capacity at Gungahlin schools and the establishment of a Molonglo school;[[1396]](#footnote-1396)
* Yarralumla Primary School and North Ainslie Primary School capacity;[[1397]](#footnote-1397)
* High school curricula, course offerings and priority enrolment;[[1398]](#footnote-1398)

###### disability education and health matters

* needs based funding for students with disabilities and support for students who are not supported, or only partially supported, by the National Disability Insurance Scheme (NDIS);[[1399]](#footnote-1399)
* NDIS services being provided on within school hours and on school grounds by external providers;[[1400]](#footnote-1400)
* cost of education students with a disability and what the funding is used for;[[1401]](#footnote-1401)
* school resource allocation model and needs-based funding;[[1402]](#footnote-1402)
* Health Access at School students;[[1403]](#footnote-1403)

###### NAPLAN

* reporting of NAPLAN strategic indicators and learning gain;[[1404]](#footnote-1404)
* review of the My School website and review of NAPLAN data usage;[[1405]](#footnote-1405)
* impacts of reporting league tables using NAPLAN results and future of NAPLAN;[[1406]](#footnote-1406)

###### Mental Health Support

* mental health support in schools and additional school psychologists;[[1407]](#footnote-1407)
* allocation of psychologists across schools and the nature of support provided;[[1408]](#footnote-1408)
* school psychologist recruitment;[[1409]](#footnote-1409)
* increasing demand for psychology service in schools;[[1410]](#footnote-1410)
* ratio of school psychologists to students;[[1411]](#footnote-1411)

###### School Landscaping

* heat mitigation through tree planning and landscape development plans for school grounds[[1412]](#footnote-1412)
* pruning of trees, tree audits and more central tree maintenance management;[[1413]](#footnote-1413)
* shade provision for students;[[1414]](#footnote-1414)
* use of pesticides or herbicides on school grounds for weed control;[[1415]](#footnote-1415)

###### Other

* changes to superannuation and wage parameters;[[1416]](#footnote-1416)
* Comcare premium reduction;[[1417]](#footnote-1417) and
* General savings.[[1418]](#footnote-1418)

#### Key Issues

##### Chromebooks

The Committee asked about how the Directorate is going to manage a potentially large amount of e-waste with a three-year turnover of Chromebooks, and the option for students to take the devices with them after they complete school. The Committee was advised that at the end of three years the devices will be recycled:[[1419]](#footnote-1419)

We are working on a three-year life cycle, because that is the advice that we have around the life term of the device. The devices only work on our network. While the student is enrolled in public education and enrolled as one of our students, they can continue to use their device. Subject to decisions of future governments, the proposal would be that those devices would be on a rolling refresh cycle, just as corporate entities refresh the devices that they provide to staff. So when a student leaves public education, the device would not work if they took it with them, because it is only configured to be on our system.[[1420]](#footnote-1420)

###### Committee Comment

The Committee is concerned at levels of e-waste that may be generated with a three-year life cycle of Chromebooks and would like to see the ACT Government investigate the options to extend the life of the devices.

Recommendation 147

The Committee recommends that the ACT Government consider what work can be done to extend the life of Chromebooks provided to students in order to minimise e-waste.

##### early childhood education

The Committee raised questions around early childhood education and projected preschool enrolment numbers. [[1421]](#footnote-1421)

The Committee asked about the proportion of the four-year age group enrolled in preschool in a childcare, non-government or government setting[[1422]](#footnote-1422) and was advised that for the 2017 school year the number in preschool in an independent school was 774, there were 593 in the Catholic systemic schools and 4,597 in the public system.[[1423]](#footnote-1423)

The Committee also enquired about the data collection on children in kindergarten who attended some form of preschool program the preceding year and was provided with data that ‘does not account for children that may have attended a preschool setting in a long day care service’:

I have the number for both government and non-government schools. In 2018 we have 634 students in government kindergartens for whom we have no record of their attending a government or any other preschool. There were 594 students in kindergarten for whom we have no record of their attending either a government preschool or any other form of school, noting the comment that they could be at a long day care centre.[[1424]](#footnote-1424)

The Committee asked about the feasibility of extending pre-school education to three year olds in a public school setting and was advised that a range of initiatives are being considered in the development of the ACT Early Childhood Strategy.[[1425]](#footnote-1425)

The Committee discussed early childhood scholarships and heard about planned changes to the scholarships on offer.[[1426]](#footnote-1426)

###### Committee Comment

The Committee would like to see the expansion of early childhood education.

Recommendation 148

The Committee recommends that the ACT Government create an early childhood educators’ Professional Development Fund to support the ongoing need for training of specialist educators in the early childhood sector.

Recommendation 149

The Committee recommends that the ACT Government undertake a feasibility study into the cost of extending ACT preschool access to three year olds.

##### Trees on School Grounds

The Committee noted that in the Canberra urban heat island report prepared by the CSIRO[[1427]](#footnote-1427) indicated that schools in the ACT were at risk of being particularly hot in summer and enquired about the Education Directorate’s policy for tree planting on school playgrounds.[[1428]](#footnote-1428)

In response, the Director, Infrastructure and Capital Works advised that whilst there is no formal policy, landscape development plans are prepared as schools request them and there is a planting program as part of the Directorate’s heat mitigation strategy.[[1429]](#footnote-1429)

The Committee further enquired about the primary shade provision options and whether trees were selected in priority to shade cloths. In response, the Committee was advised that shade structures are built over all sandpits as kids are more stationary but elsewhere it is a combination of weatherproof covered outdoor learning areas, shade cloths and trees.[[1430]](#footnote-1430)

###### Committee Comment

The Committee believes that tree cover should be the primary shade provision in school playgrounds, in order to contribute to reducing the urban heat island effect.

Recommendation 150

The Committee recommends that the ACT Government ensure that school playgrounds include substantial tree cover to provide shade and allow natural play spaces, particularly in light of the climate becoming hotter and drier.

##### Enrolment numbers in ACT schools

The Committee enquired how the Education Directorate is responding to the ACT’s growing population and demand for school places, particularly in Gungahlin. It was advised that the ACT is experiencing an average enrolment growth of around 3½ per cent, and expected continuing growth. The Education Directorate is making adjustments, including the use of transportables, to ensure children can access school in their priority enrolment area. [[1431]](#footnote-1431)

A number of existing Gungahlin schools, for instance, have increased or are increasing their enrolment capacity in addition to a new school to open in the suburb of Taylor in 2019. The Directorate is also working with the joint developers for Molonglo and Ginninderry to find appropriate school sites in addition to sites suitable for non-government schools. [[1432]](#footnote-1432)

When assessing future enrolment demand, the number of births, migration to the ACT, cross-border students who reside in NSW and full-fee-paying international students are all taken into account. Additionally, the ratio between enrolments in public and private schools and geographical growth area are considered.[[1433]](#footnote-1433)

The Committee also noted enrolment pressures at Yarralumla Primary School and North Ainslie Primary School and heard that those schools are in priority planning to address capacity issues. [[1434]](#footnote-1434)

###### Committee Comment

The Committee is concerned about enrolment capacity in ACT schools. The Committee believes there is scope for more accurate planning and assessment of future enrolment demand.

The Committee would also like to see an audit of existing preschool and primary school accommodation to determine capacity to cater for three year old pre-school education.

Recommendation 151

The Committee recommends that the ACT Government conduct an audit of existing government preschool and primary school accommodation to determine future capacity needs and the impact extending preschool to three year olds.

Recommendation 152

The Committee recommends that the ACT Government develop more accurate assessment tools to determine future enrolment demand in ACT Government schools in both existing and potential future suburbs.

##### number of school psychologists

At the hearing of 25 June 2018, the Committee asked about the budgeted employment of additional school psychologists. It was advised that the Education Directorate employed five additional psychologists for 2018 and will employ 10 more to commence in 2019, then an additional five to commence in 2020. It is intended that the additional number be maintained in the long run.[[1435]](#footnote-1435)

The Committee was further advised that the services being provided by school psychologists are also under review to ensure they are appropriately targeted, including early intervention work. [[1436]](#footnote-1436) The Directorate is also considering ‘how schools can integrate more effectively with community-based services’.[[1437]](#footnote-1437)

The Committee enquired about increasing demand for mental health support and psychology services in schools and heard that the ACT is experiencing the same increase as is occurring nationally, which also includes a younger presentation.[[1438]](#footnote-1438) The Director-General, Ms Natalie Howson, noted that there are broader social issues at play around the increase in demand for mental health services and the Directorate is thinking about the role of schools in supporting a holistic approach to the health and wellbeing of their students and families.[[1439]](#footnote-1439)

In response to questions on whether the Directorate is likely to experience problems recruiting psychologists due to potential industry shortages, the Committee was advised that the employment conditions in the Education Directorate were attractive and the culture for ACT school psychologists was positive. The Directorate is also working with the local universities to undertake pre-service work with psychology students to come and experience working in the school setting. [[1440]](#footnote-1440)

Taking into consideration projected enrolment growth, the Committee enquired whether the additional 20 psychologists being recruited will fulfil the Shaddock report recommendation[[1441]](#footnote-1441) that the Directorate needed to ‘substantially increase the ratio of school psychologists/school counsellors (or other professionals with complementary expertise) within schools’ too meet the ratio of one psychologist to 500 students as recommended by the Australian Psychologists and Counsellors in Schools Association.[[1442]](#footnote-1442) The Minister advised on notice that:

The current (2018} ratio for students to school psychologists is:

* 1:676 in 2018

Projections are subject to change, and while based on current known factors they are likely to fluctuate; for this reason, they are considered indicative only. Anticipated student to psychologist ratios for 2019 and 2020 are:

* 1:638 in 2019
* 1:622 in 2020

Schools access a range of allied health expertise working with psychologists to ensure holistic services are in place, which is best practice and provides diagnostic reliability.

When these factors are considered, the ratio of psychologists and allied health providers (which includes occupational therapists, social workers and speech pathologists) is as follows:

* 1:506 in 2018
* 1:488 in 2019
* 1:483 in 2020

These ratios are based on (K-12) and do not include the other staff that are included within the broader Student Welfare teams which consist of school executives, pastoral care, nurses and youth workers.[[1443]](#footnote-1443)

###### Committee Comment

The Committee acknowledges the importance of psychologists in our schools to support students and the broader school community and welcomes the funding of 20 school psychologists which was designed to meet the recommended minimum 1 psychologist to 500 students ratio.[[1444]](#footnote-1444)

The Committee is concerned that once all 20 school psychologists are employed by 2020, the ratio will still be 1 psychologist to 622 students.

The Committee does acknowledge the importance of the community working together with a variety of social and health professionals to support our students, teachers and schools and the importance of schools to “access a range of allied health expertise”.

The Committee does, however, raise two specific concerns:

* the time it will take for the promised 20 school psychologists announced in the budget to be employed and working in our schools; and
* that 20 school psychologists by 2020 will be insufficient to meet increasing demand due to the growth in enrolments in ACT Government schools~~.~~

Recommendation 153

The Committee recommends the ACT Government continue to work with a wide range of appropriate, trained professional staff, including psychologists and allied health experts, to meet the increased demand for these types of services in our schools.

Recommendation 154

The Committee recommends the ACT Government consider increasing its target of 20 school psychologists to keep up to demand with the growing enrolments in ACT Government schools and the increasing complexity of health and social issues, to work to achieving the ratio of 1 psychologist to 500 students.

Recommendation 155

The Committee recommends the ACT Government provide updates in Annual Reports on the progress of recruitment of school psychologists and other trained professional staff with relevant allied health expertise.

##### Use of Transportables in ACT Public Schools

The Committee asked about school upgrades including Aranda Primary[[1445]](#footnote-1445) and the Belconnen High School redevelopment and heard about the Directorate’s learnings from those redevelopment programs, especially around the use of transportable buildings (transportables).[[1446]](#footnote-1446)

The Committee heard that Campbell Primary School and Narrabundah College upgrades will make high use of transportables to transfer students out of buildings which require upgrades or demolition.[[1447]](#footnote-1447) The ACT Government has purchased the necessary transportables following an internal business case, noting that purchasing was more favourable than leasing over the whole-of-life cycle of the buildings. The Committee was also advised that there are future plans for the transportables:[[1448]](#footnote-1448)

We intend to use them at other sites, particularly as we do more redevelopment of our older schools. For example, through urban intensification in north central Canberra we are expecting to use those transportables quite frequently.[[1449]](#footnote-1449)

Mr Bray further advised that:

As the planning and analytics branch can clearly identify the growth in particular schools, we will be putting up the business cases of doing expansion or modernisation works. That is when we will be able to move what will become a flexible fleet of transportable buildings to those schools as we do those works. [[1450]](#footnote-1450)

The Minister also advised that transportables are also being used to respond to population growth in suburbs where schools required additional space.[[1451]](#footnote-1451) The Franklin Early Childhood School will utilise transportables ‘to facilitate the continued enrolment of that cohort on site’ whilst the Directorate undertakes further engagement with the school community around expanding the school to grade six.[[1452]](#footnote-1452)

The Committee heard that the Neville Bonner School will initially utilise transportables to accommodate its forecast additional enrolment places starting in 2019 and 2020.[[1453]](#footnote-1453) An architect has been engaged to consider ‘a master planning solution that may result in the replacement of some of the transportable buildings by a permanent building.’[[1454]](#footnote-1454)

Gold Creek is planning to use transportable buildings on the junior campus site. [[1455]](#footnote-1455)

Mr Bray advised that ‘at Amaroo School we just finished building a new permanent structure for the beginning of 2018, so at this stage, given the numbers of 50 students in the junior and 50 students in the senior campus, it is most likely we will be using transportable buildings for those smaller numbers of students as solutions.’ [[1456]](#footnote-1456)

###### Committee Comment

The Committee is concerned about the potential over-reliance on transportables at ACT public schools.

Some members of the Committee are concerned with the purchase of transportable units without a long-term view of where or how they will be utilised after initial deployment.

Recommendation 156

The Committee recommends that the ACT Government undertake an audit of all transportable buildings in use in ACT public schools to assess whether their continued use is best practice and the best, cost efficient, solution to changing enrolments in schools.

### Non-Government School Education

#### Matters Considered

The Committee considered the following matters in relation to Non-Government Education:

* registration and re-registration processes, criteria, timing and review;[[1457]](#footnote-1457)
* funding for special needs and disability education in non-government schools;[[1458]](#footnote-1458) and
* engagement with the non-government school sector around new schools.[[1459]](#footnote-1459)

## Community Services Directorate

### Introduction

The ACT 2018-19 *Budget Statement G* states that the Community Services Directorate’s (CSD) primary purpose is to empower people to meet their full potential within an inclusive and equitable community by:

* intervening early to support people to be safe, to ensure basic needs are met to enable active community participation, and to support positive life outcomes;
* delivering services that are human centred, tailored and integrated with a focus on ensuring the right supports are provided to those most in need, proactively identifying risks, and enabling people to work towards self-sufficiency as much as possible;
* building strong communities with a focus on using evidence to inform services and programs, community development approaches that connect people to local communities, and maximising inclusion through targeted community-based programs. This included alignment of government priorities and legislation to address community identified needs;
* enabling inclusive participation by supporting Canberrans to participate in decision making, to form community connections, and to live fulfilling livers, fostering cohesion, equity and inclusion for all; and
* driving collaboration and partnerships within and external to CSD, working collaboratively with other government agencies, and building effective relationships with non-government community partners. This includes embedding the cultural change needed to intervene early and improve life trajectories as part of an integrated and holistic services system.[[1460]](#footnote-1460)

The CSD provides services through the following output classes:

* Output Class 1: National Disability Insurance Scheme (NDIS) Implementation;
* Output 1.1: NDIS Implementation;
* Output Class 2: Strategic Policy, Inclusion and Participation;
* Output 2.1: Early Intervention Services;
* Output 2.2: Child Development Services;
* Output 2.3: Inclusion and Participation;
* Output 2.4: Office for Disability;
* Output 2.4: Strategic Policy;
* Output 2.6: Quality, Complaints and Regulation;
* Output 2.7: Safer Families; and
* Output Class 3: Children, Youth and Families;
* Output 3.1: Child and Family Centres;
* Output 3.2: Child Development Services; and
* Output 3.3: Child and Youth Protection Services.[[1461]](#footnote-1461)

The Committee notes that Output 2.1: Early Intervention Services has transferred to Output 3.1: Child and Family Centres and the Child, Youth and Family Services Program has transferred to Output 2.3: Inclusion and Participation. The Committee further notes that Output 2.2: Child Development Services has transferred to Output 3.2: Child Development Services.[[1462]](#footnote-1462)

The Community Services portfolio includes Housing ACT, which ‘provides social housing that is appropriate, affordable and meets the needs and circumstances of low income and disadvantaged people.’ Housing ACT also funds and supports homeless people and people at risk of becoming homeless.[[1463]](#footnote-1463)

Housing ACT provides social housing services under Output Class 1: Social Housing Services, at a budgeted total cost for the 2018-19 financial year of $197 million, of which government payment outputs make up $49 million.[[1464]](#footnote-1464)

Ministerial responsibility for the work of the CSD is divided across three Ministers. On Wednesday, 27 June 2018, the Committee met with Ms Stephen-Smith MLA, Minister for Community Services and Social Inclusion, Minister for Disability, Children and Youth, Minister for Aboriginal and Torres Strait Islander Affairs and Minister for Multicultural Affairs. The Committee also met with Ms Berry MLA, Minister for Women, Minister for the Prevention of Domestic and Family Violence and Minister for Housing and Suburban Development; and Mr Ramsay MLA, Minister for Veterans and Seniors.

### NDIS Implementation

This output reflects funding provided by the Territory to the Commonwealth, recognising the ongoing commitment to people with disability in the ACT will be supported by the Territory during the final transition period into the NDIS. Responsibility for the accountability by service provision under the scheme will rest with the Commonwealth.[[1465]](#footnote-1465)

#### Matters Considered

Under Output 1.1: NDIS Implementation, the Committee considered the following matters:

* funding people with needs not met by the NDIS;[[1466]](#footnote-1466)
* service gaps due to NDIS Transition;[[1467]](#footnote-1467)
* advocacy;[[1468]](#footnote-1468)
* multicultural and Aboriginal and Torres Strait Islander NDIS participation;[[1469]](#footnote-1469)
* NDIS transition post trauma;[[1470]](#footnote-1470)
* ACT Government engagement with the National Disability Insurance Agency (NDIA) and Commonwealth Government; [[1471]](#footnote-1471) and
* transition of the mental health sector to NDIS.[[1472]](#footnote-1472)

#### Key Issues

##### Service Gaps Due to NDIS Transition

The Committee discussed the need for adequate measures to support community organisation who were previously funded under Disability ACT but have not qualified for capacity-building and linkages funding under the NDIS. The Committee asked particular questions in relation to Epilepsy ACT, Pegasus and Technology for the Ageing and Disability (TADACT) who as of the date of the report had not qualified for NDIS funding.[[1473]](#footnote-1473)

The Committee was advised by the Minister for Disability, Children and Youth that:

We have been advocating for both Riding for the Disabled and TADACT at a national level, and there has been recognition—I think we have spoken about this before—for quite some time that these two models do not fit well with the individualised funding of NDIS. We have been advocating that the work that was committed to be done around particularly the Riding for the Disabled model at a national level be done so that we can find a better funding model for it. That work is underway. The federal DSS [Department of Social Services] is undertaking that work, but we have pushed pretty hard for that. In the meantime we are continuing to stay in touch with Pegasus.[[1474]](#footnote-1474)

The Committee then asked what was preventing the ACT Government from funding these three particular organisations, given that they are unique service providers and add considerable value to the community.[[1475]](#footnote-1475)

The Minister informed the Committee that the funding previously provided to Pegasus has transitioned to the NDIS. If CSD was to further fund Pegasus, the Office for Disability would essentially be spending twice as much money for the service. The Minister further advised that the Officer for Disability is currently communicating with TADACT, however, due to the nature of the conversations the detail of this communication is commercial-in-confidence. Furthermore, the Minister advised the Committee that Epilepsy ACT has also been speaking with health officials as their service is considered within the health portfolio.[[1476]](#footnote-1476)

Concern was also raised by the Committee in relation to the Autism Spectrum Disorder peak bodies who had missed out on funding under the NDIS. In response to a Question Taken on Notice, the Committee was informed that:[[1477]](#footnote-1477)

The ACT Government currently funds four systemic advocacy organisations. These include Women with Disabilities ACT ($191,740 over 2 years), People with Disability ACT ($97,662 per annum) Carers ACT ($266,842 over 2 years) and National Disability Services ($193,772 over 2 years).

The ACT Government does not currently fund an Autism Spectrum Disorder peak body in the ACT. The autism advocacy organisation Speaking Out for Autism Spectrum Disorder (SOfASD) exists in the ACT, however it does not currently receive ACT Government funding.

From 2006 to 2016 the peak body Autism Asperger ACT (AAACT) provided information, referral and capacity building for people of all ages impacted by Autism Spectrum Disorder. In 2016 AAACT merged with Marymead, transitioning its service provision and staff. The Marymead Autism Centre was subsequently established on its Narrabundah site and began operating on 25 August 2016.

In the latest round of the National Disability Insurance Agency's Information, Linkages and Capacity Building (ILC} grants, Marymead Autism Centre received funding of $280,000 to continue to provide strengths-based, person-centred services for individuals, families and carers living with Autism Spectrum Disorder in the ACT.[[1478]](#footnote-1478)

The Committee noted that the ACT Government had resolved to separately fund Self Help Organisation United Together (SHOUT) after they did not qualify for funding under the NDIS and sought further information from the Directorate as to why other services like Epilepsy ACT had not been provided the same opportunity.[[1479]](#footnote-1479)

The Minister informed the Committee that:

With SHOUT, I took a judgement. Two things happened. Essentially, information linkage and capacity building funding was expected. When the funding was transitioned, and decisions were made about what funding was going to be transitioned to NDIS, there was an expectation that that ILC bucket would fund the core services or ongoing administrative funding for the kinds of organisations that provided information linkage and capacity building. Clearly, SHOUT does provide information linkage and capacity building, and it has now been successful in two rounds of ILC. It clearly was eligible for that bucket of money.

What I think happened in part was that the goalposts around how that was going to be delivered changed a little bit, and they could not get from the ILC bucket funding for their really basic administrative support that would then enable them to get the project funding from ILC to do the fantastic projects like their online support service.

The Minister further informed the Committee that the CSD continued to work with Pegasus and TADACT as they are primarily disability service organisations. However, the Minister noted that Epilepsy ACT was a health service and that, although the CSD will continue to work with them, the Health Directorate have primary responsibility.[[1480]](#footnote-1480)

The Committee heard from a number of groups on Friday 15 June 2018 around the difficulties they have experienced with the introduction of the NDIS. See Chapter 2 for further discussions.

###### Committee Comment

The Committee acknowledges the significant amount of work that has been done and continues to be done in transitioning the ACT to the NDIS scheme. However, the Committee is concerned whether a number of community organisations that have not qualified for funding under the NDIS have been provided adequate support during the transition period. The Committee is also concerned that community organisations that provide services under a number of portfolio responsibilities within ACT Government, such as Epilepsy ACT, need continued assistance from relevant Directorates.

The Committee similarly notes the gap in funding for some community groups and organisations during the NDIS transition remain ineligible for funding under the scheme.

Recommendation 157

The Committee recommends the ACT Government consult more closely with community groups, in both the health and disability sectors, affected by the introduction of the National Disability Insurance Scheme to assist them to identify future funding pathways.

##### Advocacy

During extensive discussions on NDIS funding the Committee sought information on the distribution of funding for individuals and organisations that do not fall within the sphere of NDIS funding.[[1481]](#footnote-1481) The Committee heard that $400,000 over two years will be for individual advocacy, whilst $1.1 million will be set aside for contingency or emergency funding.

The Committee was further informed that the emergency funding is a one-year program that aims to provide support to individuals who may be falling through the gaps or find themselves in a crisis situation. $300,000 is dedicated to two staff in the Office for Disability to support the one-year program.[[1482]](#footnote-1482)

The Committee then asked how many people would be able to access the $400,000 in advocacy funding. In response, the Director of the Office for Disability advised the Committee that the funding is to support the increased and unmet demand in the community to navigate through the NDIS but was unable to put an exact number on how many people the funding would cover.[[1483]](#footnote-1483)

When asked about the role of the ACT Government in providing advocacy services, the Directorate stated:

The NDIA itself has acknowledged that they have not necessarily done the best job with that. There is the need for face-to-face conversations with families, rather than a phone call or an email. It is really important. That part of the broader scheme is now being addressed through the new participant pathways.[[1484]](#footnote-1484)

I think the other thing I would add, Ms Le Couteur, is that, while it is not necessarily part of NDIS’s responsibilities, the federal government, through the Department of Social Services, does fund the national disability advocacy program. They fund advocacy at a national level. You might be aware that, in a couple of other states where the state governments have put in additional funding for advocacy, the federal government has matched that additional funding.[[1485]](#footnote-1485)

The Minister also advised the Committee on a number of Commonwealth forums utilised to advocate on issues relating to the NDIS scheme:

[T]here is a body—the Disability Reform Council—at a ministerial level where we raise issues that are systemic. Occasionally, we advocate for specific ACT issues around that table as well just to put them on the record. Then beneath that there is a senior officers working group that works on the sort of high level major interjurisdictional issues. Then there are subgroups of what is called SOWG, the senior officers working group, that look at the specific issues around the health interface, the justice interface or whatever it might be.

Then there are also the sort of bilateral and trilateral levels. There are meetings as well as building on the stuff that comes out of the inter-directorate committee. Those issues are advocated for either directly with the Department of Social Services or directly with the NDIA, or in a sort of tripartite meeting.[[1486]](#footnote-1486)

In this context, the Committee asked whether the ACT Government would continue to fund advocacy as the Commonwealth was not prepared to do so.[[1487]](#footnote-1487)

In response, the Minister stated that:

[I]f the NDIS gets the pathways right, if people’s journey through NDIS is smoother and if planners are better trained and better able to work with families and individuals to get the right plan in place, we would envisage that the need for individual advocacy will be significantly reduced. We acknowledge that the need for additional advocacy will be there for a couple of years. We will need to assess in 2019-20 when we reach full transition what is the need, if any, for us to continue to fund additional advocacy on top of the base that is already there.[[1488]](#footnote-1488)

###### Committee Comment

The Committee acknowledges that funding for advocacy has been provided in the 2018-2019 ACT Budget. However, the Committee also acknowledges the significant demand for advocacy services that are not being met and that the lack of a funding commitment for advocacy post 2019-20 is of growing concern.

Recommendation 158

The Committee recommends that the ACT Government continues to provide adequate funding for advocacy for people interacting with the National Disability Insurance Scheme.

##### Transition of the Mental Health Sector to NDIS

The Committee noted a recent report which highlighted concerns about the mental health sector transition to the NDIS and the disruption this was causing to the mental health sector in the ACT. The Committee sought advice of the role of the Office for Mental Health and the NDIS in ensuring individuals with a psychosocial disability do not fall through the cracks during this transition.[[1489]](#footnote-1489)

In response to the Committee’s queries, the Minister stated:

[T]he office for disability is, at a national level, taking the lead on the work around the intersection between NDIS and the mental health system. We will obviously work closely with the office for mental health and wellbeing in taking that work forward.[[1490]](#footnote-1490)

The Minister also advised the Committee that the Commonwealth Government has committed $80 million funding under an intergovernmental agreement, which the ACT has signed up for, to address gaps identified with mental health services and those with mental health issues transitioning to the NDIS.[[1491]](#footnote-1491)

###### Committee Comment

The Committee notes that although there is a clear pathway for some mental health services transitioning to the NDIS, there will be a number of mental health services and individuals with mental health issues that will not qualify for funding or services under the NDIS scheme.

Recommendation 159

The Committee recommends that the ACT Government work closely with the Commonwealth Government to find a long-term solution for people with mental health issues that do not qualify under current National Disability Insurance Scheme guidelines.

### Inclusion and Participation

Inclusion and Participation provides: informed strategic advice to strengthen the inclusion and participation of all people, including people from multicultural backgrounds, youth, women, veterans and seniors; recognise the contribution and supports the participation and inclusion of all people through community events, awards, ceremonies and grants; and administers and funds community sector services and programs.[[1492]](#footnote-1492)

#### Matters Considered

Under Output 2.3: Inclusion and Participation, the Committee considered the following matters:

* youth engagement – youth services;[[1493]](#footnote-1493)
* multicultural affairs – National Multicultural Festival;[[1494]](#footnote-1494)
* Aboriginal and Torres Strait Islander Affairs – Reconciliation Day;[[1495]](#footnote-1495)
* multicultural affairs – migrant and refugee settlement services;[[1496]](#footnote-1496)
* Aboriginal and Torres Strait Islander Affairs – Gugan Gulwan services;[[1497]](#footnote-1497)
* veterans and seniors – seniors cards;[[1498]](#footnote-1498)
* veterans and seniors – support for Council of the Ageing (COTA);[[1499]](#footnote-1499)
* veterans and seniors – new grants program;[[1500]](#footnote-1500)
* veterans and seniors – veterans employment executive champions;[[1501]](#footnote-1501)
* veterans and seniors – residential aged care complaints process;[[1502]](#footnote-1502)
* women – ACT Women’s Plan;[[1503]](#footnote-1503)
* women – Office of Women location within Government;[[1504]](#footnote-1504)
* women – gender equity in the workplace.[[1505]](#footnote-1505)

#### Key Issues

##### Youth Services

The Committee discussed homelessness and housing affordability with the YWCA and Youth Coalition of the ACT on 15 June 2018. See Chapter 2 for details of those discussions.

###### Committee Comment

The Committee is aware of a growing need for services in the 8 to 15 year-old cohort and encourages the ACT Government to work with the youth sector to ensure adequate initiatives and support programs are available.

Recommendation 160

The Committee recommends the ACT Government to explore what may be appropriate initiatives and support programs for children in the ‘middle years’, including extending adolescent support to eight-year-olds.

##### Multicultural Affairs

A number of Questions on Notice were asked of CSD regarding inclusion and participation of culturally and linguistically diverse communities.[[1506]](#footnote-1506) These supplementary questions specifically examined the actions and outcomes from the ACT Multicultural Framework 2015-2020. Responses to the Questions on Notice had not been provided at the time of drafting the Committee’s report on the Appropriation Bill 2018-19 and Appropriation (Office of the Legislative Assembly Bill 2018-2019).

Recommendation 161

The Committee recommends that the ACT Government develop more consider additional mechanisms, both formal and informal, for consulting with the Territory’s diverse multicultural communities and better engage Canberrans from culturally and linguistically diverse backgrounds who do not participate in a particular multicultural community.

Recommendation 162

The Committee recommends that the ACT Government consider developing performance indicators to measure the success of such consultation with multicultural communities and culturally and linguistically diverse Canberrans.

##### Youth Engagement – Youth Services

The Committee noted that the last ‘rate Canberra survey’, conducted by the Youth Coalition, found that only a third of young people felt valued by their community. The Committee asked the CSD what funding in the budget was allocated to support youth participation and engagement in the community.

The Minister for Children and Youth, Ms Rachel Stephen-Smith MLA, advised the Committee that despite Youth Week having been defunded by the Commonwealth Government the ACT Government is committed to ensuring that the celebration of Youth Week continues to be funded.[[1507]](#footnote-1507)

In addition to Youth Week, the Directorate informed the Committee that additional funding provided specifically to youth would go towards:

A range of different funding opportunities for young people through the Youth InterACT strategy. As the minister has already mentioned, we had $25,000 in the Youth InterACT grants program. We received 30 grant applications, and we have funded 19 of those, so that was a good, strong round with decent competition amongst the applicants.

We also provide Youth InterACT scholarships. They can be between $500 and $1,500 for young people to engage with the community. They are open all year round. This is where a young person finds that they are going to be representing Youth Rotary or something overseas, and they might want some funding to support them, those kind of opportunities.

In 2017-18 there were 42 youth scholarships awarded through that process, and there were activities related to education, such as CIT courses and driving lessons for young people who need that kind of support to attend different things, sporting events, conferences; $22,000 was the commitment there.

We also have funding that relates to the Young Canberra Citizen of the Year. We had 20 applications for that in four award categories in 2018, so that was really pleasing. The young lady who is Young Canberra Citizen of the Year is Ms Dhani Gilbert. Most of you have probably met her or seen her speak in recent times, and she is a very impressive young lady.

They are the main commitments that we have. In addition we support and fund a number of events, through Youth Week and through Youth Co’s broader reach, and we have our youth advisory committee. We have a small staff in my division that supports the Youth Advisory Council in policy work.[[1508]](#footnote-1508)

The Committee then queried if youth engagement and inclusion strategic indicators were identifiable in ACT Budget Statements. In response, the Committee was advised that currently there were no youth specific indicators, however, they were happy to include a youth engagement indicator in their performance indicators as part of an ongoing review process.[[1509]](#footnote-1509)

In addition to youth engagement, the Committee noted that the Youth Coalition of the ACT highlighted a lack of secure accommodation and employment for youths. The Committee enquired into specific measures included in the Budget that aim to support youth unemployment and homelessness.[[1510]](#footnote-1510)

The Committee was advised that:

We will have the youth advice service. That will support young people in terms of their employment relationships. This portfolio is not really the place to talk about what is in the budget for training at the CIT; obviously there is an ongoing commitment by the government to training. In relation to housing and homelessness, you are probably better off asking that question when Minister Berry is here.[[1511]](#footnote-1511)

The Committee also enquired into work experience and support programs specifically targeted to multicultural youths.[[1512]](#footnote-1512)

The Committee was advised that:

The Multicultural Employment Service, which has been funded for a year to expand their services, is part of the same organisation as Multicultural Youth Services, and they support young people in terms of their access to employment, both in terms of job brokerage services and in terms of understanding Australian workplace culture and rights and responsibilities.[[1513]](#footnote-1513)

###### Committee Comment

The Committee acknowledges the inclusive programs the CSD has in place to enhance youth engagement in the community. However, the Committee notes that the results from the last Youth Coalition ‘rate Canberra survey’ identified only a third of Canberra youths feeling valued in their community. The Committee suggests that an ongoing measure of youth engagement and inclusion be included as a future performance indicator for the Directorate. The Committee further notes that the addition of multicultural youth engagement and inclusion as a performance indicator also be considered.

In addition to youth engagement and inclusion, the Committee believes that youth unemployment and underemployment is an area that requires more focus.

Recommendation 163

The Committee recommends that the ACT Government examine whether existing budget indicators adequately measure young peoples’ engagement beyond youth justice and child and youth protection.

Recommendation 164

The Committee recommends that the ACT Government consider developing and reporting specific performance indicators that focus on youth issues such as inclusion and engagement, health and mental health, employment, and so forth.

Recommendation 165

The Committee Recommends that the ACT Government report on the progress of the new job brokering service for asylum seekers and refugees, including numbers served and measurable outcomes.

##### Multicultural affairs – Migrant and Refugee Settlement Services

The Committee asked about the multicultural framework 2015-20. Specifically the Committee enquired into funding provided to Migrant and Refugee Settlement Services (MARSS) to continue to provide services to refuges and migrants.[[1514]](#footnote-1514)

The Committee was advised that in addition to the $40,000 a year the ACT Government has committed to expand the English language programs delivered by MARSS.[[1515]](#footnote-1515)

The Committee asked a Question on Notice regarding:

Which employment agencies receive funding to provide English classes for culturally and linguistically diverse (CALD) clients?

What options are available for CALD people to undertake English classes if they do not interact with an employment agency, i.e., full-time parent, elderly, etc.?[[1516]](#footnote-1516)

The Minister for Multicultural Affairs advised that:

The Community Services Directorate funds Multicultural Employment Services (MES) to develop and implement a 12 month individual, case managed employment program for refugees, asylum seekers and people from non-English speaking backgrounds. MES provide two levels of English language support under the MES Communication for Employment program. These are:

1. Workplace culture/communication for those with some English language skills who need to speak more clearly; and
2. Communication for Employment program for those who are job ready needing more intensive English language support.

Additionally, the Commonwealth Government's Job Active employment service will refer people to the Commonwealth Skills for Education and Employment (SEE) program for language, literacy and numeracy training to help job seekers participate more effectively in training or in the labour force. The program is delivered across Australia and caters for job seekers with literacy and/or numeracy training needs including Aboriginal and Torres Strait

Islanders, youth, people with disabilities, mature aged people, and job seekers from culturally and linguistically diverse backgrounds.

Clients from culturally and linguistically diverse (CALO) backgrounds can attend English language programs such as English for employment, English for living and a home tutor program delivered by the Migrant and Refugee Settlement Services (MARSS).

The Canberra Institute of Technology also offers a variety of English language classes. This includes classes for fee paying international students and partially government funded training (up to 90% funded and students pay approximately 10%) for domestic students (Australian or NZ citizens, permanent Australian residents or holders of an Australian permanent resident humanitarian visa). Asylum seekers with the ACT Services Access Card are able to receive 12 months English classes for free of charge under an agreement with CSD, where CIT waives the student portion of the fees.

Additionally, the Commonwealth Government funds Navitas English and KU Children's Services to deliver the Adult Migrant English Program (AMEP) in the ACT. Both organisations are experienced in providing services to new migrants and refugees. Further details available at: <http://www.navitas-english.eom.au/news-and-events/news/the-adultmigrant-english-program-amep-in-the-act/>.[[1517]](#footnote-1517)

Recommendation 166

The Committee recommends that the ACT Government report on the progress of the expanded English language program for asylum seekers and refugees, including numbers served and measurable outcomes.

##### Veterans and Seniors – Seniors Card

Noting that seniors cards are administered by COTA, the Committee asked about the reason why seniors cards do not have individual names on the.[[1518]](#footnote-1518) This question was taken on notice and subsequently transferred to the Acting Minister for Transport and City Services, Mr Mick Gentleman, MLA.

In response to the Question Taken on Notice, the Acting Minister advised the Committee that:

The ACT Senior card is a dual card with an ACT Senior Card on one side and Myway bus card on the other.

For convenience, eligible seniors can access a card at an ACT Library or Access Canberra Service Centre. The senior provides proof of eligibility i.e. age and residency and completes an Application for ACT Senior Card form which is forwarded to the Council of the Ageing for registration. The senior can leave the ACT Library or Access Canberra Service Centre on the day with an ACT Seniors Card and a Myway card that can be used on Transport Canberra Services. The ACT Seniors Card does have a signature block which can be signed and used for verification of lD.

If a card was to include the senior's name, the cards would have to be ordered through a business portal to be produced with a customer name. This would involve a further business process. Eligibility and lD verification would still be required. There would be a time delay of up to 10 days between ordering and receipt. This would inhibit ease of access and include a time delay prior to receipt and use on Transport Canberra services.[[1519]](#footnote-1519)

###### Committee Comment

The Committee acknowledges that a name on an ACT Seniors Card would assist with interstate travel.

The Committee notes that the Acting Minister suggested a 10 day processing time would be required if a name was to be included on a senior’s card. However, the Committee also notes that similar services like an ACT driver’s license is issued on the same day with an individual’s name, as well as photo identification.

Recommendation 167

The Committee recommends that the ACT Government work with other States and Territories on ways to ensure reciprocal rights for seniors card holders.

##### Veterans and Seniors – New Grants Program

The Committee queried the operation of the new veteran grants program, specifically seeking information about the size of the grants, who is administering the program and how it is monitored.[[1520]](#footnote-1520)

The Committee was advised by the Directorate that the veteran grants program focuses on maximising the funding support for organisations that provide social inclusion and participation for both veterans and seniors. To achieve this, the ACT Government has moved from a combined round of $80,000 a year for both veterans and seniors to allocating $80,000 each for veterans and seniors.[[1521]](#footnote-1521)

###### Committee Comment

The Committee notes that the budget has prioritised the establishment of a veteran’s grant program to support organisations providing services and further support to veterans and their families in the ACT.

Recommendation 168

The Committee recommends the ACT Government publish application guidelines and approvals of Veterans’ grants.

Recommendation 169

The Committee recommends the ACT Government explore the viability of rental assistance or relief for office accommodation for Veterans’ groups.

##### Women – ACT Women’s Plan

The Committee asked about the funding that has been provided to resource programs from the ACT Government Women’s Plan. The Minister for Women advised the Committee that $696,000 has been allocated, some of which has contributed to funding the recently launched the ACT Diversity register, as well as women in trade grants program.[[1522]](#footnote-1522)

The Committee noted the funding and initiatives provided through the ACT Women’s Plan and other avenues. However, the Committee also noted that despite these initiatives, the result from the National Survey on Women’s Safety (National Survey) highlighted that the target for women feeling safe by themselves in public places at night has not changed in the past five years and is not projected to change in the future.[[1523]](#footnote-1523)

In response, directorate officials advised:

As the minister has mentioned, a number of measures are in place around supporting women and gender equity. I think that, at the end of the day, the cultural change that will be required for women to feel safe is a national issue; an international issue in fact. In making the changes that we are making it may take a number of years before women will feel safe. It is actually around changing the behaviour not necessarily of women, but across our broader community.[[1524]](#footnote-1524)

The Committee noted discussions with the Chief Police Officer, at the hearing on 26 June 2018, in regards to National Survey and its methodology. The Committee advised the Minister that the Chief Police Officer had suggested discussions with the agency that delivers the National Survey to gauge the types of questions asked, the scope of the survey and to establish who the questions are being targeted at.[[1525]](#footnote-1525)

The Minister acknowledged that the ACT Government and the Office for Women had not contributed to the questions in the National Survey and welcomed the opportunity to collaborate with ACT Policing in looking at this survey.[[1526]](#footnote-1526)

###### Committee Comment

The Committee acknowledges the significant cultural change required on a national level to increase the percentage of women feeling safe alone at night and that it is a multi-agency issue.

The Committee believes that a cooperative and collaborative approach, such as one between the Minister for Women and ACT Policing, could significantly benefit the community by identifying ways to make women safer and feel safer.

The Committee also discussed safety with ACT Policing. See Chapter 7 for associated discussions.

Recommendation 170

The Committee recommends that the Minister for Women and the Chief Police Officer collaborate with the agency that delivers the National Survey on Women’s Safety to ensure the best methodology for the survey is utilised.

Recommendation 171

The Committee recommends that the Minister for Women and the Chief Police Officer work together to identify ways to make women safer and feel safer.

##### Office for Women

At the hearings on Friday 15 June 2018, the YWCA recommended to the Committee that, if the Office of Women were placed within the Chief Minister’s directorate, it would have whole-of-government oversight. They also noted employees are needed in each directorate to embed gendered analysis and policy analysis across the directorates.[[1527]](#footnote-1527)

The Minister for Women responded at the hearing of 27 June 2018 that it was well located and had prominence across the whole service, noting:

Whilst some of these action items that are being delivered under the action plan might not be immediately obvious to people in the same way as the infrastructure program is…

this work that is happening in the background across government will not be immediately obvious to women and girls but goes absolutely towards improving gender equality outcomes for women and girls in the ACT.[[1528]](#footnote-1528)

### Office for Disability

The ACT Office for Disability promotes social inclusion and community participation of people with disability through: supporting the implementation of the NDIS; progressing the objectives of the National Disability Strategy including better access to justice; implementing the Connect and Participate Expo and Companion Card; progressing the Disability Inclusion Grants to provide increased opportunities for people with disability to participate in mainstream community activities; promote International Day of People with Disability; and support the Disability Reference Group, the ACT Inclusion Council and the Chief Minister’s Inclusion Awards.[[1529]](#footnote-1529)

#### Matters Considered

Under Output 2.4: Office for Disability, the Committee considered the following matters.

* disability inclusion grants;[[1530]](#footnote-1530)
* Justice Strategy;[[1531]](#footnote-1531) and
* supported accommodation for young people with a disability.[[1532]](#footnote-1532)

#### Key Issues

##### Justice Strategy

The Committee sought information on the operation of the Justice Strategy. The Executive Director of Inclusion and Participation informed the Committee that:

[I]t is obviously quite a specific project in that it is people who have disabilities who are interfacing with the justice system. In some senses it is quite broad because while it is around people who are affected in that way, it is about our broader understanding as a community around how to support people with disability who may be really disadvantaged by the kind of language we use, for example, in our justice system. They may find themselves in situations where they are not well supported.[[1533]](#footnote-1533)

The Director of the Office for Disability added that the Justice Strategy is part of the 2010-2020 National Disability Strategy, which allows people with disability to exercise their rights within the legal system. It was also noted that a part of this commitment included dedicated staff in the CSD and Justice and Community Safety Directorate (JACSD).[[1534]](#footnote-1534)

The Committee noted that the funding provided to the CSD was for the 2018-2019 period and there was no further funding identified in future budgets. Alternatively, the JACSD had funding for the current period, as well as for future budgets. The Committee sought clarification on the differing budgets between directorates for the same strategy.[[1535]](#footnote-1535)

The Minister advised the Committee that the CSD had been provided funding in the 2018-2019 Budget to identify the priorities for what is going to be funded. The Minister also stated that the funding will be allocated to the relevant directorates (CSD or JACSD) based on the terms of existing relationships with agencies and non-government providers.[[1536]](#footnote-1536)

In regards to the Justice Strategy, the Committee noted that legislative changes had meant that deaf people were now eligible for jury duty. In follow-up questions on this topic the Committee sought information on what was being done to address the lack of high level Auslan interpreters that would be needed to allow deaf jurors to actually serve.[[1537]](#footnote-1537)

The Minister advised that she had met with the Deafness Resource Centre last year but had not discussed this issue with them. However, she did note that discussion had occurred with the Attorney-General prior to the changes coming in and that she was:[[1538]](#footnote-1538)

[A]lso conscious more broadly of the demand for Auslan interpreters at that high level. I think it is one of those market issues where it is a bit chunked. You have demand for a certain amount of Auslan interpreting that will support a certain number of interpreters and you are going to get excess demand until you get enough demand for another person or couple of people to come into the system.

Certainly those are issues that we are quite conscious of in terms of the demand for Auslan interpreting but it had not been raised with me specifically in that context before.[[1539]](#footnote-1539)

###### Committee Comment

The Committee welcomes the legislative changes to include deaf people in jury services and suggests that the Directorate work with JACSD and other relevant agencies to ensure that the ACT has sufficient number of trained and available Auslan interpreters that can serve to assist jurors undertaking their duty in the ACT court system.

Further analysis and recommendations regarding the inclusion of deaf people in jury services can be found in Chapter 7: Justice and Community Safety.

Recommendation 172

The Committee recommends that the ACT Government facilitate a list of qualified Auslan interpreters, in conjunction with the languages register, that can be made available to the ACT courts in the event of hearing impaired people being called up for jury duty.

##### Supported Accommodation for Young People with a Disability

The Committee asked about the prevalence of young people with a disability who, due to a lack of supported or other appropriate accommodation, are being accommodated in nursing homes or elderly retirement villages.[[1540]](#footnote-1540)

The Executive Director of Inclusion and Participation advised the Committee that:

Certainly there has been a large body of work being done around younger people with disability who have found themselves housed in nursing homes. Do we have a small number of people still residing because there has not been found an appropriate level of nursing and medical support for a person in a different sort of accommodation? That is again a national issue that is being addressed through the national disability insurance scheme around finding what is the appropriate support, because sometimes these are people who have very significant medical needs as well as needing the community engagement and recreational supports.

Just because they have those levels of need does not meant that they should necessarily be in a nursing home. I do not know that we have quite got to the point where we have all the appropriate housing and accommodation that we would hope to have. It will be a continuing issue, I think, over the next while.[[1541]](#footnote-1541)

The Minister further advised the Committee that the Office for Disability and Housing ACT have been working together to identify a better way to access specialist disability accommodation support funding in the ACT and how the ACT Government can facilitate and encourage innovative models of accommodation to address this challenge.[[1542]](#footnote-1542)

###### Committee Comment

The Committee acknowledges that accommodation services for young people with disability crosses directorate portfolios when considering individuals who have a medical and chronic illness, as well as a disability. The Committee also acknowledges that collaboration across directorates is essential in meeting the community’s needs in terms of finding suitable accommodation for this cohort out young people.

Recommendation 173

The Committee recommends that the ACT Government continues efforts across the Community Services Directorate and ACT Health to provide suitable accommodation options for young people needing long term residential care.

### Safer Families

The Office of the Coordinator-General for Family Safety ensures the ACT Government directorates and agencies work together to respond to family and domestic violence. This office is responsible for overseeing the ACT Government’s commitment to address family and domestic violence.[[1543]](#footnote-1543)

#### Matters Considered

Under Output 2.7: Safer Families, the Committee considered the following matters:

* family safety hub;[[1544]](#footnote-1544)
* pregnant women and first time mothers;[[1545]](#footnote-1545)
* violence towards men;[[1546]](#footnote-1546)
* LGBTIQ community;[[1547]](#footnote-1547)
* migrant and refugee women;[[1548]](#footnote-1548)
* early assistance for families at risk of violence - funding;[[1549]](#footnote-1549) and
* Domestic Violence Crisis Centre.[[1550]](#footnote-1550)

#### Key Issues

##### Family Safety Hub

The Committee asked the Minister for the Prevention of Domestic and Family Violence for an update on the Family Safety Hub.[[1551]](#footnote-1551) The Coordinator-General for Family Safety identified three priority areas for reform:

* building a shared understanding of domestic and family violence and the dynamics of that both within and across the service sectors and also the broader community;
* building capability of services to offer an integrated holistic response to victims and families, to ensure these responses are culturally competent and to ensure that across the board we are connecting the right capability to respond; and
* pathways to safety.[[1552]](#footnote-1552)

The Coordinator-General for Family Safety also advised the Committee of early intervention and prevention initiatives within the family safety hub, noting that:

We started with looking at how we improve early intervention and prevention for pregnant women and new parents. Evidence shows that the period of pregnancy and the birth of a first child is a higher risk time; it is a time when violence often starts and many women who experience violence in their relationships experience it during pregnancy.[[1553]](#footnote-1553)

The Committee followed this with questions about the intervention steps used to identify pregnant women and new parents that may be at risk of domestic and family violence. The Committee was advised by the Directorate that:

Some interesting models look at supporting parents in that early period of parenting and helping people navigate the big change and the major stresses that are going to come into their family at that point. They are the things we are looking at and what the evidence shows about those.[[1554]](#footnote-1554)

The Committee noted the statement in the budget that indicated that the family safety hub would be delivered by reprioritising existing projects funded by the Safer Families Levy.[[1555]](#footnote-1555) In response the Committee’s queries about how this would work the Committee was advised:

The particular initiatives that have been reshaped to deliver the hub were two initiatives that were already earmarked for the hub but we are using the money in a slightly different way. There was an initial commitment to an initiative that was broadly described as a case coordination capability in the original safer families package. There was a specific family safety hub commitment in last year’s budget. It is those two initiatives that have been rolled together to support the hub over the forward estimates.

All of that funding was already earmarked for the family safety hub, but because we had not completed the design work, we had not actually worked out the best way to use the funding. Now that we have, we have reshaped what that funding is for, and we are using it across the four years of the forward estimates.[[1556]](#footnote-1556)

###### Committee Comment

The Committee acknowledges the initiatives and funding allocated in an effort to reduce and prevent domestic and family violence in the ACT. The Committee also acknowledges the role of the family safety hub in implementing these initiatives. However, the Committee is concerned that a domestic violence policy has yet to be delivered by the ACT Government a year after it was expected to be delivered.

##### Domestic Violence Crisis Centre

The Committee enquired into the funding provided to the Domestic Violence Crisis Centre. Specifically, the Committee asked if the funding provided was able to adequately provide assistance to individuals seeking help and in the time they require that help.[[1557]](#footnote-1557)

The Committee was advised that:

There is additional funding in this year’s budget for the Domestic Violence Crisis Service as well as Canberra Rape Crisis Centre. That is in recognition of the increased demands we have seen for crisis support. We can see it in the data from both of those services. Domestic Violence Crisis Service is the only service that offers a 24/7 service helpline in the ACT. They are physically generally present at the court as well.

I think they have presented data recently to say that they have supported about 800 people over the course of 12 months. They are very actively supporting women at the court.[[1558]](#footnote-1558)

The Committee asked about the number of people working at the Domestic Violence Crisis Service call centre.[[1559]](#footnote-1559) This questions was taken on notice and in the Minister’s response to the Question Taken on Notice, the Minister advised the Committee that:

During business hours (8am-3.30pm Monday to Friday) there are two crisis intervention staff on shift whose role it is to answer incoming calls. There are an additional two crisis intervention staff whose role it is to attend to the outgoing work that is generated and attend support visits.

From 3.30pm-11.30pm Monday to Friday there are two crisis intervention staff who answer the crisis line and attend to other outgoing work.

Between 11.30pm-8am Monday to Friday, the on-call system diverts incoming calls to one crisis intervention staff member who has the mobile, while a second staff member only engages if a crisis visit is required.

On weekends there are two crisis intervention staff who answer the crisis line and attend to outgoing work. [[1560]](#footnote-1560)

Recommendation 174

The Committee recommends that the ACT Government continue to address funding needs to meet demand by frontline domestic violence and rape crisis services.

Recommendation 175

The Committee recommends that the ACT Government consider providing performance indicators for domestic violence and rape crisis frontline services in order to track demand.

Recommendation 176

The Committee recommends that the ACT Government establish accountability targets for specific prevention and early intervention measures relating to family and personal violence and report on these to the Assembly regularly.

### Child and Family Centres

Early intervention and prevention services provided through a universal platform with targeted services for vulnerable families. Services provided include parenting tip sheets, sustained home visiting, parenting advice and support services, specialist clinical services, community development and community education. Services are delivered in partnership with other agencies, local community organisations and service providers.[[1561]](#footnote-1561)

#### Matters Considered

Under Output 3.1: Child and Family Centres, the Committee considered child and family centre client satisfaction with services.[[1562]](#footnote-1562)

The Committee noted that the target for client satisfaction with services was 90 per cent and the estimated outcome was also 90 per cent. The Committee asked the Directorate how this percentage of satisfaction was measured and were advised that:

In terms of these actual surveys, we have a survey form where we approach families that have had a case closed. They would have been working with the child and family centres on an ongoing basis, and most likely in a case management capacity. When we are offering a case management service, that is usually for our families with high and complex needs. So our case management approach is meeting with families; ascertaining their strengths, their aspirations and their needs as a family; and then tailoring a response. That can be for a relatively short period of time while that family is stabilised or it may be a longer term relationship with that family. When that case is closed, our survey is done where we contact that family, or a number of families, and go through a series of questions with them. Based on that data, we are able to ascertain their level of satisfaction with the service that they received.[[1563]](#footnote-1563)

The Committee asked additional questions relating to Aboriginal and Torres Strait Islander family satisfaction with child and family centres and were informed that there is funding dedicated to Aboriginal and Torres Strait Islander children and families that has been provided by both the ACT Government and the Commonwealth Government.[[1564]](#footnote-1564) It was noted by the Directorate that the funding has been a ‘valuable investment in strengthening families’ and in building intentional pathways to other parts of our service offer.[[1565]](#footnote-1565)

###### Committee Comment

The Committee is encouraged that the ACT Government is working to maintain 90 per cent satisfaction with child and family centre client services and looks forward to seeing the outcomes of a number of family inclusive initiatives.

##### Partnerships

The Committee discussed early intervention parenting support programs and the Marymead New Horizons mental health program for children with Marymead on Friday 15 June 2018. See Chapter 2 for details of those discussions.

Recommendation 177

The Committee recommends the ACT Government continue to support early intervention parenting support programs.

Recommendation 178

The Committee recommends the ACT Government continue to engage with Marymead on the New Horizons program to ensure continuity and benefits for the Territory.

### Child Development Services

The Child Development Service has a focus on early identification and intervention and provides assessment, referral, information and linkages for children 0-6 living in the ACT, where there are concerns relating to their development. Autism assessments are provided for children up to 12 years. Children 7-8 years with complex needs who have not had a previous assessment by allied health professionals can access this services.[[1566]](#footnote-1566)

#### Matters Considered

Under Output 3.2: Child Development Services, the Committee considered the following matters:

* early intervention services – transition from Therapy ACT to NDIS;[[1567]](#footnote-1567)
* early intervention services – assessment and diagnosis wait times;[[1568]](#footnote-1568)
* early intervention services – information pathways for parents;[[1569]](#footnote-1569) and
* early intervention services – cost of services.[[1570]](#footnote-1570)

#### Key Issues

##### Early Intervention Services – Assessment and Diagnosis Wait Times

The Committee asked about the wait times from assessment and diagnosis for developmental disability and delay. The Deputy Director-General advised the Committee that:

In understanding the trajectory, for some people the wait time for child development services is virtually negligible. You can imagine the journey where you have gone to a drop-in clinic, there have been concerns about development, there has been some work happen, and then there has been referral to a support service. The assessment has started almost immediately in that circumstance as they are collecting developmental information about the child and so forth. For children under six, that is the most common experience of the child development service. At the complex end of this is where someone arrives as a seven-year-old wanting a multidisciplinary at that point. For that small group of individuals, the wait times have blown out. We have not got an average of that, because of that huge experience between nothing and what could be months that someone might need to wait in terms of a complex multidisciplinary response. [[1571]](#footnote-1571)

The Committee sought further clarification on the wait times for assessment and diagnosis for developmental disability and delay and was advised that: [[1572]](#footnote-1572)

There are currently 74 children waiting for comprehensive multidisciplinary Autism Spectrum Disorder (ASD) assessment through the Child Development Service (CDS) who fall into the category of long wait times.

These children have been waiting six to 12 months to access assessment.

The CDS offers a unique, comprehensive, multidisciplinary ASD assessment service for children up to 12 years of age. Due to the comprehensive approach offered, the CDS is a service of choice for referrers, particularly for children with a complex developmental presentation.

All children who are awaiting an ASD assessment with the CDS have had a number of investigations already undertaken including medical or developmental assessments. As such, many families are also linked with supports in the community such as Marymead

Autism Centre, NDIS EACH (the NDIA funded Early Childhood Early Intervention Partner in the Community), or Playgroups ACT that can be accessed whilst waiting for assessment. Families may also choose to seek assessment by private practitioners where there is currently little or no wait period.

Work has been undertaken with referring paediatricians to develop a more collaborative approach to ASD assessments for children with less complex presentation. This will help to streamline diagnosis in less complex cases, reducing the delays experienced by families seeking an ASD diagnosis.

A comprehensive recruitment strategy has been implemented by the CDS to recruit to highly specialised psychology vacancies within the team, to address the capacity of the service to respond to referrals in a timely manner. To date, this strategy has been unsuccessful, and as such, in May 2018, a two stage procurement process was commenced to seek the services of private psychologists to complete autism assessments with, or on behalf of the CDS.

Suitably qualified and experienced psychology providers have been selected and negotiations are currently underway regarding start dates and capacity of these providers. It is expected that the engagement of private providers will bring down forward assessment times and alleviate waiting times currently being experienced by families.

### Child and Youth Protection Services

Child and Youth Protection Services is a provision of statutory child protection and youth justice services is aimed at improving and promoting the safety and the wellbeing of children, young people, their families and the community.[[1573]](#footnote-1573)

Under output 3.3: Child and Youth Protection Services, the Committee considered the following matters:

* care and protection – Aboriginal and Torres Strait Islander representation;[[1574]](#footnote-1574)
* care and protection – protection placement decisions;[[1575]](#footnote-1575) and
* adoption and permanency.[[1576]](#footnote-1576)

#### Key Issues

##### Aboriginal and Torres Strait Islander Representation

The Committee enquired into measures in the Budget for the CSD to reduce overrepresentation of Aboriginal and Torres Strait Islander children in out of home care.[[1577]](#footnote-1577)

The Committee was advised that:

Just last week there was a very exciting announcement with Gugan Gulwan and OzChild around the establishment of functional family therapy, again as a pilot for the ACT.[[1578]](#footnote-1578)

The Directorate further highlighted the role of the functional family therapy, stating that:

The functional family therapy program specifically targets families with children zero to 17 years. It is specifically for Aboriginal and Torres Strait Islander families. It is those families who have brushed up against statutory service systems and that are really struggling to engage with universal and secondary service systems.

The idea is to work with those families as early as possible so the children are able to stay at home. It is family-based. It is in the home support. It is quite intensive support and is evidence-based. It is a US model that OzChild have been delivering in New South Wales and Victoria and partnering with Gugan to deliver in the ACT. It is the first time this model has been trialled specifically to Aboriginal and Torres Strait Islander families. We are excited about that.

The families typically will have experienced some sort of abuse, family violence, mental illness, drug and alcohol problems; any of them or all of them. The program, as Mrs Mitcherson said, is as intense as the family requires it to be. The experience in New South Wales has been that no children who have been part of this program have come into care subsequently. So we are really excited about the opportunity of diverting families, ideally even before they have been reported to the statutory system, but certainly once they are reported, diverting them directly out to that program and having those kids remain within their family and their natural supports.[[1579]](#footnote-1579)

The Committee sought clarification between the function family therapy program and the family group referencing program. It was advised that both programs were early intervention programs:

Family group conferencing looks at identifying the immediate and broader family to come together to make a family plan. It is then their responsibility to go forward and enact that plan. Functional family therapy is an intervention approach that occurs in the home by trained professionals to support people on the verge of coming into statutory responsibility. [[1580]](#footnote-1580)

###### Committee Comment

The Committee notes that the ACT Government is currently piloting two programs with Aboriginal and Torres Strait Islander families; the functional family therapy program and the family group conferencing program. The Committee the introduction of these two programs is appropriate in light of the overrepresentation of Aboriginal and Torres Strait Islander children and young people in care in the Territory.

Recommendation 179

The Committee recommends that the ACT Government report on the outcomes of the functional family therapy and the family group conferencing pilot programs.

##### Care and Protection – Protection Placement Decisions

The Committee enquired into the procedures in place for a carer to contest care and protection placement decisions made by Child and Youth Protection Services (CYPS). The Committee noted that advice received from the public suggested that a carer can only contest these decisions via the ACT Children and Young People Commission, which sits with the Human Rights Commission.[[1581]](#footnote-1581)

The CSD advised the Committee that the ACT Children and Young People Commission did not have the authority to reverse protection placement decisions. Additionally, the Committee was advised that such decision can be made by CYPS or judge at the Children’s Court.[[1582]](#footnote-1582) The Directorate further clarified the process, stating that:

Generally speaking, when children come into care the Children’s Court makes an order. Ordinarily that is about the director-general being able to make some decisions about where children are placed. That is to allow the director-general to match and to ensure that the placement of that child, and the safety of that child, is in the best interests of that child. It is called a residence order in the act.

In circumstances where carers or parents or others who have an interest in that child are dissatisfied with the decision of the director-general, there is a pathway back to the Children’s Court. It is the Children’s Court, because it is a best-interest decision. It is around the safety and wellbeing of children. They are able to make an application to amend the order of the court or to have the order of the court revoked. That is the opportunity.[[1583]](#footnote-1583)

The Committee noted that evidence provided by the community suggested that the community was not aware of this pathway through the Children’s Court and believed the only approach was through the Human Rights Commissioner, the Public Advocate, or the Children and Young People Commissioner.[[1584]](#footnote-1584)

In response to this query, the Executive Director of Children, Youth and Families informed the Committee that:

I absolutely agree that we can get better at making it clearer to people that that is a pathway. We do have these documents—I think they have been out now for a couple of years—that provide that detail. We are in the process of developing a carer handbook which will absolutely explicitly talk about the multiple pathways that carers might choose around having a decision reviewed, accessing advocacy, or making a complaint. It will absolutely be explicit in the carer handbook. We will be putting that on the website as well so that people can access that, and everybody who is providing care, whether you are kin or foster care, will know exactly what is available.[[1585]](#footnote-1585)

The Committee also asked the Children and Young People Commissioner about her role in assisting parents or carers to contest placement decisions:

I am unsure, I guess, why the recommendation has been made for referral to us because there is very little we can do for family members in that space, though we can and do make the inquiries in respect of the case scenario—what has occurred for the child or young person. Where required, we seek further questions or clarification about the actions that have been taken to try and understand whether the system has done what it is supposed to do in the way that it is supposed to do it and whether that has been in the best interests of the child or young person.[[1586]](#footnote-1586)

In addition to procedures in place for a care to contest care and protection placement decisions, the Committee asked for an update on care and protections decisions being externally reviewed. The Minister advised the Committee that:

I understand from JACS, because there has been a bit of work between both agencies of course, that there is a draft paper very close to being released for a targeted consultation. I do not want to put a time on that because it is JACS directorate, but I understand it is very close. I would say imminent, really. It will be targeted consultation around interested parties to have a look at that paper.[[1587]](#footnote-1587)

It was further clarified the review is being conducted by a committee that is evaluating what decisions should be merit based, internally and externally. If was further noted that the scope of the committee’s review stemmed from the recommendations presented in the Glanfield inquiry.[[1588]](#footnote-1588)

###### Committee Comment

The Committee acknowledges the need for carers to have information accessible to them highlighting the pathways they can take to have a decision reviewed, accessing advocacy, or making a complaint. The Committee further acknowledges the work the CSD it taking to ensure this information is available in the new carer’s handbook. However, the Committee does note that such information was available previously but was not publically known and hopes that the new carer’s handbook is better publicised in the community.

The Committee also notes the work being done between the CSD and JACSD to ensure the recommendations from the Glanfield report are adopted within the ACT. The Committee the Assembly and the community would benefit from the publication of the CSD/JACSD review.

Recommendation 180

The Committee recommends that, in light of comments by the Children and Young People Commissioner that she has no jurisdiction to advocate for parents or other carers, the ACT Government cease to recommend that parents/carers with concerns regarding child protection decisions direct their concerns to the Commissioner.

Recommendation 181

The Committee recommends that the ACT Government consider recommendations from the Children and Young People Commissioner and preliminary suggestions from the Law Reform Advisory Council regarding the need to make more Child and Youth Protection decisions externally reviewable.

Recommendation 182

The Committee recommends that the ACT Government make sure that its forthcoming carers’ handbook provide clear and comprehensive information regarding all currently available pathways for review or the raising of concerns regarding care and protection decisions, and that this information be accurately reflected in communications with parents/carers from Child and Youth Protection Services.

Recommendation 183

The Committee recommends that the ACT Government table as quickly as practicable the joint Justice and Community Safety Directorate/Community Services Directorate paper regarding what care and protection decisions should be reviewable on their merits.

##### Adoption and Permanency

The Committee asked about the adoptions and permanency budget measures. Specially, asking what these measures would achieve.[[1589]](#footnote-1589)

The Committee was informed that:

That measure is a result of the adoption task force in 2016 where there was a recommendation for some specialised staff within the directorate to progress adoptions and permanent care orders in a more timely manner. This budget initiative allows us to do that and to work in partnership with ACT Together who are the pipeline in terms of undertaking both enduring parental responsibility and adoption assessments. The budget will allow us to increase our staff and staff of the government solicitor’s office, because they also have a role in progressing adoption matters to the Supreme Court.[[1590]](#footnote-1590)

###### Committee Comment

The Committee notes that adoption numbers are published in Annual Reports and encourages this to continue.

### Housing ACT

Housing ACT’s role is “the provision of safe, affordable and appropriate housing that supports tenants to sustain their housing long term through:

* assessing an applicant’s eligibility for housing, priority category and their support needs;
* allocating housing to eligible applicants and community housing providers and other community sector support providers that best meets the needs of tenants; and
* managing the public housing property portfolio to ensure that it best meets the needs of tenants, and managing the social housing tenancies.
* Providing funding and support to the homelessness and community housing service providers to address homelessness and provide sustainable long term housing options.”[[1591]](#footnote-1591)

#### Matters considered

The Committee considered the following matters in this output class:

* total facilities management contract;[[1592]](#footnote-1592)
* social housing services and client service visits;[[1593]](#footnote-1593)
* social housing complaint handling; [[1594]](#footnote-1594)
* homelessness services; [[1595]](#footnote-1595)
* front-line staff training;[[1596]](#footnote-1596)
* public housing tenants who have been incarcerated; [[1597]](#footnote-1597) and
* Common Ground development in Dickson.[[1598]](#footnote-1598)

#### Key Issues

##### Total Facilities Management Contract

The Committee enquired into the new total facilities contract. Specifically, asked when the new contract come into effect, as well as the current status of the new contract.[[1599]](#footnote-1599) The Committee was advised that:

As to the process to date, we are in negotiation. We are still in the situation of probity and procurement but we are actually at the negotiation stage. We are on time to actually be able to develop with the preferred provider the outcomes of the contract. We hope to finalise the negotiation stage very shortly and then move into what is called mobilisation. We will mobilise the contract on schedule for the agreed date, which was 1 November.[[1600]](#footnote-1600)

The Committee asked if the Directorate’s expected a reduction in complaints received in relation to public housing maintenance once the new contract is rolled out.[[1601]](#footnote-1601)

The Minister for Housing and Suburban Development, Yvette Berry MLA, told the Committee that:

Part of this work that Mr Duggan talked about—changes in technology and the funding in the budget that was announced around technological changes to how our housing managers interact with clients, with public housing tenants as well—will mean that their information can be dealt with and processed in a much quicker way, because it will not be a paper-based system. It will all be real time, digital. Those two processes—housing managers and how they interact with clients as good social landlords, and how the maintenance services interact as well—together will mean that the tenants’ experience will improve, because it will be addressed or dealt with in a much more timely manner because of the way that the communications will occur.[[1602]](#footnote-1602)

Recommendation 184

The Committee recommends that the ACT Government:

* provide an update in the 2019-20 Budget Statement G on implementation of the new facilities management contract; and
* consider implementing additional performance indicators in future Budget Statements for Output 1.1 that measure delivery performance under the new Total Facilities Management Contract and client complaint levels.

##### Social Housing Services and Client Service Visits

The Committee asked about the increase of client service visits from 9,000 to 12,500. In response, Housing ACT advised that:

The CSV, which is client service visits, which is how often our housing managers interact with tenants, was a particular count. It was a statutory count, which was just looking at literally one visit, an annual visit for the client. But what we have done is change the business model in terms of the interaction that housing managers have with tenants as our cohort has changed; the changing nature of the tenants. What we have realised was that the full effort of our housing managers was not actually being recognised by this particular indicator.

There were changes several years ago around modernising our services for tenants, which meant that we changed how often we visited folk. We realised that people needed to have support when they first established their tenancy, which was a 90-day visit. We also realised that there were many of our folk who actually did not need us to visit them every 12 months and maybe we needed to extend that out. We also realised there are some other folk for whom we need to provide far more intensive support in the community.[[1603]](#footnote-1603)

The Committee also enquired into the number of complaints Housing ACT receive each year regarding antisocial behaviour. Additionally the Committee asked if any of the tenants were evicted this financial year due to antisocial behaviour.[[1604]](#footnote-1604)

In response to the Committee’s query, Housing ACT informed the Committee that approximately 1,000 antisocial complaints are received each financial year. Additionally, 18 eviction occurred in the 2016-17 financial year.[[1605]](#footnote-1605)

###### Committee Comment

The Committee acknowledges the important role provided by client service visits. As such, the Committee believes more detailed information regarding client service staff would be of benefit to future Budgets.

Recommendation 185

The Committee recommends that future ACT Budget Statements report on the number of full time equivalent (FTE) employees to client service roles, both in the budget and Forward Estimates.

##### Homelessness Services

In the discussion on homelessness the Committee requested a breakdown of the specific cohorts needing housing which the budgeted $6.5 million funding will be targeting.[[1606]](#footnote-1606) The Committee was advised that:

There are various funding components of the 6.5 over four [years]. What you will notice in the budget papers is that it scales up over the outyears. This first year we have $1.2 million. That is broken down in the following ways. We are providing a funding variation to Beryl, Toora and Doris, those refuges that specifically focus on women and domestic violence safety issues for those women. We are topping them up by $100,000 each year; that is a variation for the contract. Beryl and Doris in particular run a child program, and that will enable that to continue. There is also $80,000 there for the continued supports at Karinya House.

The remaining funds are split between two programs: one for older women and another one for, as I said, people who have no immigration status.[[1607]](#footnote-1607)

The Committee noted that the $6.5 million also included the funding for 36 places. The Committee sought further clarification as to whether the 36 places were physical locations or beds. The Committee was informed that the 36 is an estimate based on the funding so that the sector can employ additional staff to undertake intensive case management for 36 individuals or families at any one time.[[1608]](#footnote-1608)

The Directorate went on to advise the Committee that 900 support places are currently funded by the ACT Government, as well as 600 houses.

The Committee then enquired into the how many beds exist within the 900 support places and 600 houses and their cohort breakdown[[1609]](#footnote-1609)and in an answer to a Question Taken on Notice, the ACT Government indicated in 2018-19 there are 347 accommodation places available in the ACT Specialist Homelessness Sector[[1610]](#footnote-1610) and that these are distributed according as per the table below:[[1611]](#footnote-1611)

|  |  |
| --- | --- |
| **Cohort** | **Accommodation Places (at any one time)** |
| Women - DV Inclusive | 85 |
| Men | 62 |
| Families | 37 |
| Youth | 112 |
| Indigenous | 12 |
| General Housing Support | 39 |

The Committee also discussed homelessness and housing affordability with the YWCA of the ACT on 15 June 2018. See Chapter 2 for details of those discussions.

###### Committee Comment

The Committee acknowledges the efforts of the ACT Government in providing support services for a number of different cohorts experiencing homelessness. The Committee also notes the ACT Government’s focus on early intervention and preventative approaches to cohorts at risk of homelessness. However, the Committee believes the supply of adequate accommodation for all cohorts still requires significant consideration during the budgetary process.

The Committee is also concerned that the figures provided for supported and accommodation places do not correlate to the numbers discussed during the hearing.

Recommendation 186

The Committee recommends that the ACT Government provide a reconciliation of the information in Estimates Question Taken on Notice 422 and evidence provided at the hearing of 27 June 2018 about the number of homelessness support and accommodation places. This reconciliation should provide a definition of support and accommodation places.

Recommendation 187

The Committee recommends that the ACT Government continue to address funding needed to make sure that Canberra’s crisis accommodation is not in a position where it needs to turn away people in need.

Recommendation 188

The Committee recommends that the ACT Government funds additional crisis accommodation physical beds, as well as support services.

Recommendation 189

The Committee recommends that the ACT Government clarify if funding for older women’s homelessness services includes any new beds.

Recommendation 190

The Committee recommends that the percentage figures for the Community Serviced Directorate Strategic Indicator 1 be supplemented with a line showing the number of applicants or people in greatest need that were actually housed within three months in each financial year

Recommendation 191

The Committee recommends that the ACT Government prioritise the finalisation of the Housing Affordability Strategy.

##### Front-line Staff Training

The Committee enquired into the allocated $100,000 funding for front-line staff training. Noting that the funding was the same as last year, the Committee asked if it had been rolled over or a new amount of funding allocated.[[1612]](#footnote-1612)

The Committee heard that:

It is ongoing. That funding was from last year. We are working with ACT Shelter in looking at that training. The first part of that funding was a piece of research or an analysis following on. You might remember that four reports were commissioned around trauma-informed practice several years ago, again done by the sector. Working with that base of information, we said that we need to do another piece of work that does a gap analysis of what training is out there and what training the sector wants.[[1613]](#footnote-1613)

It was further noted by the Directorate that the hope is that the funding will go to front-line sector worker training in the coming year.[[1614]](#footnote-1614)

###### Committee Comment

The Committee acknowledges the importance in providing sufficient training for front-line staff. The Committee believes that such integral training should not be delayed but considered as a high priority for the ACT Government.

Recommendation 192

The Committee recommends that the ACT Government work with the homelessness sector on how to spend the $100,000 allocated for staff training in the sector.

##### Public Housing Tenants Who have been Incarcerated

The Committee asked about tenancy agreements with public housing tenants who are detained at Alexander Maconochie Centre (AMC). Specifically, the Committee enquired into how long public housing tenants can keep their tenancy once detained.[[1615]](#footnote-1615)

Directorate officials advised the Committee that people will pay $5 rent during periods of incarceration, or in periods of rehabilitation, or when escaping domestic violence. However, if the ACT Government wants to evict anyone under a no-cause notice, the individual would pay $5 a week in rent for a minimum period of 26 weeks before being evicted.[[1616]](#footnote-1616)

The Committee was also informed that if individuals are on remand, their matters have been dealt with and they are being released within eight months, the $5 rent per week would be for the period of eight months.[[1617]](#footnote-1617)

The Committee also asked questions about the process by which a detainee at the AMC could apply for public housing prior to release. These questions stemmed from concerns that the detainee is required to leave the AMC and be homeless before applying for public housing. The Committee specifically queried as to what services are available that can help reduce this risk.[[1618]](#footnote-1618)

The Senior Director of Housing ACT informed the Committee that:

We accept pre-release applications for public housing from folks in the AMC. We register them immediately on the standard housing list. Then we start an assessment process, usually with them and their case manager, as the minister says. They actually then go through a process to see whether they will receive priority. If they do receive priority, they go to the multi-disciplinary plenary panel and they are assessed there. We made a decision to actually accept applications from folks who are incarcerated and then to work through the process as we work through the dates for their release. That is how the process works at the moment.[[1619]](#footnote-1619)

The Executive Director of Housing ACT also noted that:

I think it is really important to note the programs coming back out the other side. I have already mentioned Room4Change. Again, it works with folk who can transition from the AMC who are ready for that program.

We also have the managed accommodation program which is delivered by EveryMan Australia. It has over $500,000 in funding. We have also got the coming home program delivered by Toora. Together with those programs, I think we have 25 support places, plus tenancy and property management for 15 men. There is your split between your property places and your support places. In addition, the coming home program has 20 support places and property and tenancy management for up to five women.[[1620]](#footnote-1620)

###### Committee Comment

The Committee acknowledges initiatives provided by the ACT Government in relation to accommodation support services for individuals who are released from the AMC but suggests that there would also be a benefit in providing transitional housing support for individuals leaving the AMC.

Recommendation 193

The Committee recommends that the ACT Government develop transitional housing with appropriate levels of support for people leaving Alexander Maconochie Centre in parallel with the throughcare program.

## Transport Canberra and City Services

### Introduction

The ACT 2018-19 *Budget Statements H*, Transport Canberra and City Services Directorate states that the Directorate:

delivers an attractive cityscape and amenity, an effective road network and an integrated public transport system… The Directorate also delivers a range of innovative services to the community including libraries, waste and recycling services, safer walking and cycling around schools, city amenity, infrastructure and maintenance of the Territory’s assets including recreational and sportsgrounds facilities, local shops and amenity, playground equipment and upkeep of the city… The Directorate is also responsible for the planning, building and maintenance of many of the Government’s infrastructure assets such as roads, bridges, cycling and community paths and the streetlight network.[[1621]](#footnote-1621)

The Committee met with the Minister for Transport Canberra and City Services (TCCS) on Wednesday 20 June 2018 and discussed the following output classes:

* Output Class 1: Transport Canberra:
* Output 1.1: Transport Canberra;
* Output 1.2:
* Output Class 2: City Services:
* Output 2.1: Roads and Infrastructure;
* Output 2.2: Library Services;
* Output 2.3: Waste and Recycling;
* Output 2.4: City Maintenance and Services;
* Output 2.5: Capital Linen Service.

The Committee also discussed the operations of ACTION (Output Class 1: Bus Operations, Output 1.1: Bus Operations) and the ACT Public Cemeteries Authority.

### Transport Canberra

Output 1.1, Transport Canberra, includes oversight of the construction of light rail, the Government subsidy paid to Transport Canberra Buses (ACTION), the strategic oversight of the public transport network and policy, public transport asset management and the Active Travel Office.[[1622]](#footnote-1622)

ACTION Output Class 1, Bus Operations, includes provision of a public bus network and school bus services, including a range of express and regular route services within Canberra suburbs. Transport Canberra Buses also provides special needs transport and a bus charter service.[[1623]](#footnote-1623)

#### Matters Considered – ACTION

The Committee considered the following matters under ACTION Output Class 1 Bus Operations:

* new funding to improve infrastructure for the bus network;[[1624]](#footnote-1624)
* new bus network currently open for an eight week period of consultation;[[1625]](#footnote-1625)
* after the ACT electricity sector is 100 per cent renewable in 2020, the next area of focus for carbon emission reduction will be the transport sector;[[1626]](#footnote-1626)
* explanation of the multidirectional loop routes which will replace meandering routes;[[1627]](#footnote-1627)
* planned work to improve people’s experiences of transferring between bus services (‘interchanging’);[[1628]](#footnote-1628)
* development of digital technologies to assist people with journey planning;[[1629]](#footnote-1629)
* impact of increased interchanging on the accessibility of the bus network for people with limited mobility;[[1630]](#footnote-1630)
* deployment of customer officers at interchanges to assist people with interchanging;[[1631]](#footnote-1631)
* time cost for individual passengers of increased interchanging;[[1632]](#footnote-1632)
* demand responsive bus services for Lawson, University of Canberra Hospital, Calvary Hospital, and the Alexander Maconochie Centre;[[1633]](#footnote-1633)
* nightrider services, and the integration of the bus network with Uber;[[1634]](#footnote-1634)
* current and future staffing numbers at bus interchanges;[[1635]](#footnote-1635)
* consultation with non-bus users when planning the new bus network;[[1636]](#footnote-1636)
* integrated ticketing for the public transport network;[[1637]](#footnote-1637)
* trial of free off peak travel for seniors;[[1638]](#footnote-1638)
* whether children of low income families have access to free bus travel concession cards on the same basis as their parents;[[1639]](#footnote-1639)
* discontinuation of Xpresso services under new network timetable;[[1640]](#footnote-1640)
* trial of electric buses;[[1641]](#footnote-1641)
* failure to meet accountability indicator relating to percentage of in service fleet fully compliant with standards under the *Disability Discrimination Act 1992*;[[1642]](#footnote-1642)
* safety for bus passengers and commuters after dark (in relation to bus transport);[[1643]](#footnote-1643)
* funding for new buses;[[1644]](#footnote-1644) and
* progress of updated fleet strategy.[[1645]](#footnote-1645)

#### Key Issues

##### New Bus Network currently out for Consultation

The Minister for Transport and City Services told the Committee about new bus network which is currently open for an eight week period of consultation. The new network proposes: ten rapid bus services; changes to local services near the rapid routes; and increased ‘interchanging’ between services to get from one place to another.[[1646]](#footnote-1646)

The Committee heard that the aim of the new network is to increase bus patronage and reduce traffic congestion:

Overall, the intention of the new network is to increase patronage right across the city. This has the flip side of decreasing congestion on our roads, lowering our transport emissions.[[1647]](#footnote-1647)

The Committee was told that the changes to the bus network were informed by community consultation:

We have undertaken consultation which extended to not just people who are currently using the bus network but people who are not using it… Off the back of the previous consultation that we undertook, we know the things that are more likely to attract people to using public transport are frequency, better operating hours and more direct trips.[[1648]](#footnote-1648)

The Committee asked about the impact of increased ‘interchanging’ on people with limited mobility and was advised:

…that is an area of interest through the community consultation process that we are going through at the moment. We want to receive the ideas of our customers and, just as importantly, people who are not yet our customers, as to what would work best for them.[[1649]](#footnote-1649)

The Committee heard there will be work done to improve wayfinding at interchanges, and new customer officers will be deployed at interchanges to assist passengers, in addition to the current transport officers. The Committee was told the ACT Government is investing in new accessible buses, and phasing out the old non-accessible orange buses. Accessible buses are used on trunk routes with higher numbers of passengers.[[1650]](#footnote-1650)

The Committee asked whether modelling had been conducted to assess the differences in travel times for patrons and was advised:

What you will not have seen in this phase of consultation is an actual timetable, because what you need to do before you can put the timetable out is lock down exactly where all the buses are going. There will be a much shorter, effectively, third phase of consultation after this consultation where we will be putting the timetable out and saying, “These are the actual bus times.” That will give people at that point in time a very specific idea of exactly how they will get from A to B.

In response to further questions on consultation, that Committee heard:

… The main thing to get right is the routes and where they are going. That is the main point of consultation. The idea of putting the timetable out is that we will be the first to acknowledge that they are sometimes big and complex beasts, and if there is something hidden that needs to be drawn to our attention, that does not quite work right, there is that opportunity for us to make tweaks at that point in time to make the system better overall.[[1651]](#footnote-1651)

###### Committee Comment

The Committee welcomes the ACT Government’s expressed intention to decrease congestion on our roads, and lower transport emissions. However the Committee is concerned that the network changes will negatively affect some groups of passengers.

Recommendation 194

The Committee recommends that the ACT Government continue to give priority to, and increase investment in, public transport and active transport.

Recommendation 195

To enable the community to more fully understand the impact of the changes to the bus network, the Committee recommends that the ACT Government release modelling on:

* the difference in travel times between Gungahlin suburbs and Civic;
* the effects of cancelling some dedicated school bus services, including the numbers of children taking dedicated school buses to and from school, the number of children taking regular buses to school, and the traffic congestion impact of more parents choosing to drive their children to school;
* the difference in total travel times for current users of school bus services; and
* the difference in total travel times for current users of Xpresso services and the number of exiting users of these services.

##### Funding for Buses

The Committee noted that there was allocated funding for new buses and, in light of the electric bus trial, queried the possibility that these new buses would be electric buses. The Directorate indicated that:

when we go to the market for the next lot of 40 buses, we are inclined at this stage to draft the procurement documents so that we can receive proposals around electric buses. Once we know what is actually on the table in front of us, we can make a decision as to whether we continue with diesel or whether we go down an electric path.[[1652]](#footnote-1652)

There are a number of factors to consider, including price and also the longevity of the buses and so forth. What probably gives you an indication of our thinking is that we are progressing a new Woden bus depot, and in some of the public procurement documents that we put out there, we are interested in building that in a way that is futureproofed for an all‑electric fleet out of that depot.[[1653]](#footnote-1653)

The Committee also asked about the timeframe for achieving a zero-emissions bus fleet. The Directorate indicated that:

if we are being realistic as to when we are going to get to a completely zero-emission bus fleet, it is something that will have to work its way through the system over quite a number of years. It is not something which would happen in the zero to five-year time frame, for example.[[1654]](#footnote-1654)

Further to this The Committee queried whether a zero-emission fleet was a factor in their fleet strategy and future decision making. The Directorate indicated that:

within Transport Canberra we are keenly aware of the ACT government’s emissions targets. We are keenly aware that from 2020 transport in all its forms in the ACT will be the largest emitter. Balancing customer, price and operational requirements, we are very mindful to be at the forefront of the move to electro-mobility in Australia. We just cannot give a precise date as to when we will be zero emission. [[1655]](#footnote-1655)

Recommendation 196

The Committee recommends that the ACT Government ensures that its procurement process for the next tranches of 40 buses encourages purchase of low emissions (eg electric or hybrid) buses.

##### Consultation with non-bus users when planning the new bus network

The Committee noted that the Directorate was implementing a lot change in bus network and was informed by the Minister that:

A lot of the changes that have formed the design of the new network are based on multiple surveys with the Canberra community about what sort of network they want, as well as pretty detailed customer data through the MyWay system, which has now been available for some time.[[1656]](#footnote-1656)

Whilst acknowledging this had the potential to glean a lot of information from current bus network users the Committee then questioned how information was being collected from those people who did not currently use the bus network. The Directorate stated that:

The MyWay data that we have is very rich and has helped us develop the new network. Indeed, when it comes to the school network we work very closely with the Education Directorate and we are looking at some of the school-by-school enrolment data to develop what we have developed.

We have undertaken consultation which extended to not just people who are currently using the bus network but people who are not using it. We freely acknowledge that amongst major cities, capital cities in Australia, Canberra has very high rates of car usage and there is definitely an opportunity there for us to be increasing public transport patronage. Off the back of the previous consultation that we undertook, we know the things that are more likely to attract people to using public transport are frequency, better operating hours and more direct trips. That does not come as a great surprise to us.[[1657]](#footnote-1657)

The Committee asked further questions on why the focus appears to be on those using the bus network not those who are not using the bus network. The Directorate stated that:

In terms of both research and community consultation, there were extensive pieces of work done in 2015 and 2016, including a widespread community survey. We would love more people who do not use the network to provide us with information. But it is one of those challenges. The household travel survey which has just recently been completed gives us very fine-grained information on how people are choosing to move around the city. But you are right: it is a challenge.[[1658]](#footnote-1658)

In terms of the consultation that we are doing, I think the preliminary feedback we got was from people who already use the network, and for some of them there will be some changes. But really this is a city-wide operation that has a lot of, literally and figuratively, moving parts. The evidence so far is that what people have said that they want in theory is what the network is designed to deliver. It is what succeeds in other cities…The more that people can tell us what it would mean for them to catch a bus in theory is great, but the increase in patronage we saw with the two additional rapids last year is the best data we have got that these services have increased patronage, particularly on the weekend. That is the best data we have got, I think, about people that were not currently using it that we think are now using it. And we just want to see that continue to grow.[[1659]](#footnote-1659)

###### Committee Comment

The Committee notes the use of MyWay data to devise the proposed new bus routes but also notes that the data could also be used to look in more detail at patronage.

The Committee feels that together with a greater emphasis on collecting data from non-users of the bus network a clearer picture will emerge of bus transport needs in the ACT.

Recommendation 197

The Committee recommends that the ACT Government provides additional de-identified data from MyWay using the ACT’s open data portal. This data would include patronage on individual routes at specific times of day.

##### Trial of Free Off-Peak Bus Travel for Concession Card Holders

The Committee asked about the current trial of free bus travel for concession card holders including seniors. The Minister confirmed that the trial is continuing this year:

It is continuing this year as well. We will have another look at it this year. There is no expectation at this point that it would stop. It has proven successful.[[1660]](#footnote-1660)

The Committee heard that the program has enabled some people who were formally isolated and vulnerable to maintain more regular contact with their GP, and some seniors to willingly choose to give up their cars permanently.[[1661]](#footnote-1661)

###### Committee Comment

The Committee notes the positive informal feedback described during the hearing about the free bus travel for concession card holders. If the formal evaluation of the program is positive, the Committee encourages the ACT Government to make this a permanent ongoing program at the conclusion of the trial.

Recommendation 198

The Committee recommends the ACT Government converts the current trial of free off-peak travel for concession card holders into a permanent change in fare policy.

##### Bus Travel Concessions for Children and Young People

The Committee asked why children and young people aged under 18 years are not eligible for the trial of free off-peak bus travel when their parents are concession card holders.[[1662]](#footnote-1662)

On notice, the acting Minister for Transport and City Services told the Committee that:

the ACT Government already provides generous public transport concessions for school students, both for travel between home and school and other travel. All school students in the ACT can use the Student MyWay card, which provides heavily discounted travel at all times, with additional discounts for travel on school days.

Additionally, the Student Transport Program provides for free travel all day on school days for eligible school students, not just travel between home and school…

School students could also be eligible for free off-peak travel as part of the trial if they met the eligibility criteria for a Concession MyWay. For example, a school student who holds a Commonwealth Health Care Card is eligible for a Concession MyWay, and would be entitled to free off-peak travel on a consistent basis with other Concession MyWay customers.[[1663]](#footnote-1663)

###### Committee Comment

The Committee suggests that the ACT Government review the decision to exclude children from the trial of free off-peak bus travel for concession card holders. People hold a concession card because they are on a very low income, and/or because they have a disability, significant health problems, or carer responsibilities. In the Committee’s view, free bus travel is a practical and real way that the ACT Government can support families in these situations (parents as well as children) to remain connected with the community, and maintain their wellbeing.

While the Committee acknowledges the two existing subsidy programs available to students, the Student MyWay card offers only discounted travel (not free travel), and the Student Transport Program does not apply on weekends.

Recommendation 199

The Committee recommends the ACT Government consider providing free off-peak travel for school students whose parents/guardians are eligible for free off-peak travel, in addition to their usual student concession arrangements.

##### New Customer Officers

When describing the range of changes involved in the new bus network, the ACT Government described plans to deploy ‘customer officers’ at interchanges:

The other element that we are really paying quite close attention to is rejigging our internal arrangements a little bit so that we have customer officers at the interchanges. At the moment, with the way that we are structured, we have transport officers, who do a great job. They look after bus incidents; they look after customers at interchanges. If we have big incident on the network, it can mean that people are drawn to where they are needed. But we would like to put in some more dedicated customer officers that we know will be there at the interchanges to help people.[[1664]](#footnote-1664)

The Committee asked for the current number of transport officers and customer officers, and was told:

Currently we have 22 field transport officers and two customer service officers that operate during office hours in the city and at the Woden bus station.[[1665]](#footnote-1665)

The ACT Government said that the number of new customer officers has not yet been finalised:

That is something that we will land upon once we have received the totality of the feedback during the community consultation process.[[1666]](#footnote-1666)

Recommendation 200

The Committee recommends that the ACT Government report on proposed staffing numbers at transport interchanges, both currently and in the new network, broken down by time of day, as part of Annual Reports.

##### Demand Responsive Services

The Committee asked about the use of demand responsive services, and was told they will be used in Lawson, University of Canberra Hospital, Calvary Hospital, and the Alexander Maconochie Centre:

We are really excited by demand responsive. In fact, we have a demand responsive service as it is at the moment that we operate; it is our flexible bus service. Again, we will be the first to admit that there is room for improvement there.

Our real focus on demand responsive services is on the technology side of those services. There are any number of trials and actual services both in Australia and elsewhere in the world. Using smarter technology may mean that somebody can phone the call centre or press a button on their app. The bus might not be a full-sized bus—it might be a bit smaller and suited to the purpose that it is serving—but it will turn up much more quickly and take people to where they need to go.

There are three areas that we are looking at. We have already mentioned two. The other one is the AMC. We think it is an opportunity to provide a service that will be much better for our customers, much more efficient for the bus network and therefore of greater benefit to everybody.

With the AMC, for example, we run a fixed bus service. I think it comes with a two-hour frequency, so it is not particularly great in terms of frequency. And because it is a fixed bus service it may be operating at times when visiting hours are not actually available at the AMC. With that and the other two examples that we noted, somebody might be able to press a button or make a call and note that the bus will be there within—this is part of the process that we need to go through—say, half an hour or less. It will then pick them up when they want to leave and take them to where they want to go. That is better for the customer; better for us, because we are not dedicating a whole bus to something that not a whole lot of people are actually using; and therefore better for everybody, because that might be a full-sized bus that can go into a rapid network.

It is a kind of win for everybody, and it is leveraging off technology to provide a better service for all.[[1667]](#footnote-1667)

Recommendation 201

The Committee recommends that the ACT Government continue to trial demand responsive transport services and report to the Assembly on the progress of any such trials on a quarterly basis.

##### Safety at Transport Stops and Interchanges

The Committee asked what is being done to improve safety for passengers and commuters using buses and light rail, particularly after dark, and was told:

Light rail is a good place to start. Our stations have been designed with the very latest safety features. Every stop will have emergency call points. They will have full CCTV and excellent lighting. But as we migrate, especially with the new bus network, we have funding particularly to look at CCTV at some of the interchanges. We have CCTV there already but with Woden particularly, we are interested in upgrading the CCTV there. The camera quality and technology are much better now. We can have far better high definition and in different light levels it works a lot better. That is one of the initiatives we will be undertaking.[[1668]](#footnote-1668)

Recommendation 202

The Committee recommends that the ACT Government release indicative plans for improving community safety around transport stops and interchanges, such as improved and increased lighting of streets and pedestrian pathways.

##### Special Needs Transport Services – schools

On notice, the Committee sought further information on special needs transport for NDIS clients, particularly school students, noting that funding responsibility has not yet transferred to the NDIS.

The Committee was advised that Special Needs Transport (SNT) was currently funded and delivered by Transport Canberra as an in-kind service under the NDIS. Funding responsibility has yet to transition from states and territories to the NDIS due to a number of challenges including the need for a nationally consistent approach. States and territories are working with the NDIA to progress this matter at a national level, including stakeholder consultation.[[1669]](#footnote-1669)

The Committee was provided with further detail on the number of applications that have been refused since January 2017 and the reasons for rejection:

The greatest number was 11 students not enrolled in an eligible disability program and 6 children attending their local school. Other reasons include 4 parents transporting siblings to the same school and 3 children enrolled in non-government schools.

The Committee was also advised that:

Stakeholder consultation to explore a high level conceptual model of how supported transport could potentially be delivered under the NDIS is being conducted across all states and territories in June and July 2018.

Current arrangements will be retained until all governments agree on the future of assisted transport. Detailed guidelines support the Departments Special Needs Transport Program.[[1670]](#footnote-1670)

###### Committee Comment

The Committee acknowledges that ongoing discussions at the state and territory level are exploring how supported transport could potentially be delivered under the NDIS. However, in the interim there is a lot of angst among families who depend on special needs transport for their children to attend school and since January 2017 31 applications for SNT had been refused.

Recommendation 203

The Committee recommends that the ACT Government assure parents of student with special needs that the Special Needs Transport service will continue to be made available and the ACT Government meet the cost of the service until a resolution between the Australian Government and states and territories is determined.

#### Matters Considered – Light Rail

The Committee considered the following matters under Output 1.1 Transport Canberra:

* forensic accounting into procurement contracts;[[1671]](#footnote-1671)
* failure to meet five of the six accountability indicators relating to light rail construction;[[1672]](#footnote-1672)
* ‘Gungahlin to Woden (via Barton) Light Rail Update’ released on 15 June 2018;[[1673]](#footnote-1673)
* projected time to travel by light rail from the City to Woden is 25-30 mins;[[1674]](#footnote-1674)
* future of bus routes in the areas covered by Light Rail Stage 2;[[1675]](#footnote-1675)
* tree retention and landscaping along the corridor of Light Rail Stage 2;[[1676]](#footnote-1676)
* status of negotiations with Commonwealth authorities to allow Light Rail Stage 2;[[1677]](#footnote-1677) and
* explanation of the $1.3 billion - $1.6 billion indicative costs for Light Rail Stage 2.[[1678]](#footnote-1678)
* safety for bus passengers and commuters after dark (in relation to light rail);[[1679]](#footnote-1679)

#### Key Issues

##### Announcements on Light Rail Stage 2

The Committee asked about a document published by ACT Government on 15 June 2018 titled ‘Gungahlin to Woden (via Barton) Light Rail Update’ which makes announcements about the planning for Light Rail Stage 2.[[1680]](#footnote-1680)

Recommendation 204

The Committee recommends the ACT Government demonstrate transparency during the planning of Light Rail Stage 2, and:

* release advice received form the National Capital Authority related to the route of Light Rail Stage 2;
* when conducting future consultations on the light rail route, commit to publish submissions on the Transport Canberra and City Services website (and inform people of this before they make their submission to ensure their consent);
* release all costings for the proposed Light Rail Stage 2, including ongoing operating cost;
* provide full and accurate information about the time taken, frequency and stops for proposed routes; and
* provide full information on all alternative routes considered.

##### Projected Light Rail travel times from Civic to Woden

The Committee noted that the document ‘Gungahlin to Woden (via Barton) Light Rail Update’ estimates that the travel time between Civic and Woden by light rail will be 25-30 minutes, which is twice the current travel time by bus.[[1681]](#footnote-1681)

The Committee heard that, if steps are not taken to increase patronage of public transport, in future years the driving time for buses between Civic and Woden may no longer be 15 minutes:

journey times on the blue rapid at the moment, as with potentially the entirety of our road network, over time will begin to slow where buses are stuck in car congestion unless something is done to address that car congestion.[[1682]](#footnote-1682)

The Committee was told that no decisions have been made about the design of the bus network when Light Rail Stage 2 is operational.[[1683]](#footnote-1683)

###### Committee Comment

The Committee notes the information provided by the ACT Government during the hearing that the features that will attract people to using public transport are (among other things) ‘more direct trips’.[[1684]](#footnote-1684)

The Light Rail Stage 2 update that the Government released on 18 June 2018 advised the community that the Light Rail Stage 2 route chosen will take 25 to 30 minutes from Woden to the City. This compares to the current ‘Blue Rapid’ journey time of 13 to 16 minutes. This is causing concern in the community and the Committee understands that the Woden and Tuggeranong Community Councils oppose this reduction in service quality.

The Committee accepts the Minister and Directorate’s point that the proposed route of light rail ‘is not a like-for-like comparison with the blue rapid’. It will clearly be much better than current services for some users (e.g. Gungahlin to Barton, Woden to Barton). However, it will clearly be a much-slower service for many others, mostly in southern parts of Canberra. The Committee’s view is that this is problematic and needs to be addressed while the project is still at an early planning stage. The Government should either commit to operating express light rail services over the Barton alignment with a journey time from Woden to the City of no more than 20 minutes, commit to continuing express buses from Tuggeranong and Woden to the City or reconsider the proposed light rail stage 2 route. The Government also needs to plan for the longer term when light rail may be extended to Tuggeranong, as this will bring even more demand for express services. It should ensure that the design of Stage 2 allows for future ‘express service’ infrastructure so that some trains could be express and some all stations.

Recommendation 205

The Committee recommends, that with the rollout of Light Rail Stage 2, the ACT Government commits to continuing a public transport service from Tuggeranong and Woden to the City with equivalent journey times to the current Blue Rapid.

Recommendation 206

The Committee recommends the ACT Government ensures that Light Rail Stage 2 is designed with infrastructure and operational flexibility that allows for express bus and light rail services.

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### Roads and Infrastructure

Output 2.1, Roads and Infrastructure, includes management of the Territory’s road and associated assets, stormwater infrastructure, community paths, bridges, traffic signals, streetlights and carparks. This output also includes the provision of asset information services, capital works and development approvals relating to the acceptance of new infrastructure assets.[[1685]](#footnote-1685)

#### Matters Considered

The Committee considered the following matters under Output 2.1 Roads and Infrastructure:

* new contractor managing the streetlight network, and changes expected as a result;[[1686]](#footnote-1686)
* confirmation that sale of streetlight network is no longer being considered;[[1687]](#footnote-1687)
* communication with the nearby community when a streetlight is broken and will take time to fix;[[1688]](#footnote-1688)
* duplication of William Slim Drive;[[1689]](#footnote-1689)
* opportunities to connect pathways from William Slim Drive into Lawson;[[1690]](#footnote-1690)
* distance covered by street sweeper trucks annually;[[1691]](#footnote-1691)
* number of street sweeper trucks, number of drivers, how often they are on the road, and the circumstances in which they might be out of operation;[[1692]](#footnote-1692)
* leasing arrangements for street sweeper trucks;[[1693]](#footnote-1693)
* active travel, and pedestrian and cycling infrastructure;[[1694]](#footnote-1694)
* introduction of school crossing supervisors;[[1695]](#footnote-1695)
* safety for bus passengers and commuters after dark (in relation to footpaths and street lighting);[[1696]](#footnote-1696)
* streetlights and safety after dark in the CIT carpark at Tuggeranong;[[1697]](#footnote-1697)
* planning for pedestrian and parking infrastructure at Pialligo;[[1698]](#footnote-1698)
* pedestrian footpaths;[[1699]](#footnote-1699)
* construction timeframes for upgrade of Tillyard Drive intersection;[[1700]](#footnote-1700)
* potential to align Coulter Drive with top of John Gorton Drive;[[1701]](#footnote-1701)
* feasibility study into the interchange at Bindubi Street and William Hovell Drive, and potential to extend Bindubi Street down into Molonglo 3;[[1702]](#footnote-1702)
* feasibility study into duplication of William Hovell Drive from the intersection at Coulter Drive to West Belconnen;[[1703]](#footnote-1703) and
* extension of 40km per hour zones in town centres;[[1704]](#footnote-1704)

#### Key Issues

##### Streetlights

The Committee was informed that a new contractor is operating the streetlight system. They were engaged in May 2018 to achieve three contractual outcomes: energy savings, cost efficiencies, and smart city capabilities:[[1705]](#footnote-1705)

The idea is that once the contractor has built those communications and computer systems that are primarily used to operate the streetlights in a smart manner, the same capacity capability can also be made available for a whole range of other applications run by us or, indeed, by any third party.[[1706]](#footnote-1706)

The Committee noted reports of a letterbox drop conducted in Flynn the previous week advising residents that a number of streetlights require attention and letting people know that work is underway.[[1707]](#footnote-1707)

The Minister informed the Committee that the Directorate and contractor are exploring ways to communicate information with local neighbourhoods in situations where there is a necessary delay to streetlight repairs:

I sign a lot of letters to people who have registered a light on fix my street where an assessment is done and the work requires more than the simple changing of a light bulb. Some members of the community find it frustrating that nothing has been done for months, but it might be because the solution will take a few months. We are looking at a range of different ways to inform the community... The contractor is looking at the best ways of doing that... The team is currently working through how to best communicate all the different approaches we are using for streetlights so that people do not feel the frustration of: “Oh, nobody’s doing anything about this.”[[1708]](#footnote-1708)

###### Committee Comment

The Committee notes this reported example of a proactive effort to provide information to a local neighbourhood surrounding a streetlight outage, and encourages the ACT Government to continue such communication.

Recommendation 207

The Committee recommends that the ACT Government continue working with the manager of the streetlight network to communicate where appropriate with nearby residents about the reasons for delay in situations when a streetlight cannot be repaired quickly and easily.

##### Pedestrian Footpaths

The Committee questioned the purpose of the $5 million allocated for better footpaths, verges and public spaces and whether some of this funding would be allocated to ‘missing links or places’[[1709]](#footnote-1709) nominated by the community. In response the Minister stated that:

It is part of the normal process anyway, but not specifically right now. Again, it is one of those questions that is perhaps not specifically in better suburbs but where there is a system of how to assess equitably across the city, based on a range of different factors and where investment is most needed. That continues.[[1710]](#footnote-1710)

The Minister went on to inform the Committee that:

In this budget you will see particular investment in town centres and on improving access to town centres, principally in Belconnen, Woden and Tuggeranong. The work in Gungahlin is well underway. There has already been significant investment and improvement in the Gungahlin town centre as well, in addition to expanding the age friendly suburbs program and upgrades to footpaths across the city.[[1711]](#footnote-1711)

When asked about the interaction between footpaths and public transport needs the Directorate stated that they were ‘doing lots of work to upgrade footpaths.’[[1712]](#footnote-1712)

The Committee also discussed footpaths and pedestrian safety with Living Streets Canberra on Friday 15 June 2018. See Chapter 2 for associated discussions.

###### Committee Comment

The Committee notes upgrading footpaths and developing a good walking network across the city are fundamental components to achieve the active travel initiative.

Recommendation 208

The Committee recommends the ACT Government ensure all suburbs have adequate footpaths.

Recommendation 209

The Committee recommends the ACT Government re-consider the erection of metal chicanes, rails and similar barriers on or adjacent to footpaths.

Recommendation 210

The Committee recommends the ACT Government widen the standard width of footpaths.

##### Extension of 40km per hour Speed Zones in Town Centres

The Committee asked about the possibility of extending 40 kilometre per hour speed zones in Town Centres.[[1713]](#footnote-1713)

The Minister confirmed this was possible, and suggested Belconnen would be a priority stating ‘Yes. We might start there, given the Belconnen bikeway.’[[1714]](#footnote-1714)

Recommendation 211

The Committee recommends that the ACT Government explore the feasibility of extending 40km per hour zones in Town Centres and high pedestrian areas.

### Library Services

Output 2.2, Library Services, includes provision of library services to the community through Libraries ACT’s branches, home library service, the ACT Virtual Library and the Heritage Library.[[1715]](#footnote-1715)

#### Matters Considered

The Committee considered the following matters under Output 2.2 Library Services:

* booking process and fees structure for community groups and organisations to hire meeting rooms in ACT Libraries;[[1716]](#footnote-1716)
* application of ‘competitive neutrality’ policy to the booking of community rooms at libraries;[[1717]](#footnote-1717)
* librarians provide assistance with online literacy and use of technology, individually and in small groups;[[1718]](#footnote-1718)
* number of library computers available to the public, and whether there are sufficient numbers to meet demand;[[1719]](#footnote-1719)
* performance of Kingston Library;[[1720]](#footnote-1720)
* no plans to extend the Kingston model and design more smaller libraries in other areas of the city where there is not a full library;[[1721]](#footnote-1721) and
* detail of $3.2 million additional funding for libraries.[[1722]](#footnote-1722)

#### Key Issues

##### Library Meeting Spaces

The Committee enquired about the cost to community groups for utilising community rooms within the libraries and was advised, on notice that:

The room charges are made to recoup the costs of:

• heating or cooling the rooms;

• cleaning the rooms;

• providing equipment and furniture; and

• the staff costs and overheads of taking and managing bookings and set up and locking up of rooms.

Incorporated community groups are charged $27 per hour for rooms. If full cost recovery was to occur, the cost per hour would be $39.12.

Recommendation 212

The Committee recommends that the ACT Government prioritise community groups use of library meeting rooms. In doing so, the Government should not charge more for those groups who charge small or token membership fees. The Government should ensure that the cost to the community group does not exceed the marginal cost to the Government of their use of the room.

### Waste and Recycling

Output 2.3, Waste and Recycling, includes provision of domestic waste, recyclables and green waste collection services, operation of resource management and recycling centres, development of waste policy, and implementation and evaluation of waste management programs.[[1723]](#footnote-1723)

#### Matters Considered

The Committee considered the following matters under Output 2.3 Waste and Recycling:

* impact upon the ACT of the recent decision in China to restrict imports of foreign waste;[[1724]](#footnote-1724)
* percentage of waste recovered at the Hume Material Recovery Facility;[[1725]](#footnote-1725)
* changes to the way plastic is stockpiled at Hume Material Recovery Facility;[[1726]](#footnote-1726)
* Waste Feasibility Study released in May 2018;[[1727]](#footnote-1727)
* future potential for recovery of household organic food waste in green bins;[[1728]](#footnote-1728)
* community education about reducing the amount of food we throw away;[[1729]](#footnote-1729)
* roll out of green bins in Belconnen;[[1730]](#footnote-1730)
* future consultation on a waste to energy program in the ACT;[[1731]](#footnote-1731)
* impact of Mr Fluffy demolitions on waste recovery performance;[[1732]](#footnote-1732)
* reasons for not meeting waste recovery targets, and projections for future performance;[[1733]](#footnote-1733)
* strategies to enable residential apartments buildings to participate in green waste pick up;[[1734]](#footnote-1734)
* government policy towards incineration of waste;[[1735]](#footnote-1735)
* possibility of a private company transporting waste into the ACT by train for processing;[[1736]](#footnote-1736)
* potential for ACT Government to promote good practice in waste management by private companies;[[1737]](#footnote-1737)
* whether the Hume Material Recovery Facility recycles everything it receives, or passes material to landfill;[[1738]](#footnote-1738)
* confirmation there are no plans to expand Mugga Lane Resource Management Centre;[[1739]](#footnote-1739) and
* Container Deposit Scheme commencing on 30 June 2018.[[1740]](#footnote-1740)

#### Key Issues

##### Waste Feasibility Study 2018

The Committee heard about the ACT Waste Feasibility Study, which incorporates a ‘Roadmap’ to increase resource recovery to 90 per cent.[[1741]](#footnote-1741)

at the moment we recover about 70 per cent. What the waste feasibility study is outlining is how to increase those targets above 70 per cent, heading towards 80 per cent. If we can achieve 80 per cent, we would be one of the world’s best in terms of dealing with waste without a waste to energy component.[[1742]](#footnote-1742)

###### Committee Comment

The Committee welcomes this work to recover materials from the waste stream. In addition, the Committee encourages the ACT Government to identify ways to support the ACT community to reduce the amount of waste generated in the first place.

Recommendation 213

The Committee recommends the ACT Government continue to identify and implement ways that waste generation in the ACT can be reduced.

##### Household Organic Food Waste

The Committee heard there is great potential in the recovery of organic waste, to reduce landfill and methane production:

[The Waste Feasibility Study] outlines some road maps about how to recover certain amounts of material that go into the waste stream. One of the biggest impacts straightaway is the organic waste.[[1743]](#footnote-1743)

[The green bin system has] two advantages: it captures this organic waste and makes viable fertiliser products from it that can be sold into that industry but also it keeps the methane out of the landfills.[[1744]](#footnote-1744)

The Committee asked about the creation of a system to collect of household organic food waste in the ACT, and was told that it is under consideration.

this is certainly something that clearly came out of the Waste Feasibility Study as something that we could pursue, not only for waste management and recovery purposes but also to help meet our climate change emission reduction targets.[[1745]](#footnote-1745)

The Committee heard that the design of a recovery system for household organic food waste in a city the size of Canberra presents significant challenges. In other jurisdictions this work is undertaken at local council level, with a smaller geographic area and lower population base:

to go forward in one way, shape or another in a city the size of Canberra—400,000 people; 130,000 residences—to capture their green waste from a mixture of single detached housing through to multi-units, we would have to design a system. Multi-units present a challenge.[[1746]](#footnote-1746)

It would possibly be the biggest such service, because elsewhere it is dealt with at local Council level. Issues with finding a location, establish systems, determine how it is managed.[[1747]](#footnote-1747)

###### Committee Comment

The Committee encourages the ACT Government to identify options for the recovery and utilisation of household organic food waste.

Recommendation 214

The Committee recommends that the ACT Government implement initiatives to collect and process organic food waste from residential and commercial waste streams, to prevent it from entering landfill.

Recommendation 215

The Committee recommends that the ACT Government progress options for processing organic waste, such as anaerobic digestion and composting, to minimise greenhouse gas emissions and improve environmental outcomes.

##### Container Deposit Scheme

The Committee requested an update on the development of the Container Deposit Scheme.[[1748]](#footnote-1748)

The Minister confirmed that it will commence on 30 June 2018, and is based on the model existing in South Australia:

It commences on 30 June. We have launched the initial few sites. That will be expanded over the course of the next year.[[1749]](#footnote-1749)

The Committee was told the scheme will be operated by Re.Group, under a social enterprise model. There will be nine drop-off points available at the commencement, and within 12 months they are required to have 18 collection points across the ACT.[[1750]](#footnote-1750)

### City Maintenance and Services

Output 2.4, City Maintenance and Services, includes planning and management of the Territory’s parks and urban open space system including associated community infrastructure, maintaining the look and feel of the city, and managing the urban forest and sportsground facilities. The Directorate also provides advice, education and compliance services in relation to municipal ranger functions, domestic animal management, plant and animal licensing and significant tree protection.[[1751]](#footnote-1751)

#### Matters Considered

The Committee considered the following matters under Output 2.4 City Maintenance and Services:

* Domestic Animal Services: staff numbers, roles and functions, and training;[[1752]](#footnote-1752)
* current investigation by TCCS into a recent incident on the June long weekend where a lost dog was euthanised in the custody of Domestic Animal Services;[[1753]](#footnote-1753)
* Domestic Animal Services procedures when collecting a lost animal outside business hours;[[1754]](#footnote-1754)
* new funding commitments of $10.9 million and $10 million to expand city services;[[1755]](#footnote-1755)
* additional funding to maintain the urban forest;[[1756]](#footnote-1756)
* new adopt-a-park program to begin in 2019-2020;[[1757]](#footnote-1757)
* opportunities for communities to get involved in design of parks;[[1758]](#footnote-1758)
* Better Suburbs Statement; citizen forum; process for inviting participants and ensuring a diverse community representation; kitchen table discussion map;[[1759]](#footnote-1759)
* grass mowing: schedule and funding;[[1760]](#footnote-1760)
* procedures and timeframes for graffiti removal;[[1761]](#footnote-1761)
* removal of accountability indicators based on ‘customer satisfaction’;[[1762]](#footnote-1762)
* TCCS annual public survey of ACT residents;[[1763]](#footnote-1763)
* abandoned vehicles: procedures and timeframes for retrieval;[[1764]](#footnote-1764)
* benchmarking against national standard for annual operational cost her hectare of actively maintained parkland;[[1765]](#footnote-1765)
* weeding median strips on roads;[[1766]](#footnote-1766)
* trial of a mechanical litter picker;[[1767]](#footnote-1767)
* plans for Higgins oval restoration;[[1768]](#footnote-1768)
* upgraded lighting at Calwell oval;[[1769]](#footnote-1769)
* upgraded pavilions at Dickson oval and Phillip oval;[[1770]](#footnote-1770)
* plans for upgrading pavilions at Waramanga oval and Yarralumla oval;[[1771]](#footnote-1771)
* management of divots (fluctuations in the playing surface) at ovals;[[1772]](#footnote-1772)
* policy for deciding which ovals are provided with lighting, electricity and waste facilities;[[1773]](#footnote-1773)
* communication with sporting clubs about which ovals are being upgraded;[[1774]](#footnote-1774)
* use of shipping containers for storage of sporting equipment at ovals;[[1775]](#footnote-1775)
* estimated cost to install an irrigation system at a neighbourhood oval;[[1776]](#footnote-1776)
* transferral of ovals near schools to the management of the Education Directorate;[[1777]](#footnote-1777)
* management of the oval near Red Hill school;[[1778]](#footnote-1778)
* Melrose oval as an example of partnership between Transport Canberra and City Services and Education Directorate for sportsground management;[[1779]](#footnote-1779)
* Boomanulla oval restoration;[[1780]](#footnote-1780) and
* future management of Boomanulla oval.[[1781]](#footnote-1781)

#### Key Issues

##### Playgrounds

The Committee was told that the Better Suburbs consultation is likely to gather feedback from the community about design and provision of playgrounds:

We know playgrounds are a high interest topic for the community at large; so we expect that we will have a fair bit of feedback.[[1782]](#footnote-1782)

Recommendation 216

The Committee recommends that the ACT Government, as part of the Better Suburbs program:

* provide dedicated funding to the upgrading of playgrounds where many playgrounds are becoming older and less appealing; and
* provide specific funding to increase sun protection measures at existing playgrounds.

##### Graffiti removal

The Committee asked about the triage process and timeframes for removal of graffiti. The Committee heard that offensive graffiti will be removed within 24 hours, however the response in other situations may take more time:

It does depend somewhat. There are some situations where it is very difficult, time-consuming and expensive to get it off—on overpasses and things like that. Signs are another issue where removal from the sign means that the sign can be rendered inoperable because the reflective coating gets affected by removal and we actually need to replace the sign. So there are a range of circumstances where the time frames may, unfortunately, extend a bit.[[1783]](#footnote-1783)

###### Committee Comment

The Committee notes the explanation provided by ACT Government about the factors sometimes contributing to delay in removal of graffiti, and suggests that this information be made publicly available to build understanding and patience within the community.

Recommendation 217

The Committee recommends that the ACT Government publicise to the community the process for triaging graffiti removal, including the response timeframes for different categories of graffiti, and circumstances in which there may be a delay in removal.

##### Upgrades to Sportsgrounds

The Committee asked about the policy for deciding upgrades to sportsgrounds, and the criteria for prioritising one project over another, noting that there is more demand for lights, electricity and facilities than is able to be met.[[1784]](#footnote-1784)

We talk with the sporting organisations and take into account all of their particular requirements or their requests for service. Then we triage those as best we can in terms of the available resources.[[1785]](#footnote-1785)

The Committee was told that the Directorate has a close relationship with the sporting groups who use the sportsgrounds, and is in regular contact to understand their needs:

Twice a year we meet with all the sporting groups and we talk about bookings and the allocation of pitches. That is a key opportunity to hear from them about their needs.[[1786]](#footnote-1786)

The Committee heard that there is not a documented set of criteria, but the factors informing decisions to upgrade sportsgrounds include: practicality, expense, net benefit to the community, size of demand, context of existing projects, value for money, and safety:

We end up with a lot of requests and we really have to look at the practicalities, the expense, the net benefit to the community, the demand that we are meeting, the other plans that we have already got in place. There is not really a set of criteria but we look holistically at the whole situation, where the best value for money for the community is and where the best bang for buck for our government resources is. It is a triage process and is undertaken on a rolling basis.[[1787]](#footnote-1787)

I think the other key factor that we use in decision making is around safety. As you would understand, safety is a rolling issue. We need to make sure that sportsgrounds are fit for purpose and are safe in terms of the playing surface, in terms of the ancillary facilities around.[[1788]](#footnote-1788)

###### Committee Comment

The Committee notes that there is no formal set of criteria for prioritising one proposal for a sportsground upgrade over another, and considers it appropriate that a policy or set of criteria be formally documented, in order to promote transparency in decision making.

While announcements about individual sportsground upgrades are on the public record, the Committee considers it would be useful to centralise the information made publicly available about upgrades to sportsgrounds and facilities.

In addition to current online tools on the Active Canberra and Access Canberra websites[[1789]](#footnote-1789)the Committee suggests that an additional page on the Transport Canberra and City Services website could publish:

* the broad criteria used to decide the priority, location and timing of sportsground upgrades;
* lists of past upgrades, current upgrades underway, and future projects in planning;
* a ‘frequently asked questions’ page; and
* an online form for people to use if they wish to nominate sportsgrounds for future upgrade.

Recommendation 218

The Committee recommends that the ACT Government formally document a policy for deciding sportsground upgrades in the ACT, including the criteria for prioritising one project over another.

Recommendation 219

The Committee recommends the ACT Government develop a webpage to provide the community with information about current and future upgrades to sportsgrounds and facilities.

##### Domestic Animal Services

The Committee asked about staff levels and training within Domestic Animal Services (DAS) in light of a recent incident in which a dog was euthanised on the June long weekend while in the custody of DAS.

The Minister declined to answer questions about the specific incident, as it is currently under investigation:

I certainly acknowledge this situation. My advice is that this is being seriously investigated at the moment. We particularly acknowledge the owner of the dog, and I think in this instance we would be happy to discuss that outside this room. But I have made clear that this needs to be seriously investigated.[[1790]](#footnote-1790)

Recommendation 220

Once the investigation is concluded into an incident in which a dog was euthanised on the June 2018 long weekend, the Committee recommends that the ACT Government report on the outcomes of the investigation.

##### Weed Management - Roads

The Committee asked about whether the increased funding for weeding would target weeds growing in the middle of the roads. The Directorate indicated that:

Yes, very much so. The weeding ultimately is an amenity issue, but we understand from feedback from the community that even though the weed is dead it is still an eyesore because it is still standing. That is the kind of thing we want to tackle, to try and improve that level of amenity.[[1791]](#footnote-1791)

Recommendation 221

The Committee recommends that the ACT Government manage weed growth on median strips and verges as a priority.

##### Abandoned Vehicles

The Committee asked about the reasons contributing to circumstances in which abandoned vehicles may remain on the side of the road and not be removed within the expected nine day timeframe:

Sometimes ACT Policing have a reason why they need to retain a vehicle in its location. Obviously we will comply with that and will not remove the vehicle. We work with ACT Policing to try and minimise that time so that we can remove the obstacle to amenity…

[T]here are always complexities in these situations. It may be that we have been able to locate the owner of the vehicle, and it may be that they have said, “Oh, I’m going to move that vehicle. I need another couple of days. I’ve got to get the mechanic,” or whatever. In those situations we try and work with the person. Obviously a vehicle can be a valuable thing and we do not want to be heavy-handed and remove things if there is an opportunity for the owner to do the right thing.[[1792]](#footnote-1792)

Recommendation 222

The Committee recommends that the ACT Government allocate resources to ensure abandoned vehicles are removed in a timely manner.

##### Additional funding to maintain the Urban Forest

The Committee asked about the funding for the urban tree forest and what it would be allocated to. The Directorate indicated that:

We receive around $10,000 inquiries every year related to urban trees. We know that we have a huge urban forest of 760,000 trees. This money will be spent to improve and enhance how many of those jobs we can get to. We always get to the high priority safety issues. They are number one. They are not at issue. But we will be able to get to a lot more of those, particularly the community requests and the things that are not as high on the list as a safety issue, but they may be an amenity issue. We will be able to get to those sorts of jobs with this additional funding.[[1793]](#footnote-1793)

In response to this information the Committee sought clarification about whether the trees that are part of the urban forest are in addition to the trees already allocated to new developments. In response the Minister stated that they were ‘in addition’.[[1794]](#footnote-1794)

In response to Question on Notice the Directorate also informed the Committee that ‘Transport Canberra and City Services is working with officers from the Environment, Planning and Sustainable Development to progress the review’ into infrastructure design standards to ensure that there is room for trees in new developments.[[1795]](#footnote-1795)

The Directorate also noted in its repose to a Question on Notice that they are currently undertaking a review of the *Tree Protection Act 2005* that will look at tree canopy targets and that this review will included community consultation towards the end of 2018.[[1796]](#footnote-1796)

##### Committee Comment

The Committee acknowledges the value of trees in combatting the urban heat island effect.

Recommendation 223

The Committee recommends that the ACT Government should set a strong tree canopy target, and ensure all developments and redevelopments are climate-wise and adapted to a warmer, drier climate.

### Capital Linen Service

Output 2.5, Capital Linen Service, provides a managed linen service to a range of customers including public and private hospitals, health and aged care providers, hotels, restaurants, major tourist attractions, educational institutions and emergency services.[[1797]](#footnote-1797)

#### Matters Considered

The Committee considered the following matters under Output 2.5 Capital Linen Service:

* basis for increase in funding for Capital Linen Service;[[1798]](#footnote-1798)
* services provided by Capital Linen Service to private sector organisations under contract;[[1799]](#footnote-1799) and
* benchmarking of Capital Linen Service pricing against provider sector operators.[[1800]](#footnote-1800)

### ACT Public Cemeteries Authority

The ACT Public Cemeteries Authority is an independent statutory authority established under the Cemeteries and Crematoria Act 2003 to effectively and efficiently manage public cemeteries and crematoria in the ACT. The Authority currently manages and operates three public cemeteries at Gungahlin, Woden and Hall.[[1801]](#footnote-1801)

#### Matters Considered

The Committee considered the following matters relating to the ACT Cemeteries Authority:

* planning for Southern Memorial Park;[[1802]](#footnote-1802)
* review of the Cemeteries and Crematoria Act 2003 (ACT);[[1803]](#footnote-1803)
* renewable tenure of burial sites;[[1804]](#footnote-1804)
* market sounding exercise to explore private sector interest in managing a second crematorium in the ACT;[[1805]](#footnote-1805)
* forecast capacity for ground burial at Woden Cemetery and Gungahlin Cemetery;[[1806]](#footnote-1806)
* air quality assessment of the impact of a proposed crematorium at Southern Memorial Park;[[1807]](#footnote-1807)
* decision not yet been made about whether Southern Memorial Park will be managed by ACT Government, or in partnership with the ACT Cemeteries Authority, or by a private company;[[1808]](#footnote-1808)
* scope of previous community consultation about the former proposal for expansion of Woden Cemetery;[[1809]](#footnote-1809)
* future community consultation about public/private models for cemetery management;[[1810]](#footnote-1810)
* future community consultation within the planning and design process for Southern Memorial Park;[[1811]](#footnote-1811)
* confirmation that the proposed expansion of Woden Cemetery is not proceeding.[[1812]](#footnote-1812)

#### Key Issues

##### Southern Memorial Park

The Committee enquired about the status of planning for the Southern Memorial Park.

The Committee heard that some master plan work has been done. The Minister informed the Committee that options are being explored, including the possibility of private management of the Southern Memorial Park:

the government will be pursuing options for Southern Memorial Park. There will be a market sounding to investigate one of a number of options about how the government could potentially work or partner with someone in the marketplace about how that southern memorial park will be delivered.[[1813]](#footnote-1813)

Recommendation 224

The Committee recommends that the ACT Government makes public the criteria they will use to decide if the Southern Memorial Park will proceed, the level of Government capital investment and on-going financial commitment. This should include how the Government will decide if the park will be run by the ACT Public Cemeteries Authority or a private organisation.

Recommendation 225

The Committee recommends that the ACT Government continue to keep the community informed as Southern Memorial Park is progressed.

##### Review of the Cemeteries and Crematoria Act 2003

The Committee heard that the ACT Government is conducting a review of the *Cemeteries and Crematoria Act 2003*, following a recommendation by the Standing Committee on Environment and Transport and City Services:

The context is, as well, that the government also agreed in the committee inquiry to review the *Cemeteries and Crematoria Act*. The Act has been around since 2003. It is time to have a look at that and how it operates.[[1814]](#footnote-1814)

The ACT Government will also be exploring the concept of voluntary renewable tenure of grave sites:

one of the things we need to look at is the concept of renewable tenure, not with existing graves but going forward.[[1815]](#footnote-1815)

###### Committee Comment

The Committee notes that a new cemetery and crematorium is a major piece of infrastructure closely connected with the sensitivities of people’s experiences of death and memorial. The possibility of private management of the facility, and the adoption of renewable tenure, are potentially significant changes for the ACT community.

In this context, the Committee welcomes the commitment by ACT Government to community consultation during the planning for Southern Memorial Park, and during the review of the *Cemeteries and Crematoria Act 2003*.

Recommendation 226

The Committee recommends that the ACT Government prioritise community consultation and legislation development for any tenure changes for burial plots.

Mr Andrew Wall MLA

Chair

25 July 2018

## Appendix A - Public Hearings: Witnesses Appearing

#### Friday 15 June 2018

**Community and Industry Groups (in order of appearance)**

Childers Group

* Mr Michael White, Coordinator

ACT Region Frogwatch Program

* Ms Karissa Preuss, Ginninderra Catchment Group Coordinator
* Ms Anke Maria Hoefer, ACT Frogwatch Coordinator
* Mr Sandy Lolicato, Convenor

Epilepsy ACT

* Mrs Fiona Allardyce, Executive Director
* Ms Louise Gray, Committee member

YWCA Canberra

* Ms Frances Crimmins, CEO
* Ms Helen Machalias, Director of Communication, Advocacy and Fundraising

Master Builders Association of the ACT

* Mr Michael Hopkins, CEO

Youth Coalition of the ACT

* Dr Justin Barker, Executive Director
* Ms Hannah Watts - Director, Policy & Development

ACTCOSS

* Ms Susan Helyar, Director

People with Disabilities ACT Inc

* Mr Robert Altamore, Executive Officer

Owners Corporation Network

* Mr Adrian Makeham-Kirchner, Director
* Mr Gary Petherbridge, President
* Mr Jack Evans, Representative

Marymead Child and Family Centres

* Ms Camilla Rowland, Chief Executive Officer
* Dr Joan Garvan, independent researcher

Belconnen Community Council

* Mr Glen Hyde, Chair
* Mr Damien Haas, Deputy Chair

Living Streets Canberra

* Mr Leon Arundell, Chair

Kulture Break

* Mr Francis Owusu, CEO
* Mr Archie Tsirimokos, Board Chairman

National Seniors Australia

* Dr Bill Donovan
* Mrs Judy McLeod

Cystic Fibrosis Association of the ACT

* Mrs Tania Minogue, President
* Ms Claire Leonard, General Manager

#### Monday 18 June 2018

**Mr Andrew Barr, Treasurer**

Chief Minister, Treasury and Economic Development Directorate

* Mr David Nicol, Under-Treasurer
* Mr Patrick McAuliffe, Director, Asset Liability Management, Economic and Financial Group
* Mr Stephen Miners, Deputy Under Treasurer, Economic Budget and Industrial Relations
* Mr Kim Salisbury, Executive Director (ACT Commissioner), Revenue Management
* Ms Kathy Goth, Director, Economic and Financial Analysis
* Ms Sue Vroombout, Executive Director, Economic and Financial Group
* Ms Lisa Holmes, Director, Financial Framework Management and Insurance, Economic and Financial Group
* Mr Joe Dimasi, Senior Commissioner, ICRC
* Dr Annette Weier, Chief Executive Officer, ICRC

#### Tuesday 19 June 2018

**Mr Andrew Barr MLA, Chief Minister, Treasurer, Minister for Tourism and Major Events**

Icon Water

* Mr John Knox, Managing Director, Icon Water Limited
* Mr Sam Sachse, Chief Financial Officer, Icon Water Limited
* Ms Jane Breaden, General Manager Business Services, Icon Water Limited

Chief Minister, Treasury and Economic Development Directorate

* Mr David Nicol, Under-Treasurer
* Mr Shaun Strachan, Deputy Under Treasurer, Commercial Services and Infrastructure
* Mr Graham Tanton, Executive Director, Shared Services
* Mr Gary Davis, Executive Director, Shared Services ICT
* Mr Peter Murray, Executive Director, Infrastructure Finance and Capital Works
* Mr David Asteriki, Director, Infrastructure Financial and Reform, Capital Works
* Mr Glenn Bain, Executive Director, Operations
* Ms Sophie Gray, Director, Health Infrastructure Program, Capital Works
* Mr Daniel Bailey, Executive Director, Procurement, Property and Venues
* Mr Gary Gordon, Director, ACT Property Group, Procurement, Property and Venues
* Ms Liz Clarke, Director, Venues Canberra, Procurement, Property and Venues
* Mr David Purser, Director, Goods and Services Procurement, Procurement, Property and Venues

City Renewal Authority

* Mr Malcom Snow, Chief Executive Officer
* Mr Joey Lee, Chief Financial Officer
* Mr Nicolas Holt, Director Development
* Mr David Hughes, Development Director

**Ms Meegan Fitzharris MLA, Minister for Higher Education, Training and Research**

ACT Building and Construction Industry Training Fund Authority

Canberra Institute of Technology

Chief Minister, Treasury and Economic Development Directorate

* Ms Kareena Arthy, DDG, Enterprise, CMTEDD
* Mr David Miller, Director, Enterprise, CMTEDD
* Mr Craig Sloan, Board Chair, CIT
* Mrs Leanne Cover, Chief Executive Officer, CIT
* Ms Paula McKenry, Executive Director, Education and Training Services, CIT
* Ms Anita Hargreaves, Executive Director, Corporate Services, CIT
* Mr James Service, Chairman, Training Fund Authority
* Mr Glenn Carter, Chief Executive Office, Training Fund Authority

#### Wednesday 20 June 2018

**Ms Meegan Fitzharris MLA, Minster for Transport and City Services**

Transport Canberra and City Services Directorate

* Mr Jim Corrigan, Deputy Director General, City Services
* Mr Hamish Horne, General Manager, Canberra Cemeteries
* Mr Stephen Bartos, Chair, ACT Cemeteries Authority
* Mr Michael Trushell, Director, ACT NoWaste
* Mr Stephen Alegria, Acting Director, City Presentation
* Ms Emma Thomas, Director-General
* Mr Daniel Childs, General Manager, Capital Linen Services
* Ms Vanessa Little, Director, Libraries ACT
* Mr Duncan Edghill, Deputy Director-General, Transport Canberra
* Mr Ian McGlinn, Director, Transport Canberra Operations
* Mr Ken Marshall, Director, Roads ACT
* Mr Ben McHugh, Acting Executive Director, City Places and Infrastructure

**ACT Ombudsman**

Office of the ACT Ombudsman

* Mr Michael Manthorpe, ACT Ombudsman
* Ms Jaala Hinchcliffe, Deputy Ombudsman
* Mr Paul Pfitzner, Senior Assistant Ombudsman

#### Thursday 21 June 2018

**Mr Shane Rattenbury Minister for Mental Health, Minister for Corrections**

**Ms Meegan Fitzharris MLA, Minister for Health and Wellbeing**

Health Directorate

* Ms Katrina Bracher, Executive Director, Mental Health, Justice Health & Alcohol and Drug Services
* Mr Trevor Vivian, Chief Finance Officer
* Ms Amber Shuhyta, Director Mental Health Policy Unit
* Mr Michael De’Ath, Interim Director-General
* Ms Karen Doran, Acting Deputy Director General, Corporate
* Mr Chris Bone, Deputy Director-General, Canberra Hospital and Health Services
* Ms Linda Kohlhagen, Executive Director, University of Canberra Hospital – Commissioning
* Ms Elizabeth Chatham, Executive Director, Women Youth and Children
* Ms Jodie Chamberlain, Executive Director, Territory Wide Services Redesign
* Mr Colm Mooney, Executive Director, Health Infrastructure Services
* Mr Mark Dykgraaf, Acting Chief of Clinical Operations
* Dr Paul Kelly, Chief Health Officer, Deputy Director General Population Health, Protection and Prevention
* Mr Peter O’Halloran, Chief Information Officer
* Ms Janine Hammat, Executive Director, People and Culture
* Ms Vanessa Brady, Executive Director, Building Health Services Program
* Dr Girish Talaulikar, Acting Executive Director, Medicine
* Dr Jeffrey Fletcher, Chief Medical Officer

#### Friday 22 June 2018

**Dr Maxine Cooper, ACT Auditor-General**

ACT Audit Office

* Dr Maxine Cooper, Auditor-General
* Mr Brett Stanton, Director, Performance Audits
* Mr Ajay Sharma, Acting Director, Financial Audits

**Mr Andrew Barr MLA, Minister for Economic Development**

Chief Minister, Treasury and Economic Development Directorate

* Ms Kathy Leigh, Head of Service
* Mr David Colussi, Director Digital Experience, Office of the Chief Digital Officer
* Ms Leesa Croke, Deputy Director General, Policy & Cabinet Division
* Mr Adam Stankevicius, Director, Policy & Cabinet Division
* Ms Meredith Whitten, Deputy Director-General, Workforce Capability and Governance,
* Mr Robert Wright, Executive Director, Corporate
* Ms Anita Perkins, Executive Director, Strategic Communications and Engagement
* Mr Jonathan Kobus MLA; Director, Visit Canberra
* Ms Jo Verden, Director, Events
* Ms Kareena Arthy, Deputy Director-General, Enterprise Canberra
* Mr Glen Hassett, Director, Programs, Enterprise Canberra
* Mr Ian Cox, Executive Director, Enterprise Canberra
* Mr Geoff Keogh, Director, Enterprise Canberra

**Ms Rachel Stephen-Smith MLA, Minister for Workplace Safety and Industrial Relations**

Chief Minister, Treasury and Economic Development Directorate

* Mr Michael Young, Executive Director, Workplace Safety and Industrial Relations
* Mr Dave Peffer, Deputy Director General, Access Canberra
* Mr Greg Jones, Director, Workplace Protection, Access Canberra
* Mr Goran Josipovic, Chief Operations Officer, ACT Long Service Leave Authority
* Mr David Nicol, Under-Treasurer

#### Monday 25 June 2018

**Ms Yvette Berry MLA, Minister for Education and Early Childhood Development**

Education Directorate

* Ms Meg Brighton, Deputy Director-General
* Mr Wayne Prowse, Director School Improvement – South/Weston
* Mr Robert Gotts, Director, Planning and Analytics
* Ms Deb Efthymiades, Deputy Director-General, System Policy and Reform
* Ms Sue Norton, Director School Improvement
* Mr David Matthews, Executive Director, Business Services Division
* Mr Rodney Bray, Director, Infrastructure and Capital Works
* Ms Natalie Howson, Director-General
* Ms Kate McMahon, Director, Learning and Teaching
* Ms Sam Seton, Director, Student Engagement
* Ms Coralie McAlister, Director, Strategic Policy
* Ms Anne Ellis, Chief Executive Officer, ACT Teacher Quality Institute
* Mr Martin Watson, Director, Office of Board of Senior Secondary Studies

ACT Electoral Commission

**Mr Damien Cantwell, ACT Electoral Commissioner**

* Mr Rohan Spence, Deputy Electoral Commissioner

#### Tuesday 26 June 2018

**Mr Gordon Ramsay MLA, Attorney-General, Minister for Regulatory Services**

Justice and Community Safety

* Ms Alison Playford, Director-General
* Mr David Pryce, Deputy Director-General, Community Safety
* Mr Richard Glenn, Deputy Director-General, Justice
* Amanda Lutz, Manager, Restorative Justice

Chief Minister, Treasury and Economic Development Directorate

* Ms Leesa Croke, Deputy Director-General

**Statutory Office Holders**

ACT Legal Aid Commission

* Dr John Boersig PSM, Chief Executive Officer
* Mr Brett Monger, Chief Finance Officer

ACT Director of Public Prosecutions

* Mr Jon White SC, Director of Public Prosecutions

ACT Human Rights Commission

* Dr Helen Watchirs OAM, President of the Commission and Human Rights Commissioner
* Ms Heidi Yates, Victims of Crime Commissioner
* Ms Jodie Griffiths-Cook, Public Advocate, Children & Young People Commissioner
* Ms Karen Toohey, Discrimination, Health, Disability and Community Services Commissioner
* Mr Neil McAllister, Inspector of Correctional Services, JACS

Public Trustee and Guardian

* Andrew Taylor, Public trustee and Guardian

**Mr Mick Gentleman MLA, Minister for Police and Emergency Services**

Emergency Services Agency, Justice and Community Safety

* Mr Dominic Lane, Emergency Service Agency Commissioner
* Mr Howard Wren, Chief Officer, ACT Ambulance Service
* Mr Robyn White, Acting Director, Governance & Logistics
* Mr Bren Burkevic, Acting Senior Director, Security and Emergency Management Branch

ACT Policing

* Assistant Commissioner Justine Saunders APM, Chief Police Officer
* Ms Nicole Levay, Director Corporate Services

**Mr Shane Rattenbury MLA, Minister for Corrections, Minister for Justice, Consumer Affairs and Road Safety**

Justice and Community Safety

* Mr Jon Peach, Executive Director, ACT Corrective Services
* Mr Mark Bartlett, Offender Services and Corrections Programs, ACT Corrective Services
* Ms Tamsyn Harvey, Executive Director, Legislation, Policy & Programs
* Ms Amanda Lutz, Manager, Restorative Justice Unit, Legislation, Policy & Programs

Chief Minister, Treasury and Economic Development Directorate

* Ms Alison Purvis, Acting Chief Operating Officer, Access Canberra
* Mr Ben Green, Acting Director, Regulatory Solutions & Compliance, Access Canberra
* Ms Derise Cubin, Director, Licensing & Registrations, Access Canberra
* Mr Adam Stankevicius, Director, Government and legislative Reform

#### Wednesday 27 June 2018

**Ms Rachel Stephen-Smith MLA, Minister for Community Services and Social Inclusion, Minister for Disability, Children and Youth, Minister for Aboriginal and Torres Strait Islander Affairs, Minister for Multicultural Affairs**

Community Services Directorate

* Ms Bernadette Mitcherson, Director-General
* Dr Mark Collis, Deputy Director-General
* Mr Ian Hubbard, Senior Director, Corporate Services
* Ms Jacinta Evans, Executive Director, Inclusion and Participation
* Ms Claire Barbato, Director, Office for Disability, Inclusion and Participation
* Ms Melanie Saballa, Director, Children and Families
* Ms Jodie Robinson, Senior Director, Children Youth and Families
* Ms Helen Pappas, Executive Director, Children Youth and Families
* Ms Sally Gibson, Director, Quality, Complaints and Regulations/Human Services Registrar
* Ms Anne-Maree Sabellico, Executive Director, Strategic Policy

**Mr Gordon Ramsay MLA, Minister for Veterans and Seniors**

Community Services Directorate

* Ms Jacinta Evans, Executive Director, Inclusion and Participation

**Ms Yvette Berry MLA, Minister for Housing and Suburban Development, Minister for the Prevention of Domestic and Family Violence, Minister for Women**

Community Services Directorate

* Ms Jacinta Evans, Executive Director, Inclusion and Participation
* Ms Jo Wood, Coordinator-General for Family Safety
* Mr Frank Duggan, Senior Director, Housing ACT
* Ms Bernadette Mitcherson, Director-General
* Mr Ian Hubbard, Senior Director, Corporate Services
* Ms Louise Gilding, Executive Director, Housing ACT
* Ms Fiona Barbaro, Director, Business & Capital, Housing ACT

#### Thursday 28 June 2018

**Mr Gordon Ramsay MLA, Minister for Regulatory Services**

Chief Minister, Treasury and Economic Development Directorate

Access Canberra

* Mr Dave Peffer, Deputy Director General
* Ms Derise Cubin, Director, Licensing & Registrations
* Mr Josh Rynehart, Director, Customer Coordination
* Mr Ben Green, Acting Director, Regulatory Solutions & Compliance

**Mr Gordon Ramsay MLA, Minister for the Arts and Community Events**

* Ms Harriet Elvin, CEO, Cultural Facilities Corporation
* Mr Shane Breynard, Director, Canberra Museum and Gallery

Chief Minister, Treasury and Economic Development Directorate

* Ms Sam Tyler, Director, Enterprise Canberra
* Ms Kareena Arthy, DDG, Enterprise Canberra
* Ms Jo Verden, Director, Enterprise Canberra

**Ms Yvette Berry MLA, Minister for Sport and Recreation**

Chief Minister, Treasury and Economic Development Directorate

* Ms Kareena Arthy, Deputy Director General, Enterprise Canberra
* Mr Daniel Bailey, Executive Director, ACT Property Group
* Ms Rebecca Kelley, Director, Enterprise Canberra

Transport Canberra and City Services

* Mr Jim Corrigan, Deputy Director General, City Services
* Mr Stephen Alegria, Director, City Presentation

**Mr Mick Gentleman MLA, Minister for the Environment and Heritage**

Environment, Planning and Sustainable Development Directorate

* Mr Ben Ponton, Director-General
* Mr Craig Simmons, Chief Operating Officer
* Ms Erin Brady, Deputy Director-General
* Mr Matthew Kendall, Senior Manager, Catchment Management Water Policy
* Mr Ian Walker, Executive Director, Environment
* Mr Daniel Iglesias, Director, ACT Parks and Conservation

**Professor Kate Auty, Commissioner for Sustainability and the Environment**

Office of the Commissioner for Sustainability and the Environment

* Ms Kirilly Dickson, Senior Manager, Investigations
* Ms Serena Farrelly, Project Manager
* Ms Melissa Tetley, Senior Manager, Strategic Finance

**Mr Shane Rattenbury MLA, Minister for Climate Change and Sustainability**

Environment, Planning and Sustainable Development Directorate

* Mr Ben Ponton, Director-General
* Mr Geoffrey Rutledge, Deputy Director-General, Sustainability and the Built Environment
* Mr Craig Simmons, Chief Operating Officer
* Mr Daniel Harding, Director, Energy Markets and Renewables
* Mr Antonio Mozqueira, Manager, Climate Change
* Ms Ros Malouf, Senior Manager, Sustainability Programs

#### Friday 29 June 2018

**Mr Mick Gentleman MLA, Minister for Urban Renewal, Minister for Planning and Land Management**

Environment, Planning and Sustainable Development Directorate

* Mr Ben Ponton, Director-General
* Mr Craig Simmons, Chief Operating Officer
* Mr Geoffrey Rutledge, Deputy Director-General, Sustainability & the Built Environment
* Mr Bruce Fitzgerald, Executive Director, Urban Renewal
* Ms Alix Kaucz, Senior Manager, Territory Plan, Planning Policy
* Ms Karen Wilden, Director, Engagement and Executive Support
* Dr Erin Brady, Deputy Director-General, Land Strategy and Environment
* Mr Brett Phillips, Executive Director, Planning Delivery
* Ms Fleur Flanery, Acting Executive Director, Planning Policy
* Mr Simon Tennent, Acting Director, Land Development Projects
* Mr Bruce Fitzgerald, Executive Director, Urban Renewal

Chief Minister, Treasury and Economic Development Directorate

* Mr Dave Peffer, Deputy Director General, Access Canberra
* Mr Greg Jones, Director, Workplace Protection, Access Canberra

**Ms Yvette Berry MLA, Minister for Housing and Suburban Development**

* Mr Ben Ponton, Director-General
* Mr Neil Bulless, Deputy Chief Executive Officer, Suburban Land Agency
* Mr John Dietz, Chief Executive Officer, Suburban Land Agency
* Dr Erin Brady, Deputy Director-General, Land Strategy and Environment
* Mr Bruce Fitzgerald, Executive Director, Urban Renewal
* Mr Tom Gordon, Executive Director, Greenfield, Suburban Land Agency
* Mr Clint Peters, Director, Urban Projects, Sales and Marketing, Suburban Land Agency
* Mr Simon Tennent, Acting Director, Land Development Projects

**Ms Joy Burch MLA, Speaker, ACT Legislative Assembly**

Office of the ACT Legislative Assembly

* Mr Tom Duncan, Clerk of the Legislative Assembly for the ACT
* Ms Julia Agostino, Deputy Clerk and Serjeant-at-Arms
* Mr David Skinner, Director, Office of the Clerk
* Mr Ian Duckworth, Executive Manager, Business Support Branch
* Mr Malcolm Prentice, Chief Finance Officer, Business Support Branch

## Appendix B – Community Group Surveys and Submissions

| Submission Number | Submitter |
| --- | --- |
| 1 | Karinya House Home for Mothers & Babies Inc- Survey |
| 2 | Weston Creek Community Council- Survey |
| 3 | People With Disabilities ACT Inc- Survey |
| 4 | Marymead Child & Family Centre- Survey |
| 5 | The Childers Group- Survey |
| 6 | Cystic Fibrosis Association of the ACT- Survey |
| 7 | Belconnen Community Council- Survey |
| 8 | ACT and Region Frogwatch Program- Survey |
| 9 | Youth Coalition of the ACT- Survey |
| 10 | National Seniors- Survey |
| 11 | Kulture Break - Survey |
| 12 | YWCA - Survey |
| 13 | Owners Corporation Network - Survey |
| 13b | Owners Corporation Network - Submission |
| 14 | Living Streets Canberra - Survey |
| 14b | Living Streets Canberra - Submission |
| 15 | ACTCOSS – proposed questions |

## Appendix C – Exhibits and Tabled Documents

### Exhibits

|  | **Date** | **Portfolio** | **Who tabled document** | **Document Name** |
| --- | --- | --- | --- | --- |
| 1 | 15 June 2018 | Community Day | Belconnen Community Council | Belconnen Community Council – 2018-19 ACT Budget Consultation correspondence and submission to the Treasurer <https://www.budgetconsultation.act.gov.au/__data/assets/pdf_file/0010/1121113/32.-Belconnen-Community-Council-ACT-Budget-2018-19-Submission.pdf> |
| 2 | 15 June 2018 | Community Day | Cystic Fibrosis Association of the ACT | Cystic Fibrosis Australia ‘Cystic Fibrosis Standards of Care, Australia’, 2008 <https://www.thoracic.org.au/journal-publishing/command/download_file/id/20/filename/CF_standardsofcare_Australia_2008.pdf> |
| 3 | 18 June 2018 | Treasury | Chair | Definition of ‘maladminister’ from the Macquarie Dictionary |
| 4 | 20 June 2018 | TCCS | Ms Meegan Fitzharris MLA, Minister for Transport Canberra and City Services | A4 brochure / fold-out poster  ‘Better Suburbs Kitchen Table Discussion Map’  <https://s3.ap-southeast-2.amazonaws.com/hdp.au.prod.app.act-yoursay.files/8615/2928/9931/Pack_1_-_Map.pdf> |
| 5 | 21 June 2018 | Health | Ms Meegan Fitzharris Minister for Health and Wellbeing  Ms Jodie Chamberlain, Executive Director, Territory Wide Services Redesign | Memo on Draft Haematology Speciality Service Plan  Draft Haematology Speciality Service Plan |
| 6 | 27 June 2018 | CSD | Ms Helen Pappas  Executive Director, Children Youth and Families, CSD | Information leaflet (2 single sided pages) entitled ‘Considering Adoption’ – Information for Foster and Kinship Carers Interested in Adopting a Child already in their care.  <https://www.communityservices.act.gov.au/__data/assets/pdf_file/0003/808437/Adoption_process_carer.pdf> |
| 7 | 27 June 2018 | CSD - Women | Ms Yvette Berry MLA, Minister for Women | GEOCON Invitation to the High Society VIP Launch Event and After Party. |
| 8 | 27 June 2018 | CSD - Women | Ms Yvette Berry MLA, Minister for Women | ACT Women’s Plan 2016-2026, First Action Plan 2017-2019. Detailed Year One Reporting  <http://www.communityservices.act.gov.au/__data/assets/pdf_file/0018/1212471/First-Action-Plan-Detailed-Year-One-Reporting.pdf>  Media Release Minister Yvette Berry, ‘*ACT Women’s Plan first report on achievements for Canberra women and girls*’ 27 June 2018.  <https://www.cmtedd.act.gov.au/open_government/inform/act_government_media_releases/yvette-berry-mla-media-releases/2018/act-womens-plan-first-report-on-achievements-for-canberra-women-and-girls>  Key Highlights Year One, ACT Women’s Plan First Action Plan 2017-19 <http://www.communityservices.act.gov.au/__data/assets/pdf_file/0015/1212504/First-Action-Plan-Key-highlights-from-year-one.pdf> |
| 9 | 28 June 2018 | EPSD | Mr Geoffrey Rutledge, Deputy Director-General | ‘Straws Suck’ (community awareness campaign about single use plastic)  Poster, sticker, coaster  <https://www.actsmart.act.gov.au/what-can-i-do/business/straws-suck> |

### Tabled Documents

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Date** | **Portfolio** | **Who tabled/ submitted the document** | **Document Name** |
| 10 | 15 June 2018 | Community Day | Living Streets Canberra | Handouts: Journey to work mode share v’s distance from GPO and Census journey to work mode share ACT graphs. |
| 11 | 15 June 2018 | Community Day | Belconnen Community Council | Belconnen Community Council Opening Statement – Estimates Hearing 15 June 2018 |
| 12 | 15 June 2018 | Community Day | National Australian Seniors, | ACT Budget 2018-2019 National Australian Seniors |
| 13 | 15 June 2018 | Community Day | Cystic Fibrosis Association of the ACT | ACT Legislative Assembly Estimates Public Hearing  15 June 2018 |
| 14 | 22 June 2018 | Auditor-General | Auditor-General of the ACT | Opening Statement 2018-19 Estimates - 22 June 2018 |
| 15 | 29 June 2018 | Office of the Legislative Assembly | Ms Joy Burch MLA, Speaker | Opening statement – Joy Burch MLA, Speaker |

## Appendix D – Questions taken on Notice and Questions on Notice

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Type of Questions | No | Received Date (QON) / hearings  Date (QToN) | Asked By | Directorate /  Portfolio | Subject | Answer  date | Minister name |
| QON | 1 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - Accountability Indicators - Grants | 16/07/2018 | Barr |
| QON | 2 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - Accountability Indicators - Major Project Facilitation | 16/07/2018 | Barr |
| QON | 3 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - Accountability Indicators - Ongoing programs and accountability indicators | 12/07/2018 | Barr |
| QON | 4 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - Accountability Indicators - Programs | 16/07/2018 | Barr |
| QON | 5 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - Accountability Indicators - Unsolicited bids | 16/07/2018 | Barr |
| QON | 6 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - ACT Economic Development Strategy - Resources | 16/07/2018 | Barr |
| QON | 7 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - ACT International Engagement Strategy – Direct flights | 19/07/2018 | Barr |
| QON | 8 | 28/06/2018 | Coe | CMTEDD - Economic Development | ACT International Engagement Strategy - International travel | 16/07/2018 | Barr |
| QON | 9 | 28/06/2018 | Coe | CMTEDD - Economic Development | ACT International Engagement Strategy - Regional priorities | 23/07/2018 | Barr |
| QON | 10 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - Business Development Strategy | 09/07/2018 | Barr |
| QON | 11 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - Innovate Canberra - Programs | 19/07/2018 | Barr |
| QON | 12 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - International Ministerial Travel – Spending on hospitality | 25/07/2018 | Barr |
| QON | 13 | 28/06/2018 | Coe | CMTEDD - Economic Development | International travel – Ministerial trips |  | Barr |
| QON | 14 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - More jobs for our growing city – Key industry sector development | 12/07/2018 | Barr |
| QON | 15 | 28/06/2018 | Coe | CMTEDD - Chief Minister | Innovation - More jobs for our growing city – Policy Innovation Team | 10/07/2018 | Barr |
| QON | 16 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - Office of the Commissioner for International Engagement - Budget allocation | 16/07/2018 | Barr |
| QON | 17 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - Office of the Commissioner for International Engagement - Commissioner and Ministerial travel |  | Barr |
| QON | 18 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - Office of the Commissioner for International Engagement – International trips |  | Barr |
| QON | 19 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - Office of the Commissioner for International Engagement - Specific outcomes | 16/07/2018 | Barr |
| QON | 20 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - Office of the Commissioner for International Engagement - Staffing |  | Barr |
| QON | 21 | 28/06/2018 | Coe | CMTEDD - Economic Development | Innovation - Office of the Commissioner for International Engagement - Staffing | 24/07/2018 | Barr |
| QON | 22 | 28/06/2018 | Le Couteur | CSD | Innovation - Diversity of recipients of Micro-Credit | 20/07/2018 | Stephen-Smith |
| QON | 23 | 28/06/2018 | Le Couteur | CMTEDD - Chief Minister | Reconciliation Action Plans | 10/07/2018 | Barr |
| QON | 24 | 28/06/2018 | Le Couteur | CMTEDD - Chief Minister | Access to Government Services and Information | 09/07/2018 | Barr |
| QON | 25 | 28/06/2018 | Le Couteur | CMTEDD - Chief Minister | Ministerial Advisory Councils | 10/07/2018 | Barr |
| QON | 26 | 28/06/2018 | Le Couteur | CMTEDD - Chief Minister | Establishing Environmental Offsets program with respect to Government Travel | 10/07/2018 | Barr |
| QON | 27 | 28/06/2018 | Le Couteur | CMTEDD - Economic Development | Cycle Tourism Strategy | 09/07/2018 | Barr |
| QON | 28 | 28/06/2018 | Le Couteur | TCCSD | Active Travel | 09/07/2018 | Fitzharris |
| QON | 29 | 28/06/2018 | Le Couteur | CMTEDD - Industrial Relations | The Secure Local Jobs for Local Workers reform package | 19/07/2018 | Stephen-Smith |
| QON | 30 | 28/06/2018 | Le Couteur | JACSD - Police and Emergency Services | Policing Mental Health Issues | 19/07/2018 | Gentleman |
| QON | 31 | 28/06/2018 | Le Couteur | CMTEDD - Chief Minister | Gender of ACT Public Service Staff | 17/07/2018 | Barr |
| QON | 32 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - 2017-18 Funding Breakdown – Output Class 4 | 09/07/2018 | Gentleman |
| QON | 33 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - 2021-22 Commonwealth Grant | 09/07/2018 | Gentleman |
| QON | 34 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - ACTAS Cost - Accountability Indicator I | 09/07/2018 | Gentleman |
| QON | 35 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - ACTAS Cost - Additional Paramedics - Capital Injection | 09/07/2018 | Gentleman |
| QON | 36 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - ACTAS Cost - Additional Paramedics | 17/07/2018 | Gentleman |
| QON | 37 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - ACTAS Cost - Ambulance Replacement | 09/07/2018 | Gentleman |
| QON | 38 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - AIIMS Bureaucratic Staff Training | 09/07/2018 | Gentleman |
| QON | 39 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - Belconnen Fire and Ambulance Station Remediation | 09/07/2018 | Gentleman |
| QON | 40 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - Bushfire Abatement Zone | 09/07/2018 | Gentleman |
| QON | 41 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - City Station Feasibility Study | 10/07/2018 | Gentleman |
| QON | 42 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - Equipment Upgrades for First Responders | 09/07/2018 | Gentleman |
| QON | 43 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - ESA Station and Relocation Upgrade | 09/07/2018 | Gentleman |
| QON | 44 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - Funding Breakdown – Output Class 4 | 09/07/2018 | Gentleman |
| QTON | 45 | 15/06/2018 | Cheyne | Community Group | Break down of the ACT and Region Frogwatch ACT Budget submission for 2018 | 26/06/2018 | Community Group |
| QTON | 46 | 19/06/2018 | Coe | City Renewal Authority | Structure of CRA | 26/06/2018 | Barr |
| QTON | 47 | 19/06/2018 | Wall | CMTEDD - Treasury - Property & Venues | Commercial tenancies are there across the ACT government portfolio | 02/07/2018 | Barr |
| QTON | 48 | 19/06/2018 | Le Couteur | CMTEDD - Treasury - Property & Venues | Air-conditioning levels | 02/07/2018 | Barr |
| QTON | 49 | 19/06/2018 | Le Couteur | CMTEDD - Treasury - Property & Venues | Directorates energy consumption | 02/07/2018 | Barr |
| QTON | 50 | 19/06/2018 | Lee | CMTEDD - Treasury - Property & Venues | National Arboretum customer satisfaction surveys | 02/07/2018 | Barr |
| QTON | 51 | 19/06/2018 | Lee | CMTEDD - Treasury - Property & Venues | National Arboretum infrastructure funding | 02/07/2018 | Barr |
| QTON | 52 | 19/06/2018 | Coe | CMTEDD - Treasury - Property & Venues | Current landlord of the Dickson Tradies Club | 02/07/2018 | Barr |
| QTON | 53 | 19/06/2018 | Wall | CMTEDD - Treasury - Property & Venues | Short stay accommodation at Exhibition Park in Canberra (EPIC) | 02/07/2018 | Barr |
| QTON | 54 | 19/06/2018 | Wall | CMTEDD - Higher Education | UNSW/CIT Proposal | 26/06/2018 | Fitzharris |
| QTON | 55 | 19/06/2018 | Orr | CMTEDD - Higher Education | Canberra Theatre/CIT Partnership | 26/06/2018 | Fitzharris |
| QTON | 56 | 19/06/2018 | Orr | CMTEDD - Higher Education | Canberra Theatre/CIT Partnership -program commencement | 26/06/2018 | Fitzharris |
| QTON | 57 | 19/06/2018 | Wall | CMTEDD - Higher Education | CIT Enrolments (Non-licenced trades) | 26/06/2018 | Fitzharris |
| QON | 58 | 20/06/2018 | Le Couteur | CMTEDD - Treasury | Population Growth | 02/07/2018 | Barr |
| QON | 59 | 20/06/2018 | Le Couteur | CMTEDD - Treasury | ICRC - Balancing the Commission's objectives - climate change | 02/07/2018 | Barr |
| QON | 60 | 20/06/2018 | Le Couteur | CMTEDD - Treasury | Ecologically Sustainable Sources of Finance | 26/06/2018 | Barr |
| QTON | 61 | 20/06/2018 | Lawder | TCCSD | Letterbox drops in 2010-11 - the Southern Memorial Park Master Plan | 27/06/2018 | Fitzharris |
| QTON | 62 | 20/06/2018 | Lawder | TCCSD | Number of authorised officers are within DAS | 27/06/2018 | Fitzharris |
| QTON | 63 | 20/06/2018 | Lawder | TCCSD | DAS Rangers | 02/07/2018 | Fitzharris |
| QTON | 64 | 20/06/2018 | Cheyne | TCCSD | Mowing schedule | 29/06/2018 | Fitzharris |
| QTON | 65 | 20/06/2018 | Lawder | TCCSD | TCCS Community Survey | 29/06/2018 | Fitzharris |
| QTON | 66 | 20/06/2018 | Lawder | TCCSD | Abandoned vehicles not collected within the 9 days | 04/07/2018 | Fitzharris |
| QTON | 67 | 20/06/2018 | Lawder | TCCSD | Abandoned vehicle on Outtrim Avenue Calwell blocking footpath since 2 June | 28/06/2018 | Fitzharris |
| QTON | 68 | 20/06/2018 | Lawder | TCCSD | Yardstick park benchmark report availability | 28/06/2018 | Fitzharris |
| QTON | 69 | 20/06/2018 | Cheyne | TCCSD | Commencement of the trial of a mechanical litter picker | 28/06/2018 | Fitzharris |
| QTON | 70 | 20/06/2018 | Le Couteur | TCCSD | Library meeting rooms charges | 28/06/2018 | Fitzharris |
| QTON | 71 | 20/06/2018 | Le Couteur | TCCSD | Number of computers available to the public at ACT Libraries | 27/06/2018 | Fitzharris |
| QTON | 72 | 20/06/2018 | Orr | TCCSD | Services spending for libraries is the $3.2 million in 18-2019 | 27/06/2018 | Fitzharris |
| QTON | 73 | 20/06/2018 | Le Couteur | TCCSD | Public transport concession - concession cards and student cards | 27/06/2018 | Fitzharris |
| QTON | 74 | 20/06/2018 | Lawder | TCCSD | Total number of kilometres of roads swept | 29/06/2018 | Fitzharris |
| QTON | 75 | 20/06/2018 | Lawder | TCCSD | Street sweepers in operation | 28/06/2018 | Fitzharris |
| QTON | 76 | 20/06/2018 | Wall | TCCSD | Expiry Date of leases on 6 existing fleet (Street sweepers) | 29/06/2018 | Fitzharris |
| QTON | 77 | 20/06/2018 | Wall | TCCSD | Street sweeping trucks out of action | 28/06/2018 | Fitzharris |
| QON | 78 | 21/06/2018 | Le Couteur | CMTEDD - Treasury | Climate Change - Evoenergy | 02/07/2018 | Barr |
| QON | 79 | 21/06/2018 | Steel | TCCSD | Playground Policy | 02/07/2018 | Fitzharris |
| QON | 80 | 21/06/2018 | Steel | TCCSD | Ongoing expenditure | 02/07/2018 | Fitzharris |
| QTON | 81 | 21/06/2018 | Wall | Health -  Justice and Mental | Justice Health Budget | 28/06/2018 | Rattenbury |
| QTON | 82 | 21/06/2018 | Wall | Health -  Justice and Mental | Justice Health Service FTE | 28/06/2018 | Rattenbury |
| QTON | 83 | 21/06/2018 | Lee | Health -  Justice and Mental | Structure of the Office for Mental Health | 28/06/2018 | Rattenbury |
| QTON | 84 | 21/06/2018 | Dunne | Health | Intensive care unit at Calvary | 28/06/2018 | Fitzharris |
| QTON | 85 | 21/06/2018 | Wall | Health | Centenary Hospital expansion schedule | 27/06/2018 | Fitzharris |
| QTON | 86 | 21/06/2018 | Dunne | Health | Centenary Hospital - adolescent area upgrade | 27/06/2018 | Fitzharris |
| QTON | 87 | 21/06/2018 | Dunne | Health | Strategic asset management plan | 28/06/2018 | Fitzharris |
| QTON | 88 | 21/06/2018 | Wall | Health | Electrical Incidents | 28/06/2018 | Fitzharris |
| QTON | 89 | 21/06/2018 | Wall | Health | Capital expenditure | 28/06/2018 | Fitzharris |
| QTON | 90 | 21/06/2018 | Dunne | Health | Mobile dental clinics | 28/06/2018 | Fitzharris |
| QTON | 91 | 21/06/2018 | Dunne | Health | Panels and transparency at Calvary | 28/06/2018 | Fitzharris |
| QTON | 92 | 21/06/2018 | Le Couteur | Health | Hospital in the Home | 28/06/2018 | Fitzharris |
| QTON | 93 | 21/06/2018 | Dunne | Health | Public Interest Disclosures (PIDs) | 28/06/2018 | Fitzharris |
| QTON | 94 | 21/06/2018 | Dunne | Health | ACT Health System - Wide data Review | 28/06/2018 | Fitzharris |
| QTON | 95 | 21/06/2018 | Dunne | Health | ACT Health System - Wide data Review | 28/06/2018 | Fitzharris |
| QTON | 96 | 21/06/2018 | Dunne | Health | Data review cost | 28/06/2018 | Fitzharris |
| QTON | 97 | 21/06/2018 | Cheyne | Health | Sexually Transmitted Infections (STI) | 27/06/2018 | Fitzharris |
| QTON | 98 | 21/06/2018 | Le Couteur | Health | Syphilis in the ACT | 27/06/2018 | Fitzharris |
| QON | 99 | 22/06/2018 | Lee | TCCSD | Free City Loop Bus | 09/07/2018 | Fitzharris |
| QON | 100 | 22/06/2018 | Lee | TCCSD | Stormwater Infrastructure | 09/07/2018 | Fitzharris |
| QON | 101 | 22/06/2018 | Le Couteur | CMTEDD - Treasury | Secure Local Jobs Package | 03/07/2018 | Barr |
| QON | 102 | 22/06/2018 | Le Couteur | CMTEDD - Treasury | Goods and Services Procurement | 04/07/2018 | Barr |
| QON | 103 | 22/06/2018 | Le Couteur | CMTEDD - Treasury | Manuka Oval | 04/07/2018 | Barr |
| QON | 104 | 22/06/2018 | Le Couteur | City Renewal Authority | The Territory Plan and Development Applications | 03/07/2018 | Barr |
| QON | 105 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Accountability Indicators | 02/07/2018 | Barr |
| QON | 106 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Commercial General Rates - Average Unimproved Values | 04/07/2018 | Barr |
| QON | 107 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Commercial General Rates - Increases by suburb | 04/07/2018 | Barr |
| QON | 108 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Commercial General Rates - Increase | 04/07/2018 | Barr |
| QON | 109 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Commercial General Rates - Rates per suburb | 04/07/2018 | Barr |
| QON | 110 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Compliance Activity - Accountability Indicator | 03/07/2018 | Barr |
| QON | 111 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Compliance Activities Overview | 03/07/2018 | Barr |
| QON | 112 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Compliance Activities - Priorities | 03/07/2018 | Barr |
| QON | 113 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Compliance Activities - Revenue Recovered | 04/07/2018 | Barr |
| QON | 114 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Deferred General Rates | 16/07/2018 | Barr |
| QON | 115 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Delinquent Payments - Number of Payees | 16/07/2018 | Barr |
| QON | 116 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Delinquent Payments - Value | 10/07/2018 | Barr |
| QON | 117 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Fairer Revenue - Encouraging Safer Driving | 02/07/2018 | Barr |
| QON | 118 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Fairer Revenue - Landholder Duty Compliance | 03/07/2018 | Barr |
| QON | 119 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Fire and Emergency Services Levy | 03/07/2018 | Barr |
| QON | 120 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - General Rates Aged Deferral Scheme | 16/07/2018 | Barr |
| QON | 121 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Rate Increase | 03/07/2018 | Barr |
| QON | 122 | 22/06/2018 | Coe | CMTEDD - Regulatory Services | Revenue Management - Keeping Canberrans Safe on our Roads | 03/07/2018 | Ramsay |
| QON | 123 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Land Tax - housing and Units | 02/07/2018 | Barr |
| QON | 124 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - land Tax Increase by Suburb | 02/07/2018 | Barr |
| QON | 125 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - land Tax - Increase | 02/07/2018 | Barr |
| QON | 126 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - land Tax - Revenue per suburb | 02/07/2018 | Barr |
| QON | 127 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Lease Variation Charge - Diversifying Housing Stock | 03/07/2018 | Barr |
| QON | 128 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Lease Variation Charge - Revenue and Applications | 02/07/2018 | Barr |
| QON | 129 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Motor Vehicle Registration Fees | 03/07/2018 | Barr |
| QON | 130 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Objections - Processes | 02/07/2018 | Barr |
| QON | 131 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Objections - Processing Timeframes Complaints | 02/07/2018 | Barr |
| QON | 132 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Objections - Processing Timeframes | 02/07/2018 | Barr |
| QON | 133 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Parking - Fees | 16/07/2018 | Barr |
| QON | 134 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Parking Fines | 16/07/2018 | Barr |
| QON | 135 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Payroll Tax - Commonwealth Estimates | 03/07/2018 | Barr |
| QON | 136 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Payroll Tax - Compliance Activity | 03/07/2018 | Barr |
| QON | 137 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Payroll Tax - Definitions | 10/07/2018 | Barr |
| QON | 138 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Payroll Tax - Historic Number of Businesses | 16/07/2018 | Barr |
| QON | 139 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Payroll Tax - Increases to Revenue | 16/07/2018 | Barr |
| QON | 140 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Payroll Tax - Thresholds | 02/07/2018 | Barr |
| QON | 141 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Payroll Tax - Total Amount Paid by Businesses | 02/07/2018 | Barr |
| QON | 142 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Pensioner Duty Concession Scheme | 03/07/2018 | Barr |
| QON | 143 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Point of Consumption Wagering Tax | 10/07/2018 | Barr |
| QON | 144 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Rental Bonds - Data | 16/07/2018 | Barr |
| QON | 145 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Rental Bonds - Historic Data | 10/07/2018 | Barr |
| QON | 146 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Rental Bonds - Interest | 10/07/2018 | Barr |
| QON | 147 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Residential General Rates - Average Unimproved Values | 03/07/2018 | Barr |
| QON | 148 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Residential General Rates - early Payment Discount | 04/07/2018 | Barr |
| QON | 149 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Residential General Rates - Houses and Units | 04/07/2018 | Barr |
| QON | 150 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Residential General Rates - Increase by suburb | 03/07/2018 | Barr |
| QON | 151 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Residential General Rates - Increases | 04/07/2018 | Barr |
| QON | 152 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Residential General Rates - Revenue per Suburb | 03/07/2018 | Barr |
| QON | 153 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Compliance Officers or Inspectors by Classification | 10/07/2018 | Barr |
| QON | 154 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Unclaimed Trust Money - Historic Data | 03/07/2018 | Barr |
| QON | 155 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Unclaimed Trust Money - Interest | 03/07/2018 | Barr |
| QON | 156 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Unclaimed Trust Money - Notification | 03/07/2018 | Barr |
| QON | 157 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Returned | 02/07/2018 | Barr |
| QON | 158 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Residential General Rates - Historic Data | 03/07/2018 | Barr |
| QON | 159 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Commercial General Rates - Historic Data | 02/07/2018 | Barr |
| QON | 160 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Payroll tax - Businesses share of payroll tax | 16/07/2018 | Barr |
| QON | 161 | 22/06/2018 | Coe | CMTEDD - Treasury | Revenue Management - Point of Consumption Wagering Tax - Communication | 02/07/2018 | Barr |
| QON | 162 | 22/06/2018 | Coe | CMTEDD - Treasury | Financial and Economic Management - Community Services | 03/07/2018 | Barr |
| QON | 163 | 22/06/2018 | Coe | CMTEDD - Treasury | Financial and Economic Management - Depreciation and Amortisation Rise | 03/07/2018 | Barr |
| QON | 164 | 22/06/2018 | Coe | CMTEDD - Treasury | Financial and Economic Management - General Public Services | 03/07/2018 | Barr |
| QON | 165 | 22/06/2018 | Coe | CMTEDD - Treasury | Financial and Economic Management - Govt Expenses over Time | 03/07/2018 | Barr |
| QON | 166 | 22/06/2018 | Coe | CMTEDD - Treasury | Financial and Economic Management - Headline Net Operating Balance Superannuation Return Adjustment | 02/07/2018 | Barr |
| QON | 167 | 22/06/2018 | Coe | CMTEDD - Treasury | Financial and Economic Management - Interest expenses increasing across forward estimates | 03/07/2018 | Barr |
| QON | 168 | 22/06/2018 | Coe | CMTEDD - Treasury | Financial and Economic Management - Large-Scale Generation Certificates | 04/07/2018 | Barr |
| QON | 169 | 22/06/2018 | Coe | CMTEDD - Treasury | Financial and Economic Management - Net Acquisition of non-Financial Assets | 03/07/2018 | Barr |
| QON | 170 | 22/06/2018 | Coe | CMTEDD - Treasury | Financial and Economic Management - Recreation, Culture and Religion spending | 04/07/2018 | Barr |
| QON | 171 | 22/06/2018 | Coe | CMTEDD - Treasury | Financial and Economic Management - Transport - Light rail | 03/07/2018 | Barr |
| QON | 172 | 22/06/2018 | Coe | CMTEDD - Treasury | CTP Regulator - Autonomous vehicles | 02/07/2018 | Barr |
| QON | 173 | 22/06/2018 | Coe | CMTEDD - Treasury | CTP Regulator - Data collection | 03/07/2018 | Barr |
| QON | 174 | 22/06/2018 | Coe | CMTEDD - Treasury | CTP Regulator - Fraud - Effects | 03/07/2018 | Barr |
| QON | 175 | 22/06/2018 | Coe | CMTEDD - Treasury | CTP Regulator - Fraud - Instances | 03/07/2018 | Barr |
| QON | 176 | 22/06/2018 | Coe | CMTEDD - Treasury | CTP Regulator - Meetings with the Insurance Council of Australia, CTP Insurers, and the ACT Nominal Defendant | 04/07/2018 | Barr |
| QON | 177 | 22/06/2018 | Coe | CMTEDD - Treasury | CTP Regulator - New Compulsory Third Party Insurance scheme | 03/07/2018 | Barr |
| QON | 178 | 22/06/2018 | Coe | CMTEDD - Treasury | CTP Regulator - Revenue | 03/07/2018 | Barr |
| QON | 179 | 22/06/2018 | Coe | CMTEDD - Treasury | CTP Regulator - Whole Person Impairment | 04/07/2018 | Barr |
| QON | 180 | 22/06/2018 | Coe | CMTEDD - Treasury | Lifetime Care and Support Fund - Costs and Investments | 19/07/2018 | Barr |
| QON | 181 | 22/06/2018 | Coe | CMTEDD - Treasury | Lifetime Care and Support Fund - Revenue Sources | 19/07/2018 | Barr |
| QON | 182 | 22/06/2018 | Coe | CMTEDD - Treasury | Independent Competition and Regulatory Commission - ACT Beverage Recycling Scheme | 03/07/2018 | Barr |
| QON | 183 | 22/06/2018 | Coe | CMTEDD - Treasury | Independent Competition and Regulatory Commission - Electricity | 04/07/2018 | Barr |
| QON | 184 | 22/06/2018 | Wall | City Renewal Authority | City Renewal Authority - City Centre Marketing and Improvements Levy - Initiatives | 03/07/2018 | Barr |
| QON | 185 | 22/06/2018 | Wall | CMTEDD - Treasury | City Renewal Authority - City Centre Marketing and Improvements Levy - Revenue per suburb | 02/07/2018 | Barr |
| QON | 186 | 22/06/2018 | Wall | City Renewal Authority | City Renewal Authority - City Centre Marketing and Improvements Levy - Spending breakdown | 03/07/2018 | Barr |
| QON | 187 | 22/06/2018 | Wall | City Renewal Authority | City Renewal Authority - City Centre Marketing and Improvements Levy - Surveys and publications | 03/07/2018 | Barr |
| QON | 188 | 22/06/2018 | Coe | CMTEDD - Higher Education | City Renewal Authority - University of NSW campus | 02/07/2018 | Fitzharris |
| QON | 189 | 22/06/2018 | Coe | CMTEDD - Higher Education | Higher Education - Skills Canberra - Apprenticeships | 16/07/2018 | Fitzharris |
| QON | 190 | 22/06/2018 | Coe | CMTEDD - Higher Education | Higher Education - Skills Canberra - Transfer to CMTEDD | 05/07/2018 | Fitzharris |
| QON | 191 | 22/06/2018 | Coe | CMTEDD - Higher Education | Higher Education - Skills Canberra - Registered Training Organisations | 09/07/2018 | Fitzharris |
| QON | 192 | 22/06/2018 | Coe | CMTEDD - Higher Education | Higher Education - Skills Canberra - Skilling Australians Fund | 09/07/2018 | Fitzharris |
| QON | 193 | 22/06/2018 | Burch C | CMTEDD - Treasury | Shared Services - Treasurer - ICT costs compared to peer organisations | 02/07/2018 | Barr |
| QON | 194 | 22/06/2018 | Burch C | CMTEDD - Treasury | Shared Services - Treasurer - Increased call response times | 02/07/2018 | Barr |
| QON | 195 | 22/06/2018 | Burch C | CMTEDD - Treasury | Shared Services - Treasurer - List of shared services | 02/07/2018 | Barr |
| QON | 196 | 22/06/2018 | Burch C | CMTEDD - Treasury | Shared Services - Treasurer - Staffing and contractors | 02/07/2018 | Barr |
| QTON | 197 | 18/06/2018 | Wall | CMTEDD - Treasury | Superannuation return adjustment in the headline net operating balance | 26/06/2018 | Barr |
| QTON | 198 | 18/06/2018 | Wall | CMTEDD - Treasury | Superannuation return adjustment in the headline net operating balance | 26/06/2018 | Barr |
| QTON | 199 | 18/06/2018 | Lee | CMTEDD - Treasury | Net spending financing | 26/06/2018 | Barr |
| QTON | 200 | 18/06/2018 | Orr | CMTEDD - Treasury | Commonwealth contribution to ACT infrastructure spending | 26/06/2018 | Barr |
| QTON | 201 | 18/06/2018 | Coe | CMTEDD - Treasury | Percentage of infrastructure spending | 26/06/2018 | Barr |
| QTON | 202 | 18/06/2018 | Coe | CMTEDD - Treasury | Commonwealth contribution to ACT infrastructure spending | 02/07/2018 | Barr |
| QTON | 203 | 18/06/2018 | Wall | CMTEDD - Treasury | Public health spending | 26/06/2018 | Barr |
| QTON | 204 | 18/06/2018 | Wall | CMTEDD - Treasury | Public health spending | 26/06/2018 | Barr |
| QTON | 205 | 18/06/2018 | Lee | CMTEDD - Treasury | Health expenses increase forecast | 02/07/2018 | Barr |
| QTON | 206 | 18/06/2018 | Wall | CMTEDD - Treasury | Payroll tax exemptions | 03/07/2018 | Barr |
| QTON | 207 | 18/06/2018 | Wall | CMTEDD - Treasury | how many entities have received waivers for payroll taxes; | 03/07/2018 | Barr |
| QTON | 208 | 18/06/2018 | Wall | CMTEDD - Treasury | Breakdown of number of entities grouped | 26/06/2018 | Barr |
| QTON | 209 | 18/06/2018 | Le Couteur | CMTEDD - Treasury | Treatment/standard of trees and wetlands - depreciation of assets | 26/06/2018 | Barr |
| QTON | 210 | 18/06/2018 | Le Couteur | CMTEDD - Treasury | Treatment/standard of trees and wetlands - depreciation of assets | 26/06/2018 | Barr |
| QTON | 211 | 18/06/2018 | Orr | CMTEDD - Treasury | Treatment/standard of trees and wetlands - depreciation of assets | 26/06/2018 | Barr |
| QTON | 212 | 18/06/2018 | Wall | CMTEDD - Treasury | Valuation of trees - cut down up Northbourne Ave for light rail | 26/06/2018 | Barr |
| QTON | 213 | 18/06/2018 | Lee | CMTEDD - Treasury | Social protection | 26/06/2018 | Barr |
| QTON | 214 | 18/06/2018 | Orr | CMTEDD - Treasury | Jobs growth | 26/06/2018 | Barr |
| QTON | 215 | 18/06/2018 | Coe | CMTEDD - Treasury | People accessing the concessions scheme | 26/06/2018 | Barr |
| QTON | 216 | 18/06/2018 | Coe | CMTEDD - Treasury | Rates waivers | 26/06/2018 | Barr |
| QTON | 217 | 18/06/2018 | Steel | CMTEDD - Treasury | $25,000 stamp duty | 26/06/2018 | Barr |
| QTON | 218 | 18/06/2018 | Le Couteur | CMTEDD - Treasury | Each suburb average AUV and average price at sale | 26/06/2018 | Barr |
| QTON | 219 | 18/06/2018 | Coe | CMTEDD - Treasury | List of projects where there has been remission of the LVC | 26/06/2018 | Barr |
| QTON | 220 | 18/06/2018 | Coe | CMTEDD - Treasury | Reduced ground floor area - result in lower liability for rates | 26/06/2018 | Barr |
| QTON | 221 | 18/06/2018 | Wall | CMTEDD - Treasury | Determination for electricity prices | 26/06/2018 | Barr |
| QTON | 222 | 18/06/2018 | Le Couteur | CMTEDD - Treasury | Shareholders votes for AMP | 20/07/2018 | Barr |
| QTON | 223 | 18/06/2018 | Coe | CMTEDD - Treasury | Conflict of interest in owning shares in competitors to ActewAGL | 19/07/2018 | Barr |
| QTON | 224 | 18/06/2018 | Coe | CMTEDD - Treasury | ACT owning portion of companies involved in PPP's | 02/07/2018 | Barr |
| QTON | 225 | 18/06/2018 | Coe | CMTEDD - Treasury | Dividend policy and debt metrics - Icon and ActewAGL | 20/07/2018 | Barr |
| QTON | 226 | 18/06/2018 | Wall | CMTEDD - Treasury | Information on split between domestic and offshore purchases of ACT Bonds | 20/07/2018 | Barr |
| QTON | 227 | 19/06/2018 | Coe | CMTEDD - Treasury | Documents published on website were the same as those released under FOI | 26/06/2018 | Barr |
| QTON | 228 | 19/06/2018 | Coe | CMTEDD - Treasury | Documents published on website were the same as those released under FOI | 26/06/2018 | Barr |
| QTON | 229 | 19/06/2018 | Coe | CMTEDD - Treasury | Documents published on website were the same as those released under FOI | 26/06/2018 | Barr |
| QTON | 230 | 19/06/2018 | Coe | CMTEDD - Treasury | Documents published on website were the same as those released under FOI | 26/06/2018 | Barr |
| QTON | 231 | 19/06/2018 | Coe | CMTEDD - Treasury | Bonuses were paid in Icon Water or ActewAGL | 26/06/2018 | Barr |
| QTON | 232 | 19/06/2018 | Steel | CMTEDD - Treasury | ActewAGL exploring virtual power plant | 02/07/2018 | Barr |
| QTON | 233 | 19/06/2018 | Lee | CMTEDD - Treasury | Icon Water - Bullying reporting | 02/07/2018 | Barr |
| QTON | 234 | 19/06/2018 | Lee | CMTEDD - Treasury | Icon Water - mental health assistance | 02/07/2018 | Barr |
| QTON | 235 | 19/06/2018 | Steel | CMTEDD - Treasury | Social research - ActewAGL name change to Evoenergy | 02/07/2018 | Barr |
| QTON | 236 | 19/06/2018 | Steel | CMTEDD - Treasury | Icon Water - Impact on brand recognition | 02/07/2018 | Barr |
| QTON | 237 | 19/06/2018 | Coe | CMTEDD - Treasury | Icon Water - IT penetrations | 02/07/2018 | Barr |
| QTON | 238 | 19/06/2018 | Coe | CMTEDD - Treasury | Fees in shared services agreement | 02/07/2018 | Barr |
| QTON | 239 | 19/06/2018 | Burch C | CMTEDD - Treasury | Costs and benefits of digitisation program | 02/07/2018 | Barr |
| QTON | 240 | 19/06/2018 | Burch C | CMTEDD - Treasury | Attacks on externally hosted websites | 02/07/2018 | Barr |
| QTON | 241 | 22/06/2018 | Coe | CMTEDD - Chief Minister | Redundancies paid in the ACT Government | 02/07/2018 | Barr |
| QTON | 242 | 22/06/2018 | Coe | CMTEDD - Chief Minister | Culture and Communications to warrant redundancies | 02/07/2018 | Barr |
| QTON | 243 | 22/06/2018 | Coe | CMTEDD - Chief Minister | Policy and Governance to warrant redundancies | 02/07/2018 | Barr |
| QTON | 244 | 22/06/2018 | Coe | CMTEDD - Chief Minister | Voluntary redundancies - senior executives | 02/07/2018 | Barr |
| QTON | 245 | 22/06/2018 | Coe / Wall | CMTEDD - Chief Minister | 20 redundancies - function not required | 04/07/2018 | Barr |
| QTON | 246 | 22/06/2018 | Wall | CMTEDD - Chief Minister | Portion of the budget - programs and staffing | 02/07/2018 | Barr |
| QTON | 247 | 22/06/2018 | Wall | CMTEDD - Chief Minister | FTE in the governance unit | 02/07/2018 | Barr |
| QTON | 248 | 22/06/2018 | Wall | CMTEDD - Chief Minister | Ministerial staff positions classified as communications roles | 02/07/2018 | Barr |
| QTON | 249 | 22/06/2018 | Coe | CMTEDD - Treasury | Household data transfers between units of Government | 10/07/2018 | Barr |
| QTON | 250 | 22/06/2018 | Coe | CMTEDD - Chief Minister | Emails sent with excel spreadsheets with personal information | 13/07/2018 | Barr |
| QTON | 251 | 22/06/2018 | Cheyne | CMTEDD - Visit Canberra and Events | Spending on Canberra brand merchandise | 02/07/2018 | Barr |
| QTON | 252 | 22/06/2018 | Coe | CMTEDD - Visit Canberra and Events | Floriade - overspend budget | 03/07/2018 | Barr |
| QTON | 253 | 22/06/2018 | Coe | CMTEDD - Visit Canberra and Events | Floriade - Protiviti, the consultants | 02/07/2018 | Barr |
| QTON | 254 | 22/06/2018 | Coe | CMTEDD - Economic Development | Funding agreement with Screen Australia | 02/07/2018 | Barr |
| QTON | 255 | 22/06/2018 | Wall | CMTEDD - Industrial Relations | Membership of the full work safety council and the sub-committee on construction safety | 03/07/2018 | Stephen-Smith |
| QTON | 256 | 22/06/2018 | Wall | CMTEDD - Industrial Relations | Training requirements be under the new regulations | 03/07/2018 | Stephen-Smith |
| QTON | 257 | 22/06/2018 | Wall | CMTEDD - Industrial Relations | Regulatory Impact Statement for the Work Health and Safety Amendment Bill 2018 | 18/07/2018 | Stephen-Smith |
| QTON | 258 | 25/06/2018 | Lee | Education | Services and supports for students with disability | 09/07/2018 | Berry |
| QTON | 259 | 25/06/2018 | Lee | Education | Ratios of school psychologists/ allied health professionals to students - future enrolment projections | 09/07/2018 | Berry |
| QTON | 260 | 25/06/2018 | Le Couteur | Education | Schools tree audits - same arborist | 09/07/2018 | Berry |
| QTON | 261 | 25/06/2018 | Le Couteur | Education | Pesticide use on school grounds | 09/07/2018 | Berry |
| QON | 262 | 25/06/2018 | Le Couteur | TCCSD | ACTION - General composition | 09/07/2018 | Fitzharris |
| QON | 263 | 25/06/2018 | Le Couteur | TCCSD | Light rail stage 2 | 04/07/2018 | Fitzharris |
| QON | 264 | 25/06/2018 | Le Couteur | TCCSD | Free off peak travel trial | 04/07/2018 | Fitzharris |
| QON | 265 | 25/06/2018 | Le Couteur | TCCSD | Parking | 10/07/2018 | Fitzharris |
| QON | 266 | 25/06/2018 | Le Couteur | TCCSD | Transport planning | 04/07/2018 | Fitzharris |
| QON | 267 | 25/06/2018 | Le Couteur | TCCSD | KPI on bus services | 12/07/2018 | Fitzharris |
| QON | 268 | 25/06/2018 | Le Couteur | TCCSD | Walking and cycling infrastructure | 12/07/2018 | Fitzharris |
| QON | 269 | 25/06/2018 | Le Couteur | TCCSD | Streetlights | 04/07/2018 | Fitzharris |
| QON | 270 | 25/06/2018 | Le Couteur | TCCSD | Adopt A Park | 04/07/2018 | Fitzharris |
| QON | 271 | 25/06/2018 | Le Couteur | TCCSD | Urban Trees | 09/07/2018 | Fitzharris |
| QON | 272 | 25/06/2018 | Le Couteur | TCCSD | ACTION - Passenger numbers | 12/07/2018 | Fitzharris |
| QON | 273 | 25/06/2018 | Burch C | TCCSD | ACTION - Workplace bullying | 04/07/2018 | Fitzharris |
| QON | 274 | 25/06/2018 | Burch C | TCCSD | Dockless bike share services | 04/07/2018 | Fitzharris |
| QON | 275 | 25/06/2018 | Burch C | TCCSD | Existing bike sharing services | 04/07/2018 | Fitzharris |
| QON | 276 | 25/06/2018 | Burch C | TCCSD | Work Safety | 02/07/2018 | Fitzharris |
| QON | 277 | 25/06/2018 | Burch C | TCCSD | School bus travel | 04/07/2018 | Fitzharris |
| QON | 278 | 25/06/2018 | Burch C | TCCSD | Transport network operating costs | 04/07/2018 | Fitzharris |
| QON | 279 | 25/06/2018 | Coe | CMTEDD - Treasury | ACT Insurance Authority - Nominal Defendant and KPIs | 03/07/2018 | Barr |
| QON | 280 | 25/06/2018 | Coe | CMTEDD - Treasury | ACT Insurance Authority - Reviews | 03/07/2018 | Barr |
| QON | 281 | 25/06/2018 | Coe | CMTEDD - Treasury | ACT Insurance Authority - Risk management Seminars | 03/07/2018 | Barr |
| QON | 282 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Debt | 03/07/2018 | Barr |
| QON | 283 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Dividends | 04/07/2018 | Barr |
| QON | 284 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Expenses - ActewAGL Shared Services Agreements | 04/07/2018 | Barr |
| QON | 285 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Gifted assets | 04/07/2018 | Barr |
| QON | 286 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Renewable energy assets | 10/07/2018 | Barr |
| QON | 287 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Risks | 04/07/2018 | Barr |
| QON | 288 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Share of Operating Profit from Energy Investments | 04/07/2018 | Barr |
| QON | 289 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Staffing - Customer services | 04/07/2018 | Barr |
| QON | 290 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Staffing - Executive | 04/07/2018 | Barr |
| QON | 291 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Staffing - Mental health | 16/07/2018 | Barr |
| QON | 292 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Staffing - Non-ongoing employees and contractors | 04/07/2018 | Barr |
| QON | 293 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Strategies - ActewAGL involvement | 04/07/2018 | Barr |
| QON | 294 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Strategies - Customer strategy | 04/07/2018 | Barr |
| QON | 295 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Strategies - Management of ActewAGL | 04/07/2018 | Barr |
| QON | 296 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Upgrades - Electrical and instrumentation control systems | 04/07/2018 | Barr |
| QON | 297 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Upgrades - Information technology and ActewAGL | 04/07/2018 | Barr |
| QON | 298 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Upgrades - Lower Molonglo Water Quality Control Centre | 16/07/2018 | Barr |
| QON | 299 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Upgrades - Mains and water meters | 10/07/2018 | Barr |
| QON | 300 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Upgrades - Solar Photovoltaic Technology | 10/07/2018 | Barr |
| QON | 301 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Water Usage - Average household use and charges | 10/07/2018 | Barr |
| QON | 302 | 25/06/2018 | Coe | CMTEDD - Treasury | Icon Water - Water Usage - User Charges | 10/07/2018 | Barr |
| QON | 303 | 25/06/2018 | Coe | CMTEDD - Treasury | Infrastructure Program | 03/07/2018 | Barr |
| QON | 304 | 25/06/2018 | Coe | CMTEDD - Treasury | Venues - Accountability Indicators and Surveys | 03/07/2018 | Barr |
| QON | 305 | 25/06/2018 | Coe | CMTEDD - Treasury | Procurement - Accountability Indicator - Indigenous suppliers | 10/07/2018 | Barr |
| QON | 306 | 25/06/2018 | Coe | CMTEDD - Treasury | Procurement - Accountability Indicator - Public availability of Contracts Register | 03/07/2018 | Barr |
| QON | 307 | 25/06/2018 | Coe | CMTEDD - Treasury | Procurement - Accountability Indicator - Public satisfaction | 04/07/2018 | Barr |
| QON | 308 | 25/06/2018 | Coe | CMTEDD - Treasury | Procurement - Contractor Central - General practices | 04/07/2018 | Barr |
| QON | 309 | 25/06/2018 | Coe | CMTEDD - Treasury | Procurement - Contractor Central - Non-ongoing employees and contractors | 04/07/2018 | Barr |
| QON | 310 | 25/06/2018 | Coe | CMTEDD - Treasury | Procurement - Contracts Register | 03/07/2018 | Barr |
| QON | 311 | 25/06/2018 | Coe | CMTEDD - Treasury | Procurement - Cultural issues | 04/07/2018 | Barr |
| QON | 312 | 25/06/2018 | Coe | CMTEDD - Chief Minister | Procurement - Investigation protocols | 16/07/2018 | Barr |
| QON | 313 | 25/06/2018 | Coe | CMTEDD - Treasury | Procurement - Notifiable Invoices Register | 03/07/2018 | Barr |
| QON | 314 | 25/06/2018 | Coe | CMTEDD - Treasury | Procurement - Program of reform | 03/07/2018 | Barr |
| QON | 315 | 25/06/2018 | Coe | CMTEDD - Treasury | Procurement - Record keeping practices - Disciplinary action | 03/07/2018 | Barr |
| QON | 316 | 25/06/2018 | Coe | CMTEDD - Treasury | Procurement - Record keeping practices - Protocols | 10/07/2018 | Barr |
| QON | 317 | 25/06/2018 | Coe | CMTEDD - Treasury | Procurement - Risks - Mitigation | 16/07/2018 | Barr |
| QON | 318 | 25/06/2018 | Coe | CMTEDD - Treasury | Procurement - Smart Modern Strategic | 04/07/2018 | Barr |
| QON | 319 | 25/06/2018 | Coe | CMTEDD - Economic Development | Procurement - Unsolicited Proposals - Aquis Casino | 04/07/2018 | Barr |
| QON | 320 | 25/06/2018 | Coe | CMTEDD - Treasury | Procurement - Value for Money | 03/07/2018 | Barr |
| QON | 321 | 25/06/2018 | Coe | City Renewal Authority | City Renewal Authority - Operating Statement | 04/07/2018 | Barr |
| QON | 322 | 25/06/2018 | Coe | City Renewal Authority | City Renewal Authority - Performance Indicators | 06/07/2018 | Barr |
| QON | 323 | 25/06/2018 | Coe | Health -  Justice and Mental | Justice Health - Accountability Indicator F - Justice Health Services Community Contact | 05/07/2018 | Rattenbury |
| QON | 324 | 25/06/2018 | Coe | Health -  Justice and Mental | Justice Health - Drug counsellors in AMC | 06/07/2018 | Rattenbury |
| QON | 325 | 25/06/2018 | Coe | Health -  Justice and Mental | Justice Health - Drug taking and Justice Health staff responses in AMC | 05/07/2018 | Rattenbury |
| QON | 326 | 25/06/2018 | Coe | Health -  Justice and Mental | Justice Health - Drug taking and prescriptions in the AMC | 05/07/2018 | Rattenbury |
| QON | 327 | 25/06/2018 | Coe | Health -  Justice and Mental | Justice Health - Final cost of methadone program | 05/07/2018 | Rattenbury |
| QON | 328 | 25/06/2018 | Coe | Health -  Justice and Mental | Justice Health - Methadone exit program | 05/07/2018 | Rattenbury |
| QON | 329 | 25/06/2018 | Coe | Health -  Justice and Mental | Justice Health - Update on numbers of inmates on methadone | 05/07/2018 | Rattenbury |
| QON | 330 | 26/06/2018 | Le Couteur | TCCSD | Playgrounds | 04/07/2018 | Fitzharris |
| QON | 331 | 26/06/2018 | Kikkert | TCCSD | Better Suburbs Citizen's Forum | 04/07/2018 | Fitzharris |
| QON | 332 | 26/06/2018 | Kikkert | TCCSD | Kuringa and Owen Dixon Drives intersections traffic light upgrades - pre-construction milestones | 04/07/2018 | Fitzharris |
| QON | 333 | 26/06/2018 | Kikkert | TCCSD | Tillyard Drive intersections traffic light upgrades - pre-construction milestones | 04/07/2018 | Fitzharris |
| QON | 334 | 26/06/2018 | Lawder | TCCSD | Better Government – boosting local Libraries | 02/07/2018 | Fitzharris |
| QON | 335 | 26/06/2018 | Lawder | TCCSD | City Maintenance - budget | 03/07/2018 | Fitzharris |
| QON | 336 | 26/06/2018 | Lawder | TCCSD | City Maintenance – City Rangers | 04/07/2018 | Fitzharris |
| QON | 337 | 26/06/2018 | Lawder | TCCSD | City Maintenance – Moncrieff Playground | 04/07/2018 | Fitzharris |
| QON | 338 | 26/06/2018 | Lawder | TCCSD | City Maintenance – path inspections | 04/07/2018 | Fitzharris |
| QON | 339 | 26/06/2018 | Lawder | TCCSD | City Maintenance - Performance measures | 12/07/2018 | Fitzharris |
| QON | 340 | 26/06/2018 | Lawder | TCCSD | City Maintenance – Playground upgrades | 12/07/2018 | Fitzharris |
| QON | 341 | 26/06/2018 | Lawder | TCCSD | City Maintenance - Playgrounds | 04/07/2018 | Fitzharris |
| QON | 342 | 26/06/2018 | Lawder | TCCSD | City Maintenance – public toilets | 04/07/2018 | Fitzharris |
| QON | 343 | 26/06/2018 | Lawder | TCCSD | City Maintenance – Shopping centres | 04/07/2018 | Fitzharris |
| QON | 344 | 26/06/2018 | Lawder | TCCSD | City Maintenance – Yardstick Park Benchmark report | 09/07/2018 | Fitzharris |
| QON | 345 | 26/06/2018 | Lawder | TCCSD | Better Government - Geographical Information Systems | 03/07/2018 | Fitzharris |
| QON | 346 | 26/06/2018 | Lawder | TCCSD | Library Services – customer satisfaction | 02/07/2018 | Fitzharris |
| QON | 347 | 26/06/2018 | Lawder | TCCSD | Library Services – total items borrowed per capita | 09/07/2018 | Fitzharris |
| QON | 348 | 26/06/2018 | Lawder | TCCSD | Waste and Recycling – average resource recovery per head of population | 04/07/2018 | Fitzharris |
| QON | 349 | 26/06/2018 | Lawder | TCCSD | Waste and Recycling – Contract cost of landfilling waste per ton | 04/07/2018 | Fitzharris |
| QON | 350 | 26/06/2018 | Lawder | TCCSD | Waste and Recycling – Percentage of material recovered from the total waste stream | 04/07/2018 | Fitzharris |
| QON | 351 | 26/06/2018 | Lawder | TCCSD | Waste and Recycling – voluntary recycling survey | 04/07/2018 | Fitzharris |
| QON | 352 | 26/06/2018 | Lawder | TCCSD | City maintenance - Dogs - doubling rangers | 09/07/2018 | Fitzharris |
| QON | 353 | 26/06/2018 | Lawder | TCCSD | City maintenance - Dogs - Izzy death | 04/07/2018 | Fitzharris |
| QON | 354 | 26/06/2018 | Lawder | TCCSD | City maintenance - Dogs - Molesworth Street Watson | 12/07/2018 | Fitzharris |
| QON | 355 | 26/06/2018 | Lawder | TCCSD | City maintenance - Dogs - rangers work in pairs | 04/07/2018 | Fitzharris |
| QON | 356 | 26/06/2018 | Steel | Health | Canberra Hospital | 04/07/2018 | Fitzharris |
| QTON | 357 | 26/06/2018 | Hanson | Attorney-General | Initiative offsets to meet savings efficiencies | 02/07/2018 | Ramsay |
| QTON | 358 | 26/06/2018 | Hanson | Attorney-General | Number facing courts in relation to drug and alcohol offences | 02/07/2018 | Ramsay |
| QTON | 359 | 26/06/2018 | Hanson | Attorney-General | Review of payments to Jurors | 04/07/2018 | Ramsay |
| QTON | 360 | 26/06/2018 | Wall | JACSD - Corrections | Detainee employment status prior to custody | 04/07/2018 | Rattenbury |
| QTON | 361 | 26/06/2018 | Wall | JACSD - Corrections | Random drug testing at AMC | 05/07/2018 | Rattenbury |
| QTON | 362 | 26/06/2018 | Cheyne | JACSD - Police and Emergency Services | Breakdown of incidents at Haig Park | 03/07/2018 | Gentleman |
| QTON | 363 | 26/06/2018 | Wall | JACSD - Police and Emergency Services | Breakdown of funding for Tuggeranong SES Station | 03/07/2018 | Gentleman |
| QTON | 364 | 26/06/2018 | Hanson | JACSD - Police and Emergency Services | Number of Aerial callouts | 02/07/2018 | Gentleman |
| QTON | 365 | 26/06/2018 | Le Couteur | JACSD -  Justice Services | Denied Parole due to insufficient housing options | 05/07/2018 | Rattenbury |
| QON | 366 | 27/06/2018 | Dunne | Health -  Justice and Mental | Mental Health | 09/07/2018 | Rattenbury |
| QON | 367 | 27/06/2018 | Dunne | Health -  Justice and Mental | Mental Health - Restructure of ACT Health | 05/07/2018 | Rattenbury |
| QON | 368 | 27/06/2018 | Dunne | Health -  Justice and Mental | Mental Health - Office of Mental health & Wellbeing | 05/07/2018 | Rattenbury |
| QON | 369 | 27/06/2018 | Dunne | Health | Health - The Territory-wide Health Services Framework 2017-2027 | 05/07/2018 | Fitzharris |
| QON | 370 | 27/06/2018 | Dunne | Health | Health - System Wide Data Review | 05/07/2018 | Fitzharris |
| QON | 371 | 27/06/2018 | Dunne | Health | Health - Strategic Indicators | 05/07/2018 | Fitzharris |
| QON | 372 | 27/06/2018 | Dunne | Health | Health - Staffing & Staff Culture | 13/07/2018 | Fitzharris |
| QON | 373 | 27/06/2018 | Dunne | Health | Health - The Surgical Procedures, Interventional Radiation and Emergency Building (SPIRE) | 05/07/2018 | Fitzharris |
| QON | 374 | 27/06/2018 | Dunne | Health | Health - Rehabilitation, aged and community care | 13/07/2018 | Fitzharris |
| QON | 375 | 27/06/2018 | Dunne | Health | Health - Population Health | 11/07/2018 | Fitzharris |
| QON | 376 | 27/06/2018 | Dunne | Health | Health - Poorly briefed Minister | 05/07/2018 | Fitzharris |
| QON | 377 | 27/06/2018 | Dunne | Health | Health - Out of date Policies | 05/07/2018 | Fitzharris |
| QON | 378 | 27/06/2018 | Dunne | Health | Health - Restructure of ACT Health | 16/07/2018 | Fitzharris |
| QON | 379 | 27/06/2018 | Dunne | Health | Health - Financial Statements | 04/07/2018 | Fitzharris |
| QON | 380 | 27/06/2018 | Dunne | Health | Health - Upgrade and Maintain ACT Health Assets (UMAHA) Budget | 05/07/2018 | Fitzharris |
| QON | 381 | 27/06/2018 | Dunne | Health | Health - Capital Expenditure and Expense Initiatives | 13/07/2018 | Fitzharris |
| QON | 382 | 27/06/2018 | Dunne | Health | Health - Cancer services | 05/07/2018 | Fitzharris |
| QON | 383 | 27/06/2018 | Dunne | Health | Health - Alcohol Tobacco and Other Drugs | 10/07/2018 | Fitzharris |
| QON | 384 | 27/06/2018 | Dunne | Health | Health - Acute Services | 19/07/2018 | Fitzharris |
| QON | 385 | 27/06/2018 | Dunne | Health | Health - ACT Hospitals Network | 13/07/2018 | Fitzharris |
| QON | 386 | 27/06/2018 | Dunne | CMTEDD - Chief Minister | Health - Restructure of ACT Health | 16/07/2018 | Barr |
| QON | 387 | 27/06/2018 | Le Couteur | Health | Early planning to expand alcohol and drug services | 04/07/2018 | Fitzharris |
| QON | 388 | 27/06/2018 | Le Couteur | Health | Homeless patients | 05/07/2018 | Fitzharris |
| QON | 389 | 27/06/2018 | Le Couteur | Health | Accommodation options for patients and support people | 04/07/2018 | Fitzharris |
| QON | 390 | 27/06/2018 | Le Couteur | Health | Epilepsy ACT | 04/07/2018 | Fitzharris |
| QON | 391 | 27/06/2018 | Le Couteur | Health | Reconciliation Action Plan | 05/07/2018 | Fitzharris |
| QON | 392 | 27/06/2018 | Le Couteur | Health | Nurse Safety | 05/07/2018 | Fitzharris |
| QON | 393 | 27/06/2018 | Le Couteur | Health | Healthy Weight Initiative | 05/07/2018 | Fitzharris |
| QON | 394 | 27/06/2018 | Coe | Health | Health - Cancer - Chemotherapy Co-payments - Average Cost | 04/07/2018 | Fitzharris |
| QON | 395 | 27/06/2018 | Coe | Health | Health - Cancer - Chemotherapy Co-payments - Commonwealth Implications | 06/07/2018 | Fitzharris |
| QON | 396 | 27/06/2018 | Coe | Health | Health - Cancer - Chemotherapy Co-payments - Complaints | 05/07/2018 | Fitzharris |
| QON | 397 | 27/06/2018 | Coe | Health | Health - Cancer - Chemotherapy Co-payments - Financial assistance | 05/07/2018 | Fitzharris |
| QON | 398 | 27/06/2018 | Coe | Health | Health - Cancer - Chemotherapy Co-payments - Information Provided to Patients | 04/07/2018 | Fitzharris |
| QON | 399 | 27/06/2018 | Coe | Health | Health - Cancer - Chemotherapy Co-payments - Monitoring Co-payments | 12/07/2018 | Fitzharris |
| QON | 400 | 27/06/2018 | Coe | Health | Health - Cancer - Chemotherapy Co-payments - Total cost | 04/07/2018 | Fitzharris |
| QON | 401 | 27/06/2018 | Coe | Health | Health - Cancer - Chemotherapy Co-payments - Waiving Co-payments | 04/07/2018 | Fitzharris |
| QON | 402 | 27/06/2018 | Milligan | Education | ATSI Education | 18/07/2018 | Berry |
| QTON | 403 | 26/06/2018 | Coe | JACSD - Police and Emergency Services | Chief Police Officer budget advice to Minister for Police and Emergency Services | 03/07/2018 | Gentleman |
| QON | 404 | 28/06/2018 | Lee | JACSD - Corrections | Disability Data Collection | 05/07/2018 | Rattenbury |
| QTON | 405 | 27/06/2018 | Lee | CSD | Funding for Peak bodies re: Autism | 19/07/2018 | Stephen-Smith |
| QTON | 406 | 27/06/2018 | Lee | CSD | NDIS Materials - language translated | 05/07/2018 | Stephen-Smith |
| QTON | 407 | 27/06/2018 | Lee | CSD | Number of young people in nursing homes | 04/07/2018 | Stephen-Smith |
| QTON | 408 | 27/06/2018 | Lee | CSD | Wait times for Child Development Services including how many people and number of experiencing long wait times | 19/07/2018 | Stephen-Smith |
| QTON | 409 | 27/06/2018 | Kikkert | CSD | Amendment of Children's Court orders | 23/07/2018 | Stephen-Smith |
| QTON | 410 | 27/06/2018 | Steel | CSD | Intercountry adoption | 20/07/2018 | Stephen-Smith |
| QTON | 411 | 26/06/2018 | Wall | JACSD -  Justice Services | Conditions for grant of Hawker's licences | 03/07/2018 | Rattenbury |
| QTON | 412 | 26/06/2018 | Le Couteur | JACSD -  Justice Services | Scope of consumer protection laws and matched to scope of Charitable collections Act - charitable collections | 03/07/2018 | Rattenbury |
| QTON | 413 | 26/06/2018 | Cheyne | JACSD -  Justice Services | X rated films | 03/07/2018 | Rattenbury |
| QTON | 414 | 26/06/2018 | Wall | JACSD -  Justice Services | Motor vehicle repairers | 03/07/2018 | Rattenbury |
| QTON | 415 | 26/06/2018 | Le Couteur | Attorney-General | ACAT order - Raiders case | 03/07/2018 | Ramsay |
| QTON | 416 | 26/06/2018 | Cheyne | JACSD - Police and Emergency Services | Public Perception of Safety | 03/07/2018 | Gentleman |
| QTON | 417 | 27/06/2018 | Lawder | TCCSD | Why are there no names on senior cards? | 04/07/2018 | Fitzharris |
| QTON | 418 | 27/06/2018 | Lawder | CSD -  Veterans and Seniors | Senior cards | 06/07/2018 | Ramsay |
| QTON | 419 | 27/06/2018 | Lee | CSD - Women | The diversity register | 06/07/2018 | Berry |
| QTON | 420 | 27/06/2018 | Lee | CSD - Domestic  and family violence | Evaluation of Room 4 Change program | 06/07/2018 | Berry |
| QTON | 421 | 27/06/2018 | Kikkert | CSD - Domestic  and family violence | Domestic Violence Crisis Centre call centre - number of people working in the call centre | 06/07/2018 | Berry |
| QTON | 422 | 27/06/2018 | Le Couteur | CSD - Housing | Number of beds - homelessness Services | 06/07/2018 | Berry |
| QON | 423 | 28/06/2018 | Lee | Education | School psychologists | 12/07/2018 | Berry |
| QON | 424 | 28/06/2018 | Lee | Education | Narrabundah College Modernisation | 12/07/2018 | Berry |
| QON | 425 | 28/06/2018 | Lee | Education | Early Childhood Education | 12/07/2018 | Berry |
| QON | 426 | 28/06/2018 | Lee | Education | Neville Bonner School | 10/07/2018 | Berry |
| QON | 427 | 28/06/2018 | Lee | Education | School Participation | 12/07/2018 | Berry |
| QON | 428 | 28/06/2018 | Lee | Education | Early Childhood Education - Universal Access | 13/07/2018 | Berry |
| QON | 429 | 28/06/2018 | Lee | Education | VET in Schools | 12/07/2018 | Berry |
| QON | 430 | 28/06/2018 | Lee | Education | Future of Education Allocation | 13/07/2018 | Berry |
| QON | 431 | 28/06/2018 | Lee | Education | Cost per student | 13/07/2018 | Berry |
| QTON | 432 | 27/06/2018 | Lawder | CSD - Women | National Survey - Women Feeling Safe | 06/07/2018 | Berry |
| QTON | 433 | 28/06/2018 | Lee | CMTEDD - Regulatory Services | Access Canberra - licence plate recognition infringement notices issued | 09/07/2018 | Ramsay |
| QTON | 434 | 28/06/2018 | Lee | CMTEDD - Regulatory Services | Access Canberra - disability parking infringements | 05/07/2018 | Ramsay |
| QTON | 435 | 28/06/2018 | Burch C | CMTEDD - Regulatory Services | Access Canberra - Parkmobile app | 05/07/2018 | Ramsay |
| QTON | 436 | 28/06/2018 | Lee | CMTEDD - Regulatory Services | Access Canberra - training for frontline team members | 04/07/2018 | Ramsay |
| QTON | 437 | 28/06/2018 | Dunne | CMTEDD - Arts and Community Events | Belconnen Arts Centre in September and October | 05/07/2018 | Ramsay |
| QTON | 438 | 28/06/2018 | Dunne | CMTEDD - Arts and Community Events | Canberra Museum and Gallery (CMAG) exhibition space | 11/07/2018 | Ramsay |
| QTON | 439 | 28/06/2018 | Dunne | CMTEDD - Arts and Community Events | Replacement artwork for the Hughes shops | 05/07/2018 | Ramsay |
| QON | 440 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - Fyshwick Fire & Rescue Station Upgrade | 09/07/2018 | Gentleman |
| QON | 441 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - Lack of Capital Expenditure as Planned | 12/07/2018 | Gentleman |
| QON | 442 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - Protective Equipment for Firefighters - Helmets | 09/07/2018 | Gentleman |
| QON | 443 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - Ambulance Response Times | 09/07/2018 | Gentleman |
| QON | 444 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - Second Aerial Pumper Appliance | 09/07/2018 | Gentleman |
| QON | 445 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - Staffing Profile – Estimated Employment Level | 12/07/2018 | Gentleman |
| QON | 446 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - Storm and Flood Calls | 11/07/2018 | Gentleman |
| QON | 447 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - Structure Fires | 09/07/2018 | Gentleman |
| QON | 448 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Emergency Services - Volunteers & WWVP | 09/07/2018 | Gentleman |
| QON | 449 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Police - ACT Policing and Taskforce Nemesis Funding | 09/07/2018 | Gentleman |
| QON | 450 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Police - Equipping more ACT Police with TASERs | 09/07/2018 | Gentleman |
| QON | 451 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Police - Expanding CCTV Networks | 09/07/2018 | Gentleman |
| QON | 452 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Police - Fuel Theft | 05/07/2018 | Gentleman |
| QON | 453 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Police - Futures Program | 11/07/2018 | Gentleman |
| QON | 454 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Police - More services for our suburbs – More police | 09/07/2018 | Gentleman |
| QON | 455 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Police - Police Station Upgrades | 09/07/2018 | Gentleman |
| QON | 456 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Police - Smart Phones for ACT Policing Officers | 09/07/2018 | Gentleman |
| QON | 457 | 29/06/2018 | Coe | JACSD - Police and Emergency Services | Police - Staffing Profile | 05/07/2018 | Gentleman |
| QON | 458 | 29/06/2018 | Coe | JACSD - Corrections | Corrections - ACTCS Funding Breakdown | 06/07/2018 | Rattenbury |
| QON | 459 | 29/06/2018 | Coe | JACSD - Corrections | Corrections - Additional Resources | 06/07/2018 | Rattenbury |
| QON | 460 | 29/06/2018 | Coe | JACSD - Corrections | Corrections - Contraband and Drugs in the Alexander Maconochie Centre | 06/07/2018 | Rattenbury |
| QON | 461 | 29/06/2018 | Coe | JACSD - Corrections | Corrections - Employment and Educations Programs at the Alexander Maconochie Centre | 06/07/2018 | Rattenbury |
| QON | 462 | 29/06/2018 | Coe | JACSD - Corrections | Corrections - Number of Inmates | 09/07/2018 | Rattenbury |
| QON | 463 | 29/06/2018 | Coe | JACSD - Corrections | Corrections - Strategic Objective 2 - Escapes | 06/07/2018 | Rattenbury |
| QON | 464 | 29/06/2018 | Coe | JACSD - Corrections | Corrections - Visitation & Corrections Dog Searches at the Alexander Maconochie Centre | 06/07/2018 | Rattenbury |
| QTON | 465 | 28/06/2018 | Lee | TCCSD | Red Hill Oval Transfer | 10/07/2018 | Fitzharris |
| QTON | 466 | 28/06/2018 | Lee | Education | Red Hill Oval (Now Education Facility) - Public access | 10/07/2018 | Berry |
| QTON | 467 | 28/06/2018 | Lee | Education | Red Hill Oval - Cost of maintenance / TCCS hand over the Red Hill Oval to Education | 12/07/2018 | Berry |
| QTON | 468 | 28/06/2018 | Lee | TCCSD | List of ovals - handed over to Education from TCCS in the past 8 years | 10/07/2018 | Fitzharris |
| QTON | 469 | 28/06/2018 | Wall | EPSDD - Climate Change | ACT’s electricity - wholesale cost model | 05/07/2018 | Rattenbury |
| QTON | 470 | 28/06/2018 | Coe | EPSDD - Climate Change | LGCs accounting treatment | 05/07/2018 | Rattenbury |
| QON | 471 | 29/06/2018 | Le Couteur | Education | Reconciliation Action Plan | 09/07/2018 | Berry |
| QON | 472 | 29/06/2018 | Le Couteur | Education | Education translation and interpreting funding | 13/07/2018 | Berry |
| QON | 473 | 29/06/2018 | Le Couteur | Education | Future of Education process | 12/07/2018 | Berry |
| QON | 474 | 29/06/2018 | Le Couteur | Education | Cultural Integrity in Schools | 12/07/2018 | Berry |
| QON | 475 | 29/06/2018 | Le Couteur | Education | ATSI Secondary & Tertiary Scholarships | 12/07/2018 | Berry |
| QON | 476 | 29/06/2018 | Le Couteur | Education | The Early Childhood Strategy and the Future of Education | 09/07/2018 | Berry |
| QON | 477 | 29/06/2018 | Le Couteur | Education | Training and Practice in Inclusive Education | 12/07/2018 | Berry |
| QON | 478 | 29/06/2018 | Le Couteur | Education | Weston Preschool | 09/07/2018 | Berry |
| QTON | 479 | 29/06/2018 | Wall | EPSDD - Asbestos | How many properties sold below and at ART price | 11/07/2018 | Gentleman |
| QTON | 480 | 29/06/2018 | Cheyne | EPSDD - Asbestos | Breakdown of properties that are yet to be demolished | 09/07/2018 | Gentleman |
| QTON | 481 | 29/06/2018 | Coe | EPSDD - Asbestos | Commissions paid under Colliers as opposed those sold by SLA | 09/07/2018 | Gentleman |
| QTON | 482 | 29/06/2018 | Wall | EPSDD - Planning and Land Management | DAs applications - breakdown of new dwellings and upgrades/renovations | 09/07/2018 | Gentleman |
| QTON | 483 | 29/06/2018 | Lee | EPSDD - Planning and Land Management | DAs each year over past 5 years as well as forecast for 18-2019 | 09/07/2018 | Gentleman |
| QTON | 484 | 29/06/2018 | Parton | EPSDD - Planning and Land Management | 1080 DAs - breakdown of retrospective DAs | 09/07/2018 | Gentleman |
| QTON | 485 | 29/06/2018 | Coe | EPSDD | Freeze on direct sales begin | 10/07/2018 | Gentleman |
| QTON | 486 | 29/06/2018 | Parton | EPSDD - Urban Renewal | Deconcessionalisation status of Lease re Chapman site | 06/07/2018 | Gentleman |
| QTON | 487 | 29/06/2018 | Parton | EPSDD - Urban Renewal | How have the blocks in Chapman been subdivided and how many. | 06/07/2018 | Gentleman |
| QTON | 488 | 29/06/2018 | Coe | EPSDD - Suburban Land Agency | Why have the Minutes for SLA Board meetings 1,2,3 not been published | 06/07/2018 | Berry |
| QTON | 489 | 29/06/2018 | Lee | EPSDD - Suburban Land Agency | Breakdown of v compact v non-compact residential dwellings over last 5 years and projection for next 4 years | 06/07/2018 | Berry |
| QON | 490 | 28/06/2018 | Milligan | JACSD - Corrections | Indigenous Support Services | 09/07/2018 | Rattenbury |
| QON | 491 | 28/06/2018 | Milligan | JACSD - Corrections | Indigenous Recidivism | 16/07/2018 | Rattenbury |
| QON | 492 | 28/06/2018 | Milligan | CSD - ATSI | ATSI Funding |  | Stephen-Smith |
| QON | 493 | 28/06/2018 | Milligan | CMTEDD - Treasury | ATSI Funding - Budget in Brief | 13/07/2018 | Barr |
| QON | 494 | 28/06/2018 | Milligan | TCCSD - Sportsgrounds | Sport & Recreation Output Class 2.4 | 10/07/2018 | Berry |
| QON | 495 | 28/06/2018 | Milligan | CMTEDD - Active Canberra | Sport & Recreation Output Class 3.3 | 13/07/2018 | Barr |
| QTON | 496 | 28/06/2018 | Lee/Lawder | EPSDD - Environment and Heritage | Lake Closures | 11/07/2018 | Gentleman |
| QTON | 497 | 28/06/2018 | Lee/Lawder | EPSDD - Environment and Heritage | ACT water entitlements | 09/07/2018 | Gentleman |
| QTON | 498 | 28/06/2018 | Le Couteur | EPSDD - Environment and Heritage | Threatened species management at Molonglo | 10/07/2018 | Gentleman |
| QTON | 499 | 28/06/2018 | Le Couteur | EPSDD - Environment and Heritage | Molonglo and Gungahlin offsets | 10/07/2018 | Gentleman |
| QON | 500 | 2/07/2018 | Lawder | TCCSD | Age Friendly suburbs | 10/07/2018 | Fitzharris |
| QON | 501 | 2/07/2018 | Lawder | CSD - Veterans and Seniors | COTA issuing seniors cards used as bus passes | 12/07/2018 | Ramsay |
| QON | 502 | 2/07/2018 | Lawder | TCCSD | Keeping our growing city moving – Keeping off-peak concession travel | 12/07/2018 | Fitzharris |
| QON | 503 | 2/07/2018 | Lawder | CSD - Veterans and Seniors | Men Sheds | 25/07/2018 | Ramsay |
| QON | 504 | 2/07/2018 | Lawder | CSD - Veterans and Seniors | More support for families and inclusion – Preventing and responding to elder abuse | 13/07/2018 | Ramsay |
| QON | 505 | 2/07/2018 | Lawder | TCCSD | Senior Cards | 11/07/2018 | Fitzharris |
| QON | 506 | 2/07/2018 | Lawder | CSD - Veterans and Seniors | Seniors Group | 06/07/2018 | Ramsay |
| QON | 507 | 2/07/2018 | Lawder | CSD - Veterans and Seniors | Strategic Objective 6 | 11/07/2018 | Ramsay |
| QON | 508 | 2/07/2018 | Lawder | CSD - Veterans and Seniors | Supporting veterans and seniors - Grants | 12/07/2018 | Ramsay |
| QON | 509 | 2/07/2018 | Lawder | CSD - Women | ACT Women's Plan | 20/07/2018 | Berry |
| QON | 510 | 2/07/2018 | Lawder | CSD - Women | Women Funding | 12/07/2018 | Berry |
| QON | 511 | 2/07/2018 | Lawder | CSD - Women | Women Grants | 12/07/2018 | Berry |
| QON | 512 | 2/07/2018 | Lawder | CSD - Women | Women Strategic Indicator 5 | 13/07/2018 | Berry |
| QON | 513 | 2/07/2018 | Lawder | EPSDD - Environment and Heritage | 50th anniversary of the first moon landing – Assembly motion | 24/07/2018 | Gentleman |
| QON | 514 | 2/07/2018 | Lawder | EPSDD - Environment and Heritage | 50th anniversary of the first moon landing – phone application | 12/07/2018 | Gentleman |
| QON | 515 | 2/07/2018 | Lawder | EPSDD - Environment and Heritage | Commemorating the 50th anniversary of the first moon landing – Walking track | 12/07/2018 | Gentleman |
| QON | 516 | 2/07/2018 | Lawder | EPSDD - Environment and Heritage | 2017/18 Estimates committee recommendations | 16/07/2018 | Gentleman |
| QON | 517 | 2/07/2018 | Lawder | EPSDD - Environment and Heritage | Walking tracks | 12/07/2018 | Gentleman |
| QON | 518 | 2/07/2018 | Lawder | TCCSD - Sportsgrounds | Customer satisfaction with management of sportsgrounds | 10/07/2018 | Berry |
| QON | 519 | 2/07/2018 | Lawder | TCCSD - Sportsgrounds | School ovals |  | Berry |
| QON | 520 | 2/07/2018 | Lawder | TCCSD - Sportsgrounds | Sportsground irrigation | 10/07/2018 | Berry |
| QON | 521 | 2/07/2018 | Lawder | TCCSD - Sportsgrounds | Yardstick platform | 13/07/2018 | Berry |
| QON | 522 | 2/07/2018 | Le Couteur | JACSD - Police and Emergency Services | Emergency Services - - Firefighter recruit college for 18 firefighters | 09/07/2018 | Gentleman |
| QON | 523 | 2/07/2018 | Le Couteur | JACSD - Police and Emergency Services | Emergency Services - Budget Investment in Protective Equipment for Firefighters | 09/07/2018 | Gentleman |
| QON | 524 | 2/07/2018 | Le Couteur | JACSD - Police and Emergency Services | Emergency Services - Government Review of Minimum Crewing Levels in Ambulance | 09/07/2018 | Gentleman |
| QON | 525 | 2/07/2018 | Le Couteur | JACSD - Police and Emergency Services | Emergency Services - Additional Resources for ACT Fire and Rescue | 09/07/2018 | Gentleman |
| QON | 526 | 2/07/2018 | Le Couteur | JACSD - Police and Emergency Services | Emergency Services - City Fire Station Feasibility Study | 10/07/2018 | Gentleman |
| QON | 527 | 2/07/2018 | Le Couteur | JACSD - Police and Emergency Services | Police Body Cameras | 09/07/2018 | Gentleman |
| QON | 528 | 2/07/2018 | Le Couteur | JACSD - Police and Emergency Services | ACT Policing Diversion or Early Intervention | 12/07/2018 | Gentleman |
| QON | 529 | 2/07/2018 | Le Couteur | Attorney-General | Gaming Tax Revenue | 13/07/2018 | Ramsay |
| QON | 530 | 2/07/2018 | Le Couteur | CMTEDD - Treasury | Point of Consumption Wagering Tax | 16/07/2018 | Barr |
| QON | 531 | 2/07/2018 | Le Couteur | Attorney-General | Funding allocated for development of the drug and alcohol court | 05/07/2018 | Ramsay |
| QON | 532 | 2/07/2018 | Kikkert | JACSD - HRC | Human Rights Commission - The recommendation to raise the minimum age of criminal responsibility (MACR) | 25/07/2018 | Ramsay |
| QON | 533 | 2/07/2018 | Coe | CMTEDD - Regulatory Services | Access Canberra - Hawker Stalls and Permits | 10/07/2018 | Ramsay |
| QON | 534 | 2/07/2018 | Lee | EPSDD - Climate Change | Actsmart program | 12/07/2018 | Rattenbury |
| QON | 535 | 2/07/2018 | Lee | OCSE | Audits of the Gungahlin and Molonglo strategic assessments | 09/07/2018 | CSE |
| QON | 536 | 2/07/2018 | Lee | OCSE | Complaints | 09/07/2018 | CSE |
| QON | 537 | 2/07/2018 | Lee | OCSE | State of the Environment Report 2015 | 09/07/2018 | CSE |
| QON | 538 | 2/07/2018 | Lee | CSD - Disability | NDIS Participants | 19/07/2018 | Stephen-Smith |
| QON | 539 | 2/07/2018 | Lee | CSD - Disability | Special Needs Transport for NDIS clients | 13/07/2018 | Stephen-Smith |
| QON | 540 | 2/07/2018 | Lee | CSD - Disability | Transport Subsidy Scheme | 17/07/2018 | Stephen-Smith |
| QON | 541 | 2/07/2018 | Lee | EPSDD - Environment and Heritage | Air quality | 10/07/2018 | Gentleman |
| QON | 542 | 2/07/2018 | Lee | EPSDD - Environment and Heritage | Review horse agistment arrangements | 11/07/2018 | Gentleman |
| QON | 543 | 2/07/2018 | Lee | EPSDD - Environment and Heritage | Kangaroo population research | 24/07/2018 | Gentleman |
| QON | 544 | 2/07/2018 | Lee | EPSDD - Environment and Heritage | Rangers | 09/07/2018 | Gentleman |
| QON | 545 | 2/07/2018 | Lee | CMTEDD - Regulatory Services | Environment Protection Agency complaints | 12/07/2018 | Ramsay |
| QTON | 546 | 28/06/2018 | Lee | OCSE | Waste management strategy | 03/07/2018 | CSE |
| QTON | 547 | 28/06/2018 | Lee | OCSE | Link to a Senate Committee report on waste and recycling | 03/07/2018 | CSE |
| QON | 548 | 3/07/2018 | Dunne | CMTEDD - Arts and Community Events | Arts Engagement | 13/07/2018 | Ramsay |
| QON | 549 | 3/07/2018 | Dunne | CMTEDD - Arts and Community Events | Cultural Facilities Corporation | 11/07/2018 | Ramsay |
| QON | 550 | 3/07/2018 | Dunne | CMTEDD - Arts and Community Events | Screen Industry Development Fund | 11/07/2018 | Ramsay |
| QON | 551 | 3/07/2018 | Burch C | CMTEDD - Regulatory Services | Access Canberra Contact Centre operations | 12/07/2018 | Ramsay |
| QON | 552 | 3/07/2018 | Burch C | CMTEDD - Regulatory Services | Access Canberra - Fix My Street | 10/07/2018 | Ramsay |
| QON | 553 | 3/07/2018 | Burch C | CMTEDD - Regulatory Services | Access Canberra - Long-term service strategy | 06/07/2018 | Ramsay |
| QON | 554 | 3/07/2018 | Burch C | JACSD -  Justice Services | Access Canberra - Fines for mobile phone use while driving | 18/07/2018 | Rattenbury |
| QON | 555 | 3/07/2018 | Burch C | CMTEDD - Regulatory Services | Access Canberra - mobile speed cameras | 11/07/2018 | Ramsay |
| QON | 556 | 3/07/2018 | Burch C | CMTEDD - Regulatory Services | Access Canberra - Access Canberra - motor vehicle registration | 10/07/2018 | Ramsay |
| QON | 557 | 3/07/2018 | Burch C | CMTEDD - Regulatory Services | Access Canberra - parking complaints | 10/07/2018 | Ramsay |
| QON | 558 | 3/07/2018 | Burch C | CMTEDD - Regulatory Services | Access Canberra - Parking enforcement by vans equipped with licence plate recognition cameras | 10/07/2018 | Ramsay |
| QON | 559 | 3/07/2018 | Burch C | CMTEDD - Regulatory Services | Access Canberra - Parking enforcement and mobile apps | 10/07/2018 | Ramsay |
| QON | 560 | 3/07/2018 | Burch C | CMTEDD - Regulatory Services | Access Canberra - shopfronts | 06/07/2018 | Ramsay |
| QON | 561 | 3/07/2018 | Burch C | CMTEDD - Regulatory Services | Access Canberra - third-party call centre partnership agreement | 10/07/2018 | Ramsay |
| QON | 562 | 3/07/2018 | Parton | CSD - Housing | Housing Numbers | 25/07/2018 | Berry |
| QON | 563 | 3/07/2018 | Parton | CSD - Housing | Housing Budgets | 13/07/2018 | Berry |
| QON | 564 | 3/07/2018 | Parton | CSD - Housing | People assisted to achieve independent housing | 25/07/2018 | Berry |
| QON | 565 | 3/07/2018 | Parton | CSD - Housing | Housing ACT Operating Statement | 13/07/2018 | Berry |
| QON | 566 | 3/07/2018 | Parton | CSD - Housing | Common Ground facility at Dickson | 13/07/2018 | Berry |
| QON | 567 | 3/07/2018 | Parton | CSD - Housing | Allocation of housing to those in greatest need. | 13/07/2018 | Berry |
| QON | 568 | 3/07/2018 | Parton | CSD - Housing | Total output cost and Controlled Recurrent Payments | 12/07/2018 | Berry |
| QON | 569 | 3/07/2018 | Parton | CSD - Housing | Client Service Visits | 18/07/2018 | Berry |
| QON | 570 | 3/07/2018 | Parton | CSD - Housing | Average Cost Per Dwelling | 12/07/2018 | Berry |
| QON | 571 | 3/07/2018 | Parton | CSD - Housing | people assisted to achieve independent housing | 18/07/2018 | Berry |
| QON | 572 | 3/07/2018 | Parton | CSD - Housing | Housing Services | 13/07/2018 | Berry |
| QON | 573 | 3/07/2018 | Le Couteur | CSD - Housing | Housing ACT Financial Statements | 13/07/2018 | Berry |
| QON | 574 | 3/07/2018 | Le Couteur | CSD - Housing | Section 72, Dickson | 13/07/2018 | Berry |
| QON | 575 | 3/07/2018 | Le Couteur | CSD - Housing | Land Release Targets | 12/07/2018 | Berry |
| QON | 576 | 3/07/2018 | Le Couteur | CSD - Housing | My Home | 13/07/2018 | Berry |
| QON | 577 | 3/07/2018 | Le Couteur | CSD - Housing | The National Housing Finance and Investment Corporation | 12/07/2018 | Berry |
| QON | 578 | 3/07/2018 | Le Couteur | CSD - Housing | Public Housing Capital Delivery Program | 13/07/2018 | Berry |
| QON | 579 | 3/07/2018 | Le Couteur | CSD - Housing | the Housing Innovation Fund | 12/07/2018 | Berry |
| QON | 580 | 3/07/2018 | Le Couteur | CSD - Housing | women's safety package – technology trials | 13/07/2018 | Berry |
| QON | 581 | 3/07/2018 | Le Couteur | CSD - Housing | National Housing and Homelessness Agreement | 12/07/2018 | Berry |
| QON | 582 | 3/07/2018 | Le Couteur | CSD - Housing | Public Housing Renewal Program | 12/07/2018 | Berry |
| QON | 583 | 3/07/2018 | Le Couteur | CSD | Job Brokering Service for Refugees | 20/07/2018 | Stephen-Smith |
| QTON | 584 | 27/06/2018 | Orr | CSD - Domestic  and family violence | Safer Families Hub Design Report | 04/07/2018 | Berry |
| QON | 585 | 3/07/2018 | Le Couteur | CSD - Multicultural Affairs | Multicultural Framework and Summit | 19/07/2018 | Stephen-Smith |
| QON | 586 | 3/07/2018 | Kikkert | CSD - Disability | Families ACT Middle Years Forum (output 3.2) |  | Stephen-Smith |
| QON | 587 | 4/07/2018 | Kikkert | CMTEDD - Active Canberra | Basketball ACT and Belconnen Stadium in the ACT | 12/07/2018 | Barr |
| QON | 588 | 3/07/2018 | Le Couteur | CSD - Disability | Woden Youth Centre | 19/07/2018 | Stephen-Smith |
| QON | 589 | 3/07/2018 | Le Couteur | CSD | Asylum Seeker Support | 20/07/2018 | Stephen-Smith |
| QON | 590 | 3/07/2018 | Le Couteur | CSD - ATSI | Out of home care | 20/07/2018 | Stephen-Smith |
| QON | 591 | 3/07/2018 | Le Couteur | CSD - ATSI | Children and Young People involved with Child and Youth Protection | 20/07/2018 | Stephen-Smith |
| QON | 592 | 3/07/2018 | Le Couteur | CSD - ATSI | Treaty |  | Stephen-Smith |
| QON | 593 | 3/07/2018 | Le Couteur | CSD - Domestic  and family violence | National Plan to Reduce Violence Against Women and Their Children | 12/07/2018 | Berry |
| QON | 594 | 3/07/2018 | Le Couteur | CSD - Domestic  and family violence | Safer Families | 12/07/2018 | Berry |
| QON | 595 | 3/07/2018 | Le Couteur | CSD - Domestic  and family violence | Access to Legal Services | 20/07/2018 | Berry |
| QON | 596 | 3/07/2018 | Le Couteur | CSD - Domestic  and family violence | Death Reviews | 12/07/2018 | Berry |
| QON | 597 | 3/07/2018 | Le Couteur | CSD - Domestic  and family violence | Frontline domestic violence and rape crisis services | 12/07/2018 | Berry |
| QON | 598 | 4/07/2018 | Kikkert | TCCSD - Sportsgrounds | Renewing Higgins Neighbourhood Oval | 12/07/2018 | Berry |
| QON | 599 | 3/07/2018 | Le Couteur | CSD - Women | Delivering the ACT Women’s Plan | 12/07/2018 | Berry |
| QON | 600 | 3/07/2018 | Kikkert | CSD - Domestic  and family violence | Refuges (output 2.7) | 18/07/2018 | Berry |
| QON | 601 | 3/07/2018 | Kikkert | CSD - Domestic  and family violence | Domestic Violence Crisis Service |  | Berry |
| QON | 602 | 3/07/2018 | Kikkert | CSD - Domestic  and family violence | Third Action plan |  | Berry |
| QON | ~~603~~ | Number not  in use |  |  | Number not in use | N/A |  |
| QON | 604 | 3/07/2018 | Kikkert | CSD - Multicultural Affairs | Youth inclusion (output 2.3) | 19/07/2018 | Stephen-Smith |
| QON | 605 | 3/07/2018 | Kikkert | CSD - Multicultural Affairs | National Multicultural Festival |  | Stephen-Smith |
| QON | 606 | 3/07/2018 | Kikkert | CSD | Online Community Coordinated Venue booking system |  | Stephen-Smith |
| QON | 607 | 3/07/2018 | Kikkert | CSD - Multicultural Affairs | Career support CALD community for the interpreter profession | 19/07/2018 | Stephen-Smith |
| QON | 608 | 3/07/2018 | Kikkert | CMTEDD - Regulatory Services | Access Canberra for CALD communities | 11/07/2018 | Stephen-Smith |
| QON | 609 | 3/07/2018 | Kikkert | CSD - Multicultural Affairs | Accessible and Responsive Services | 20/07/2018 | Stephen-Smith |
| QON | 610 | 3/07/2018 | Kikkert | CSD - Multicultural Affairs | Citizenship, Participation and Cohesion 2016-17 | 20/07/2018 | Stephen-Smith |
| QON | 611 | 3/07/2018 | Kikkert | CSD - Multicultural Affairs | Citizenship, Participation and Cohesion 2017-18 |  | Stephen-Smith |
| QON | 612 | 3/07/2018 | Kikkert | CSD - Multicultural Affairs | Capitalising on the benefits of cultural diversity | 24/07/2018 | Stephen-Smith |
| QON | 613 | 3/07/2018 | Kikkert | CSD - Multicultural Affairs | Participation (Multicultural)Grants Programs applications | 20/07/2018 | Stephen-Smith |
| QON | 614 | 3/07/2018 | Kikkert | CSD - Multicultural Affairs | Human services delivery and investigation of complaints | 24/07/2018 | Stephen-Smith |
| QON | 615 | 3/07/2018 | Kikkert | CSD - Multicultural Affairs | Relationship manager visits to funded services | 20/07/2018 | Stephen-Smith |
| QON | 616 | 3/07/2018 | Kikkert | CSD - Disability | Functional family therapy pilot and the continuation of the pilot for family group conferencing |  | Stephen-Smith |
| QON | 617 | 3/07/2018 | Kikkert | CSD - Disability | Handling of complaints |  | Stephen-Smith |
| QON | 618 | 3/07/2018 | Kikkert | CSD - Children and Youth | Adoption and permanency | 19/07/2018 | Stephen-Smith |
| QON | 619 | 3/07/2018 | Kikkert | CSD - Disability | Parent/carer concerns with a CYPS caseworker | 13/07/2018 | Stephen-Smith |
| QON | 620 | 3/07/2018 | Kikkert | CSD - Children and Youth | ACT Govt-funded support for grandparent carers | 24/07/2018 | Stephen-Smith |
| QON | 621 | 3/07/2018 | Kikkert | CSD - Disability | Operational lockdowns at Bimberi Youth Justice Centre |  | Stephen-Smith |
| QON | 622 | 3/07/2018 | Kikkert | CSD - Disability | Blueprint for Youth Justice Taskforce |  | Stephen-Smith |
| QON | 623 | 3/07/2018 | Kikkert | CSD - Children and Youth | Provision of therapeutic protections places in the ACT | 20/07/2018 | Stephen-Smith |
| QON | 624 | 3/07/2018 | Kikkert | CSD - Disability | Youth Recidivism |  | Stephen-Smith |
| QON | 625 | 3/07/2018 | Kikkert | CSD - Children and Youth | Circles of Security parenting program | 20/07/2018 | Stephen-Smith |
| QON | 626 | 3/07/2018 | Kikkert | CSD - Multicultural Affairs | English class funding for employment agencies | 17/07/2018 | Stephen-Smith |
| QON | 627 | 4/07/2018 | Le Couteur | EPSDD - Environment and Heritage | Recommendations on DA - Conservator of Flora and Fauna for nature conservation | 12/07/2018 | Gentleman |
| QON | 628 | 4/07/2018 | Le Couteur | EPSDD - Environment and Heritage | Invasive Species | 24/07/2018 | Gentleman |
| QON | 629 | 4/07/2018 | Le Couteur | EPSDD - Environment and Heritage | Funding for wildlife carers | 11/07/2018 | Gentleman |
| QON | 630 | 4/07/2018 | Le Couteur | EPSDD - Environment and Heritage | National Trust | 12/07/2018 | Gentleman |
| QON | 631 | 4/07/2018 | Le Couteur | CMTEDD - Regulatory Services | Firewood | 12/07/2018 | Ramsay |
| QON | 632 | 4/07/2018 | Le Couteur | EPSDD - Environment and Heritage | Namadgi joint management | 12/07/2018 | Gentleman |
| QON | 633 | 4/07/2018 | Le Couteur | CMTEDD - Economic Development | Arts Organisation Facilities | 11/07/2018 | Barr |
| QON | 634 | 4/07/2018 | Le Couteur | CMTEDD - Economic Development | ATSI Arts Officer | 12/07/2018 | Barr |
| QON | 635 | 4/07/2018 | Le Couteur | CMTEDD - Regulatory Services | Phone call wait times | 12/07/2018 | Ramsay |
| QON | 636 | 4/07/2018 | Le Couteur | CMTEDD - Regulatory Services | Occupational Discipline of Architects | 12/07/2018 | Ramsay |
| QON | 637 | 4/07/2018 | Coe | EPSDD - Urban Renewal | Average cost per square metre | 17/07/2018 | Gentleman |
| QON | 638 | 4/07/2018 | Coe | EPSDD - Urban Renewal | Commercial land release program | 17/07/2018 | Gentleman |
| QON | 639 | 4/07/2018 | Coe | EPSDD - Urban Renewal | Indicative community and non-urban land release | 17/07/2018 | Gentleman |
| QON | 640 | 4/07/2018 | Coe | EPSDD - Urban Renewal | Industrial land release program | 17/07/2018 | Gentleman |
| QON | 641 | 4/07/2018 | Coe | EPSDD - Urban Renewal | Land release and affordable house - family size | 17/07/2018 | Gentleman |
| QON | 642 | 4/07/2018 | Coe | EPSDD - Urban Renewal | Land release and affordable housing – targets and criteria | 17/07/2018 | Gentleman |
| QON | 643 | 4/07/2018 | Coe | EPSDD - Urban Renewal | Ministerial Responsibility | 18/07/2018 | Gentleman |
| QON | 644 | 4/07/2018 | Coe | EPSDD - Urban Renewal | Mixed use land release program | 17/07/2018 | Gentleman |
| QON | 645 | 4/07/2018 | Coe | EPSDD - Urban Renewal | Population density targets | 17/07/2018 | Gentleman |
| QON | 646 | 3/07/2018 | Kikkert | CSD - Multicultural Affairs | Actions and Outcomes from the ACT Multicultural Framework 2015–2020 |  | Stephen-Smith |
| QON | 647 | 3/07/2018 | Kikkert | CSD - Multicultural Affairs | Work Experience and Support Program (WESP) in the ACT | 19/07/2018 | Stephen-Smith |
| QON | 648 | 5/07/2018 | Coe | EPSDD - Urban Renewal | Detached block definitions | 17/07/2018 | Gentleman |
| QON | 649 | 5/07/2018 | Coe | EPSDD - Urban Renewal | Detached dwellings demand vs release | 18/07/2018 | Gentleman |
| QON | 650 | 5/07/2018 | Coe | EPSDD - Urban Renewal | Land owned by the Territory not released | 19/07/2018 | Gentleman |
| QON | 651 | 5/07/2018 | Coe | EPSDD - Urban Renewal | Residential land release program | 17/07/2018 | Gentleman |
| QON | 652 | 5/07/2018 | Parton | EPSDD - Planning and Land Management | DA Accountability Indicators | 16/07/2018 | Gentleman |
| QON | 653 | 5/07/2018 | Parton | EPSDD - Planning and Land Management | Mugga Lane Resource Management Centre at Symonston | 12/07/2018 | Gentleman |
| QON | 654 | 5/07/2018 | Parton | EPSDD - Planning and Land Management | Two remaining Master Plans for Kippax and Curtin | 17/07/2018 | Gentleman |
| QON | 655 | 5/07/2018 | Parton | EPSDD - Planning and Land Management | Land release program | 19/07/2018 | Gentleman |
| QON | 656 | 5/07/2018 | Parton | EPSDD - Planning and Land Management | Delivering the National Partnership Agreement | 13/07/2018 | Gentleman |
| QON | 657 | 5/07/2018 | Parton | EPSDD - Planning and Land Management | Regional planning partnership with NSW | 16/07/2018 | Gentleman |
| QON | 658 | 5/07/2018 | Parton | EPSDD - Planning and Land Management | Continuation of building regulatory system reforms | 17/07/2018 | Gentleman |
| QON | 659 | 5/07/2018 | Parton | EPSDD - Suburban Land Agency | SLA - operation of a competitive land development and construction market | 13/07/2018 | Berry |
| QON | 660 | 5/07/2018 | Le Couteur | EPSDD - Suburban Land Agency | SLA on work under the Federal Government Environmental approval, or ‘NES Plan’, for development in the Molonglo Valley | 13/07/2018 | Berry |
| QON | 661 | 5/07/2018 | Le Couteur | EPSDD - Urban Renewal | SLA projects | 11/07/2018 | Gentleman |
| QON | 662 | 5/07/2018 | Le Couteur | EPSDD - Suburban Land Agency | SLA - The sales process for Lawson Stage 2 | 12/07/2018 | Berry |
| QON | 663 | 5/07/2018 | Le Couteur | EPSDD - Planning and Land Management | Need for shops at Coombs / Wright | 16/07/2018 | Gentleman |
| QON | 664 | 5/07/2018 | Le Couteur | EPSDD - Planning and Land Management | Whitlam land release preparations | 17/07/2018 | Gentleman |
| QON | 665 | 5/07/2018 | Kikkert | EPSDD - Planning and Land Management | Block 83, section 65 Dickson | 12/07/2018 | Gentleman |
| QON | 666 | 5/07/2018 | Le Couteur | Office of the Legislative Assembly | Integrity Commission | 09/07/2018 | Speaker |
| QON | 667 | 5/07/2018 | Le Couteur | Office of the Legislative Assembly | Estimates QoN Portal | 09/07/2018 | Speaker |

1. Legislative Assembly for the Australian Capital Territory (ACT), *Minutes of Proceedings no.52*, Thursday 22 March 2018. [↑](#footnote-ref-1)
2. Legislative Assembly for the Australian Capital Territory (ACT), *Minutes of Proceedings no.46*, Thursday 15 February 2018, p. 676. [↑](#footnote-ref-2)
3. Legislative Assembly for the ACT, *Minutes of Proceedings no.49*, Thursday 22 February 2018, p. 705. [↑](#footnote-ref-3)
4. Legislative Assembly for the ACT, *Minutes of Proceedings no.52*, Thursday 22 March 2018, p. 751, 753-754, 756. [↑](#footnote-ref-4)
5. Pegasus Economics, *Review of the ACT Budget 2018-19*, available at: <https://www.parliament.act.gov.au/in-committees/select_committees/estimates-2018-2019> [↑](#footnote-ref-5)
6. Committee Transcripts, Ninth Assembly, available at: <http://www.hansard.act.gov.au/hansard/2017/comms/default.htm#estimates> [↑](#footnote-ref-6)
7. ACT Legislative Assembly on Demand, available at: <http://aod.parliament.act.gov.au/> [↑](#footnote-ref-7)
8. Question Taken on Notice and Question on Notice listing and answers are available at: <https://www.parliament.act.gov.au/in-committees/select_committees/estimates-2018-2019/inquiry-into-appropriation-bill-2018-2019,-appropriation-office-of-the-legislative-assembly-bill-2018-2019> [↑](#footnote-ref-8)
9. ACT Legislative Assembly, Standing Orders, available at: <https://www.parliament.act.gov.au/in-the-assembly/standing_orders>. [↑](#footnote-ref-9)
10. *ACT Council of Social Service,* <https://www.actcoss.org.au/about/about-actcoss>, accessed 28 June 2018. [↑](#footnote-ref-10)
11. *Proof Transcript of Evidence,* 15 June 2018, p. 50. [↑](#footnote-ref-11)
12. *Proof Transcript of Evidence,* 15 June 2018, p. 50. [↑](#footnote-ref-12)
13. *Proof Transcript of Evidence,* 15 June 2018, p. 51. [↑](#footnote-ref-13)
14. *Proof Transcript of Evidence,* 15 June 2018, p. 51. [↑](#footnote-ref-14)
15. *Proof Transcript of Evidence,* 15 June 2018, pp. 51-52. [↑](#footnote-ref-15)
16. *Proof Transcript of Evidence,* 15 June 2018, p. 50. [↑](#footnote-ref-16)
17. *Proof Transcript of Evidence,* 15 June 2018, p. 54. [↑](#footnote-ref-17)
18. *Proof Transcript of Evidence,* 15 June 2018, pp. 54-55. [↑](#footnote-ref-18)
19. *Proof Transcript of Evidence,* 15 June 2018, pp. 53, 55-56. [↑](#footnote-ref-19)
20. *Proof Transcript of Evidence,* 15 June 2018, pp. 56-57. [↑](#footnote-ref-20)
21. Ms Helyar, ACTCOSS, *Proof Transcript of Evidence,* 15 June 2018, p. 53. [↑](#footnote-ref-21)
22. *Proof Transcript of Evidence,* 15 June 2018, p. 52. [↑](#footnote-ref-22)
23. Ms Helyar, ACTCOSS, *Proof Transcript of Evidence,* 15 June 2018, p. 52. [↑](#footnote-ref-23)
24. Ms Helyar, ACTCOSS, *Proof Transcript of Evidence,* 15 June 2018, p. 52. [↑](#footnote-ref-24)
25. Ms Helyar, ACTCOSS, *Proof Transcript of Evidence,* 15 June 2018, p. 54. [↑](#footnote-ref-25)
26. ACT and Region Frogwatch Program, *Survey 8*, p. 1. [↑](#footnote-ref-26)
27. *Proof Transcript of Evidence*, 15 June 2018, p. 6. [↑](#footnote-ref-27)
28. *Proof Transcript of Evidence*, 15 June 2018, pp. 7-8. [↑](#footnote-ref-28)
29. *Proof Transcript of Evidence*, 15 June 2018, p. 7. [↑](#footnote-ref-29)
30. *Proof Transcript of Evidence*, 15 June 2018, pp. 7-8. [↑](#footnote-ref-30)
31. ACT and Region Frogwatch Program, see Question Taken on Notice no. 45. [↑](#footnote-ref-31)
32. Mr Lolicato, Frogwatch, *Proof Transcript of Evidence*, 15 June 2018, p. 6. [↑](#footnote-ref-32)
33. *Proof Transcript of Evidence*, 15 June 2018, pp. 7-9. [↑](#footnote-ref-33)
34. Ms Preuss, Frogwatch, *Proof Transcript of Evidence*, 15 June 2018, p. 9. [↑](#footnote-ref-34)
35. Ms Preuss, Frogwatch, *Proof Transcript of Evidence*, 15 June 2018, p. 11. [↑](#footnote-ref-35)
36. See answer to Question Taken on Notice no. 45. [↑](#footnote-ref-36)
37. *Proof Transcript of Evidence*, 28 June 2018, p. 986, 987 [↑](#footnote-ref-37)
38. Belconnen Community Council, *Survey 7*, p. 1. [↑](#footnote-ref-38)
39. *Proof Transcript of Evidence*, 15 June 2018, p. 83. [↑](#footnote-ref-39)
40. *Proof Transcript of Evidence*, 15 June 2018, p. 85. [↑](#footnote-ref-40)
41. *Proof Transcript of Evidence*, 15 June 2018, pp. 84-86. [↑](#footnote-ref-41)
42. *Proof Transcript of Evidence*, 15 June 2018, pp. 85, 87-89. [↑](#footnote-ref-42)
43. *Proof Transcript of Evidence*, 15 June 2018, pp. 88-89. [↑](#footnote-ref-43)
44. *Proof Transcript of Evidence*, 15 June 2018, pp. 86-87. [↑](#footnote-ref-44)
45. Mr Hyde, BCC, *Proof Transcript of Evidence*, 15 June 2018, pp. 86-87. [↑](#footnote-ref-45)
46. *Proof Transcript of Evidence*, 15 June 2018, pp. 85-86. [↑](#footnote-ref-46)
47. *Proof Transcript of Evidence*, 15 June 2018, pp. 85-86. [↑](#footnote-ref-47)
48. *Proof Transcript of Evidence*, 15 June 2018, pp. 87-88. [↑](#footnote-ref-48)
49. Mr Hass, BCC, *Proof Transcript of Evidence*, 15 June 2018, p. 88. [↑](#footnote-ref-49)
50. Mr Hass, BCC, *Proof Transcript of Evidence*, 15 June 2018, p. 88. [↑](#footnote-ref-50)
51. *Proof Transcript of Evidence*, 29 June 2018, pp. 1081-1082. [↑](#footnote-ref-51)
52. *Proof Transcript of Evidence,* 29 June 2018, pp. 1081-1082. [↑](#footnote-ref-52)
53. Cystic Fibrosis ACT, *Survey 6*, p. 1. [↑](#footnote-ref-53)
54. *Proof Transcript of Evidence*, 15 June 2018, pp. 112-114. [↑](#footnote-ref-54)
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752. Mr Joe Dimasi, *Proof Transcript of Evidence*, 18 June 2018, p.206. [↑](#footnote-ref-752)
753. Mr Joe Dimasi, *Proof Transcript of Evidence*, 18 June 2018, p.206. [↑](#footnote-ref-753)
754. Mr Joe Dimasi, *Proof Transcript of Evidence*, 18 June 2018, p.206. [↑](#footnote-ref-754)
755. Mr Joe Dimasi, *Proof Transcript of Evidence*, 18 June 2018, p.206. [↑](#footnote-ref-755)
756. Mr Joe Dimasi, *Proof Transcript of Evidence*, 18 June 2018, p.207. [↑](#footnote-ref-756)
757. Mr Joe Dimasi, *Proof Transcript of Evidence*, 18 June 2018, p.207. [↑](#footnote-ref-757)
758. 2018-19 Budget, *Budget Statement B: Chief Minister, Treasury and Economic Development Directorate*, p.195. [↑](#footnote-ref-758)
759. *Proof Transcript of Evidence*, 19 June 2018, pp.218, 219, 220-223, 233, and see Questions Taken on Notice no. 231 and 238, and Questions on Notice 284, 289, 293, 295, 296, and 297. [↑](#footnote-ref-759)
760. *Proof Transcript of Evidence*, 19 June 2018, pp.220, and see Questions on Notice no.296, and 297. [↑](#footnote-ref-760)
761. *Proof Transcript of Evidence*, 19 June 2018, pp.224-225. [↑](#footnote-ref-761)
762. *Proof Transcript of Evidence*, 19 June 2018, pp.225-226, 227-228, and see Questions on Notice no. 59, and 78. [↑](#footnote-ref-762)
763. *Proof Transcript of Evidence*, 19 June 2018, pp.226-228, and see Question on Notice no. 78. [↑](#footnote-ref-763)
764. *Proof Transcript of Evidence*, 19 June 2018, pp.228-230, and see Question Taken on Notice Nos. 233 and 234. [↑](#footnote-ref-764)
765. *Proof Transcript of Evidence*, 19 June 2018, p.230. [↑](#footnote-ref-765)
766. *Proof Transcript of Evidence*, 19 June 2018, pp.230-231, and see Questions Taken on Notice no. 215 and 221. [↑](#footnote-ref-766)
767. *Proof Transcript of Evidence*, 19 June 2018, p.231. [↑](#footnote-ref-767)
768. *Proof Transcript of Evidence*, 19 June 2018, pp.231-233, and see Question Taken on Notice no. 235. [↑](#footnote-ref-768)
769. *Proof Transcript of Evidence*, 19 June 2018, pp.233-235, and see Question Taken on Notice no. 233, 237, and 238. [↑](#footnote-ref-769)
770. *Proof Transcript of Evidence*, 19 June 2018, pp.218, 219, 220-223, 233, and see Questions Taken on Notice no. 231 and 238, and Questions on Notice 284, 289, 293, 295, 296, and 297. [↑](#footnote-ref-770)
771. See Icon Water, ‘Corporate Services Agreement’ viewed 28 June 2018, available at: <https://www.iconwater.com.au/~/media/files/icon-water/about-us/contracts/csa.pdf?la=en&hash=6D0A50454A69CA528F2A0C6923A8E4911AC236B4> [↑](#footnote-ref-771)
772. *Proof Transcript of Evidence*, 19 June 2018, p.219. [↑](#footnote-ref-772)
773. Mr John Knox, *Proof Transcript of Evidence*, 19 June 2018, p.219. [↑](#footnote-ref-773)
774. Mr John Knox, *Proof Transcript of Evidence*, 19 June 2018, p.219. [↑](#footnote-ref-774)
775. Mr John Knox, *Proof Transcript of Evidence*, 19 June 2018, p.220. [↑](#footnote-ref-775)
776. *Proof Transcript of Evidence*, 19 June 2018, p.220. [↑](#footnote-ref-776)
777. Mr John Knox, *Proof Transcript of Evidence*, 19 June 2018, p.220. [↑](#footnote-ref-777)
778. Mr John Knox, *Proof Transcript of Evidence*, 19 June 2018, p.220. [↑](#footnote-ref-778)
779. *Proof Transcript of Evidence*, 19 June 2018, p.221. [↑](#footnote-ref-779)
780. Mr John Knox, *Proof Transcript of Evidence*, 19 June 2018, p.221. [↑](#footnote-ref-780)
781. *Proof Transcript of Evidence*, 19 June 2018, p.221. [↑](#footnote-ref-781)
782. Minister Barr MLA, *Proof Transcript of Evidence*, 19 June 2018, p.222. [↑](#footnote-ref-782)
783. Minister Barr MLA, *Proof Transcript of Evidence*, 19 June 2018, p.222. [↑](#footnote-ref-783)
784. Minister Barr MLA, *Proof Transcript of Evidence*, 19 June 2018, p.222. [↑](#footnote-ref-784)
785. Mr John Knox, *Proof Transcript of Evidence*, 19 June 2018, pp.222-223. [↑](#footnote-ref-785)
786. Mr John Knox, *Proof Transcript of Evidence*, 19 June 2018, p.223. [↑](#footnote-ref-786)
787. See Icon Water, ‘Who are we?’, viewed 6 July 2018, available at: <https://www.iconwater.com.au/About/Who-are-we.aspx> [↑](#footnote-ref-787)
788. See Icon Water, ‘Contracts’, viewed 6 July 2018, available at: <https://www.iconwater.com.au/~/media/files/icon-water/about-us/contracts/csa.pdf?la=en&hash=6D0A50454A69CA528F2A0C6923A8E4911AC236B4> [↑](#footnote-ref-788)
789. Ms Cheyne and Ms Orr recognise that some elements of the agreement may not be able to be made public. [↑](#footnote-ref-789)
790. 2018-19 Budget, Budget Statement B: Chief Minister, Treasury and Economic Development Directorate, p.123. [↑](#footnote-ref-790)
791. *Proof Transcript of Evidence*, 19 June 2018, p.235, and see Question on Notice no. 279. [↑](#footnote-ref-791)
792. *Proof Transcript of Evidence*, 19 June 2018, pp.235-236, and see Question on Notice no. 279. [↑](#footnote-ref-792)
793. *Proof Transcript of Evidence*, 19 June 2018, pp.236-238, 239-240. [↑](#footnote-ref-793)
794. *Proof Transcript of Evidence*, 19 June 2018, pp.238-239. [↑](#footnote-ref-794)
795. *Proof Transcript of Evidence*, 19 June 2018, pp.240-241. [↑](#footnote-ref-795)
796. *Proof Transcript of Evidence*, 19 June 2018, pp.236-238, 239-240. [↑](#footnote-ref-796)
797. Mr John Fletcher, *Proof Transcript of Evidence*, 19 June 2018, p.239. [↑](#footnote-ref-797)
798. Mr John Fletcher, *Proof Transcript of Evidence*, 19 June 2018, p.239. [↑](#footnote-ref-798)
799. Mr John Fletcher, *Proof Transcript of Evidence*, 19 June 2018, p.240. [↑](#footnote-ref-799)
800. Mr John Fletcher, *Proof Transcript of Evidence*, 19 June 2018, p.240. [↑](#footnote-ref-800)
801. ACT Budget 2018-19, *Budget Statement C, Health*, p. 1. [↑](#footnote-ref-801)
802. ACT Budget 2018-19, *Budget Statement C, Health*, p. 11. [↑](#footnote-ref-802)
803. ACT Budget 2018-19, *Budget Statement C, Health*, pp. 11-37. [↑](#footnote-ref-803)
804. ACT Budget 2018-19, *Budget Statement C, Health*, p. 37. [↑](#footnote-ref-804)
805. ACT Budget 2018-19, *Budget Statement C, Health*, p. 11. [↑](#footnote-ref-805)
806. *Proof Transcript of Evidence,* 21 June 2018, pp. 437-438. [↑](#footnote-ref-806)
807. *Proof Transcript of Evidence,* 21 June 2018, pp. 439-443. [↑](#footnote-ref-807)
808. *Proof Transcript of Evidence,* 21 June 2018, pp. 441-443; See Question Taken on Notice no. *84.* [↑](#footnote-ref-808)
809. *Proof Transcript of Evidence,* 21 June 2018, pp. 446-448. [↑](#footnote-ref-809)
810. *Proof Transcript of Evidence,* 21 June 2018, pp. 447-448. [↑](#footnote-ref-810)
811. *Proof Transcript of Evidence,* 21 June 2018, pp. 448-454; *See Question Taken on Notice Nos. 85 and 86.* [↑](#footnote-ref-811)
812. *Proof Transcript of Evidence,* 21 June 2018, pp. 462-468; See Question Taken on Notice no. *88.* [↑](#footnote-ref-812)
813. *Proof Transcript of Evidence,* 21 June 2018, pp. 468-472. [↑](#footnote-ref-813)
814. *Proof Transcript of Evidence,* 21 June 2018, pp. 469-473. [↑](#footnote-ref-814)
815. *Proof Transcript of Evidence,* 21 June 2018, pp. 477-478; See Question Taken on Notice no. *89.* [↑](#footnote-ref-815)
816. *Proof Transcript of Evidence,* 21 June 2018, pp.481-482 [↑](#footnote-ref-816)
817. *Proof Transcript of Evidence,* 21 June 2018, pp. 483-487. [↑](#footnote-ref-817)
818. *Proof Transcript of Evidence,* 21 June 2018, pp. 488-489. [↑](#footnote-ref-818)
819. *Proof Transcript of Evidence,* 21 June 2018, pp. 490-493. [↑](#footnote-ref-819)
820. *Proof Transcript of Evidence,* 21 June 2018, pp. 495-497; See Question Taken on Notice no. *93*. [↑](#footnote-ref-820)
821. *Proof Transcript of Evidence,* 21 June 2018, pp. 498-502. [↑](#footnote-ref-821)
822. *Proof Transcript of Evidence,* 21 June 2018, pp. 511-513; See Question Taken on Notice no. *94*.See Question Taken on Notice no. *95*.See Question Taken on Notice no. *96*. [↑](#footnote-ref-822)
823. Ms Chatham, *Proof Transcript of Evidence,* 21 June 2018, p. 448. [↑](#footnote-ref-823)
824. Ms Chatham, *Proof Transcript of Evidence,* 21 June 2018, p. 449. [↑](#footnote-ref-824)
825. Ms Chatham, *Proof Transcript of Evidence,* 21 June 2018, p. 451. [↑](#footnote-ref-825)
826. Ms Chatham, *Proof Transcript of Evidence,* 21 June 2018, pp. 452-453. [↑](#footnote-ref-826)
827. Ms Chatham, *Proof Transcript of Evidence,* 21 June 2018, p. 453. [↑](#footnote-ref-827)
828. Ms Chatham, *Proof Transcript of Evidence,* 21 June 2018, p. 454. [↑](#footnote-ref-828)
829. *Proof Transcript of Evidence,* 21 June 2018, p. 450. [↑](#footnote-ref-829)
830. *Proof Transcript of Evidence,* 21 June 2018, p. 450. [↑](#footnote-ref-830)
831. *Proof Transcript of Evidence,* 21 June 2018, p. 447. [↑](#footnote-ref-831)
832. Mr Bone, *Proof Transcript of Evidence,* 21 June 2018, p. 448. [↑](#footnote-ref-832)
833. *Proof Transcript of Evidence*, 21 June 2018, p. 448. [↑](#footnote-ref-833)
834. Ms Doran, *Proof Transcript of Evidence,* 21 June 2018, p. 448. [↑](#footnote-ref-834)
835. See Question Taken on Notice no. *86.* [↑](#footnote-ref-835)
836. *See Questions Taken on Notice no. 85 and 86.* [↑](#footnote-ref-836)
837. *Proof Transcript of Evidence,* 21 June 2018, pp. 504-505. [↑](#footnote-ref-837)
838. *Proof Transcript of Evidence,* 21 June 2018, p. 505. [↑](#footnote-ref-838)
839. *Proof Transcript of Evidence,* 21 June 2018, p. 505. [↑](#footnote-ref-839)
840. *Proof Transcript of Evidence,* 21 June 2018, p. 505. [↑](#footnote-ref-840)
841. *Proof Transcript of Evidence,* 21 June 2018, p. 508. [↑](#footnote-ref-841)
842. Minister Fitzharris MLA, *Proof Transcript of Evidence,* 21 June 2018, p. 508. [↑](#footnote-ref-842)
843. *Proof Transcript of Evidence,* 21 June 2018, p. 465. [↑](#footnote-ref-843)
844. *Proof Transcript of Evidence,* 21 June 2018, pp. 465-466. [↑](#footnote-ref-844)
845. *Proof Transcript of Evidence,* 21 June 2018, p. 466. [↑](#footnote-ref-845)
846. Ms Doran, *Proof Transcript of Evidence,* 21 June 2018, p. 467. [↑](#footnote-ref-846)
847. *See Question on Notice 380.* [↑](#footnote-ref-847)
848. *See Question on Notice 380.* [↑](#footnote-ref-848)
849. *Proof Transcript of Evidence,* 21 June 2018, p. 469. [↑](#footnote-ref-849)
850. *Proof Transcript of Evidence,* 21 June 2018, pp. 469-470. [↑](#footnote-ref-850)
851. *Proof Transcript of Evidence,* 21 June 2018, p. 481. [↑](#footnote-ref-851)
852. Mr Bone, *Proof Transcript of Evidence,* 21 June 2018, p. 481. [↑](#footnote-ref-852)
853. *Proof Transcript of Evidence*, 21 June 2018, p. 481. [↑](#footnote-ref-853)
854. *Proof Transcript of Evidence,* 21 June 2018, pp. 481-482. [↑](#footnote-ref-854)
855. Ms Doran, *Proof Transcript of Evidence,* 21 June 2018, p. 482. [↑](#footnote-ref-855)
856. *Proof Transcript of Evidence,* 21 June 2018, p. 497. [↑](#footnote-ref-856)
857. *Proof Transcript of Evidence,* 21 June 2018, pp. 494-495. [↑](#footnote-ref-857)
858. Minister Fitzharris MLA, *Proof Transcript of Evidence,* 21 June 2018, pp. 494-495. [↑](#footnote-ref-858)
859. Ms Chatham, *Proof Transcript of Evidence,* 21 June 2018, p. 497. [↑](#footnote-ref-859)
860. Ms Chatham, *Proof Transcript of Evidence,* 21 June 2018, p. 497. [↑](#footnote-ref-860)
861. Mr De’Ath, *Proof Transcript of Evidence,* 21 June 2018, p. 497. [↑](#footnote-ref-861)
862. See Question Taken on Notice no. *93*. [↑](#footnote-ref-862)
863. See Question Taken on Notice no. *93*. [↑](#footnote-ref-863)
864. See Question Taken on Notice no. *93*. [↑](#footnote-ref-864)
865. *Proof Transcript of Evidence,* 21 June 2018, pp. 498-499. [↑](#footnote-ref-865)
866. Mr De’Ath, *Proof Transcript of Evidence,* 21 June 2018, p. 499. [↑](#footnote-ref-866)
867. *Proof Transcript of Evidence,* 21 June 2018, p. 499. [↑](#footnote-ref-867)
868. Minister Fitzharris MLA, *Proof Transcript of Evidence,* 21 June 2018, pp. 499-500. [↑](#footnote-ref-868)
869. *Proof Transcript of Evidence,* 21 June 2018, pp. 500-501. [↑](#footnote-ref-869)
870. Minister Fitzharris MLA, *Proof Transcript of Evidence,* 21 June 2018, p. 501. [↑](#footnote-ref-870)
871. *Proof Transcript of Evidence,* 21 June 2018, p. 501. [↑](#footnote-ref-871)
872. Minister Fitzharris MLA, *Proof Transcript of Evidence,* 21 June 2018, p. 501. [↑](#footnote-ref-872)
873. *Proof Transcript of Evidence*, 21 June 2018, p. 511. [↑](#footnote-ref-873)
874. Ms Doran, *Proof Transcript of Evidence*, 21 June 2018, p. 512. [↑](#footnote-ref-874)
875. *Proof Transcript of Evidence*, 21 June 2018, pp. 512-513. [↑](#footnote-ref-875)
876. See Question Taken on Notice no. *94*; See Question Taken on Notice no. *95*. [↑](#footnote-ref-876)
877. ACT Budget 2018-19, *Budget Statement C, Health*, p. 12. [↑](#footnote-ref-877)
878. *Proof Transcript of Evidence,* 21 June 2018, pp. 417-419. [↑](#footnote-ref-878)
879. *Proof Transcript of Evidence,* 21 June 2018, pp. 420-421. [↑](#footnote-ref-879)
880. *Proof Transcript of Evidence,* 21 June 2018, pp. 421-423. [↑](#footnote-ref-880)
881. *Proof Transcript of Evidence,* 21 June 2018, pp. 423-428. [↑](#footnote-ref-881)
882. *Proof Transcript of Evidence,* 21 June 2018, pp. 424-430; See Question Taken on Notice no. *83.* [↑](#footnote-ref-882)
883. *Proof Transcript of Evidence,* 21 June 2018, pp. 430-432. [↑](#footnote-ref-883)
884. *Proof Transcript of Evidence,* 21 June 2018, p. 434. [↑](#footnote-ref-884)
885. Minister Rattenbury MLA, *Proof Transcript of Evidence,* p. 417. [↑](#footnote-ref-885)
886. Minister Rattenbury MLA, *Proof Transcript of Evidence,* p. 418. [↑](#footnote-ref-886)
887. *Proof Transcript of Evidence*, 21 June 2018, p. 419. [↑](#footnote-ref-887)
888. Ms Bracher, *Proof Transcript of Evidence*, 21 June 2018, p. 419. [↑](#footnote-ref-888)
889. Ms Bracher, *Proof Transcript of Evidence*, 21 June 2018, p. 423. [↑](#footnote-ref-889)
890. Ms Bracher, *Proof Transcript of Evidence*, 21 June 2018, p. 427. [↑](#footnote-ref-890)
891. *Proof Transcript of Evidence,* 21 June 2018, p. 423 [↑](#footnote-ref-891)
892. *Proof Transcript of Evidence,* 21 June 2018, pp. 425-426. [↑](#footnote-ref-892)
893. Ms Shuhyta, *Proof Transcript of Evidence,* 21 June 2018, p. 427. [↑](#footnote-ref-893)
894. Minister Rattenbury MLA, *Proof Transcript of Evidence,* 21 June 2018, pp. 427-428. [↑](#footnote-ref-894)
895. Ms Shuhyta, *Proof Transcript of Evidence,* 21 June 2018, p. 424. [↑](#footnote-ref-895)
896. Minister Rattenbury MLA, *Proof Transcript of Evidence,* 21 June 2018, p. 425. [↑](#footnote-ref-896)
897. Minister Rattenbury MLA, *Proof Transcript of Evidence,* 21 June 2018, p. 429. [↑](#footnote-ref-897)
898. *Proof Transcript of Evidence,* 21 June 2018, pp. 429-430. [↑](#footnote-ref-898)
899. ACT Budget 2018-19, *Budget Statement C, Health*, p. 13. [↑](#footnote-ref-899)
900. *Proof Transcript of Evidence,* 21 June 2018, p. 478; See Question Taken on Notice no. *90.* [↑](#footnote-ref-900)
901. *Proof Transcript of Evidence,* 21 June 2018, pp. 485-488. [↑](#footnote-ref-901)
902. *Proof Transcript of Evidence,* 21 June 2018, p. 502. [↑](#footnote-ref-902)
903. *Proof Transcript of Evidence,* 21 June 2018, pp. 502-504. [↑](#footnote-ref-903)
904. *Proof Transcript of Evidence,* 21 June 2018, pp. 508-510 [↑](#footnote-ref-904)
905. *Proof Transcript of Evidence,* 21 June 2018, pp. 514-519; See Question Taken on Notice no. *97;* See Question Taken on Notice no. *89.* [↑](#footnote-ref-905)
906. *Proof Transcript of Evidence,* 21 June 2018, p. 521. [↑](#footnote-ref-906)
907. Minister Fitzharris MLA, *Proof Transcript of Evidence,* 21 June 2018, pp. 502-503. [↑](#footnote-ref-907)
908. Dr Kelly, *Proof Transcript of Evidence,* 21 June 2018, p. 503. [↑](#footnote-ref-908)
909. Minister Fitzharris MLA, *Proof Transcript of Evidence,* 21 June 2018, p. 504. [↑](#footnote-ref-909)
910. Minister Fitzharris MLA, *Proof Transcript of Evidence,* 21 June 2018, p. 504. [↑](#footnote-ref-910)
911. Mr Wall MLA and Ms Lee MLA did not support this recommendation. [↑](#footnote-ref-911)
912. Dr Kelly, *Proof Transcript of Evidence,* 21 June 2018, pp. 515-516. [↑](#footnote-ref-912)
913. Dr Kelly, *Proof Transcript of Evidence,* 21 June 2018, pp. 517-518 [↑](#footnote-ref-913)
914. Minister Fitzharris MLA, *Proof Transcript of Evidence,* 21 June 2018, p. 518. [↑](#footnote-ref-914)
915. *Question on Notice no. 382; Question on Notice no. 394; Question on Notice no. 395; Question on Notice no. 396; Question on Notice no. 397; Question on Notice no. 398; Question on Notice no. 399; Question on Notice no. 400;* and *Question on Notice no. 401.* [↑](#footnote-ref-915)
916. ACT Budget 2018-19, *Budget Statement C, Health*, p. 14. [↑](#footnote-ref-916)
917. *Proof Transcript of Evidence,* 21 June 2018, pp. 444-446. [↑](#footnote-ref-917)
918. *Proof Transcript of Evidence,* 21 June 2018, pp. 458-461. [↑](#footnote-ref-918)
919. *Proof Transcript of Evidence,* 21 June 2018, pp. 488-493; See Question Taken on Notice no. *92.* [↑](#footnote-ref-919)
920. *Proof Transcript of Evidence,* 21 June 2018, p. 458. [↑](#footnote-ref-920)
921. Minister Fitzharris, *Proof Transcript of Evidence,* 21 June 2018, p. 459. [↑](#footnote-ref-921)
922. Minister Fitzharris, *Proof Transcript of Evidence,* 21 June 2018, p. 459. [↑](#footnote-ref-922)
923. *Proof Transcript of Evidence,* 21 June 2018, pp. 459-460. [↑](#footnote-ref-923)
924. *Proof Transcript of Evidence,* 21 June 2018, p. 461. [↑](#footnote-ref-924)
925. ACT Budget 2018-19, *Budget Statement C, Health*, p. 37. [↑](#footnote-ref-925)
926. *Proof Transcript of Evidence,* 21 June 2018, pp. 437-439. [↑](#footnote-ref-926)
927. *Proof Transcript of Evidence,* 21 June 2018, pp. 473-476. [↑](#footnote-ref-927)
928. *Proof Transcript of Evidence,* 21 June 2018, pp. 522-525. [↑](#footnote-ref-928)
929. *Proof Transcript of Evidence,* 21 June 2018, pp. 436-437. [↑](#footnote-ref-929)
930. Minister Fitzharris MLA, *Proof Transcript of Evidence,* 21 June 2018, p. 437. [↑](#footnote-ref-930)
931. *Proof Transcript of Evidence, 21 June 2018, p. 437.* [↑](#footnote-ref-931)
932. *Proof Transcript of Evidence,* 21 June 2018, p. 437. [↑](#footnote-ref-932)
933. Minister Fitzharris MLA, *Proof Transcript of Evidence,* 21 June 2018, p. 438. [↑](#footnote-ref-933)
934. *Proof Transcripts of Evidence,* 21 June 2018, p. 473. [↑](#footnote-ref-934)
935. Ms Doran, *Proof Transcripts of Evidence,* 21 June 2018, p. 473. [↑](#footnote-ref-935)
936. *Proof Transcripts of Evidence,* 21 June 2018, pp. 473-474. [↑](#footnote-ref-936)
937. Ms Doran, *Proof Transcript of Evidence,* 21 June 2018, p. 474. [↑](#footnote-ref-937)
938. Ms Doran, *Proof Transcript of Evidence,* 21 June 2018, pp. 475-476. [↑](#footnote-ref-938)
939. *Proof Transcript of Evidence,* 21 June 2018,p, 522. [↑](#footnote-ref-939)
940. Dr Fletcher, *Proof Transcript of Evidence,* 21 June 2018, p. 524. [↑](#footnote-ref-940)
941. Dr Fletcher, *Proof Transcript of Evidence,* 21 June 2018, pp. 524-525. [↑](#footnote-ref-941)
942. See Question Taken on Notice 603. [↑](#footnote-ref-942)
943. Minister Stephen-Smith MLA, *Proof Transcript of Evidence*, 27 June 2018, p. 842. [↑](#footnote-ref-943)
944. ACT Budget 2018-19, *Budget Statements D, JACSD*, p. 1. [↑](#footnote-ref-944)
945. *Proof Transcript of Evidence,* 26 June 2018, pp. 719-723. [↑](#footnote-ref-945)
946. *Proof Transcript of Evidence,* 26 June 2018, pp. 723-725. [↑](#footnote-ref-946)
947. *Proof Transcript of Evidence,* 26 June 2018, pp. 725-727. [↑](#footnote-ref-947)
948. *Proof Transcript of Evidence,* 26 June 2018, p. 727. [↑](#footnote-ref-948)
949. *Proof Transcript of Evidence,* 26 June 2018, p. 728. [↑](#footnote-ref-949)
950. *Proof Transcript of Evidence,* 26 June 2018, pp. 727-30. [↑](#footnote-ref-950)
951. *Proof Transcript of Evidence,* 26 June 2018, pp. 730-32. [↑](#footnote-ref-951)
952. *Proof Transcript of Evidence,* 26 June 2018, pp. 732-33. [↑](#footnote-ref-952)
953. Ms Playford, *Proof Transcript of evidence,* 26 June 2018, pp. 719-22 [↑](#footnote-ref-953)
954. *Proof Transcript of evidence,* 26 June 2018, pp. 720-23 [↑](#footnote-ref-954)
955. *Proof Transcript of evidence,* 26 June 2018, pp. 722-23 [↑](#footnote-ref-955)
956. Ms Playford, *Proof Transcript of evidence,* 26 June 2018, p. 724 [↑](#footnote-ref-956)
957. Ms Playford, *Proof Transcript of evidence,* 26 June 2018, p. 725 [↑](#footnote-ref-957)
958. Mr Kellow, *Proof Transcript of Evidence*, 26 June 2018, pp. 728-29. [↑](#footnote-ref-958)
959. Minister Ramsay MLA, *Proof Transcript of Evidence,* 26 June 2018, p. 730 [↑](#footnote-ref-959)
960. *See* Question Taken on Notice 359, 4 July 2018. [↑](#footnote-ref-960)
961. *Proof Transcript of Evidence,* 26 June 2018, p. 728. [↑](#footnote-ref-961)
962. Mr Kellow, *Proof Transcript of Evidence*, 26 June 2018, p. 729. [↑](#footnote-ref-962)
963. *Proof Transcript of Evidence*, 26 June 2018, p. 730 [↑](#footnote-ref-963)
964. Ms Harvey, *Proof Transcript of Evidence*, 26 June 2018, p. 731 [↑](#footnote-ref-964)
965. Minister Ramsay MLA, *Proof Transcript of Evidence*, 26 June 2018, p. 732 [↑](#footnote-ref-965)
966. Ms Harvey, *Proof Transcript of Evidence*, 26 June 2018, p. 732 [↑](#footnote-ref-966)
967. *Proof Transcript of Evidence*, 26 June 2018, pp. 732-33. [↑](#footnote-ref-967)
968. *Proof Transcript of Evidence*, 26 June 2018, pp. 711-719. [↑](#footnote-ref-968)
969. *Proof Transcript of Evidence*, 26 June 2018, pp. 716-718. [↑](#footnote-ref-969)
970. *Proof Transcript of Evidence*, 26 June 2018, p. 725. [↑](#footnote-ref-970)
971. *Proof Transcript of Evidence*, 26 June 2018, p. 727. [↑](#footnote-ref-971)
972. *Proof Transcript of Evidence*, 26 June 2018, pp. 714-719. [↑](#footnote-ref-972)
973. *Proof Transcript of Evidence*, 26 June 2018, p. 715. [↑](#footnote-ref-973)
974. *Proof Transcript of Evidence*, 26 June 2018, p. 715-717. [↑](#footnote-ref-974)
975. Ms Playford, *Proof Transcript of Evidence*, 26 June 2018, p. 711. [↑](#footnote-ref-975)
976. Minister Ramsay MLA, *Proof Transcript of Evidence*, 26 June 2018, p. 711-12. [↑](#footnote-ref-976)
977. Ms Playford, *Proof Transcript of Evidence*, 26 June 2018, pp. 713. [↑](#footnote-ref-977)
978. *See*, Question Taken on Notice 358, 4 July 2018, [↑](#footnote-ref-978)
979. Ms Orr MLA and Ms Cheyne MLA did not agree to the inclusion of a timeline. It is their view that the evidence given by officials indicated that a firm timeline would be unhelpful. [↑](#footnote-ref-979)
980. *Proof Transcript of Evidence*, 26 June 2018, pp. 717-18. [↑](#footnote-ref-980)
981. Minister Ramsay MLA, *Proof Transcript of Evidence*, 26 June 2018, p. 725 [↑](#footnote-ref-981)
982. *Proof Transcript of Evidence*, 26 June 2018, p. 727 [↑](#footnote-ref-982)
983. Mr Kellow, *Proof Transcript of Evidence*, 26 June 2018, pp. 727-28. [↑](#footnote-ref-983)
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