

VOLUME 1



**ACT**  
Government

# ANNUAL REPORT 2015-16

Chief Minister, Treasury and  
Economic Development  
Directorate



ISBN 978-0-642-60656-3

© Australian Capital Territory, Canberra 2016

This publication is subject to copyright. Except as permitted under the Copyright Act 2003, no part of it may in any form or by any means (electronic, mechanical, microcopying, photocopying, recording or otherwise) be reproduced, stored in a retrieval system or transmitted without prior written permission. Enquiries should be addressed to the Territory Records Office, ACT Government, GPO Box 158 Canberra City ACT 2601.

First published October 2016

For further information please contact:

**Commissioner for Public Administration**  
**Chief Minister, Treasury and Economic Development Directorate**

Phone: +61 (02) 6205 0358

Website: [www.act.gov.au](http://www.act.gov.au)

Designed and typeset by:  
ACTPS Shared Services GPO Box 158  
Canberra City ACT 2601

## Accessibility

The ACT Government is committed to making its information, services, events and venues accessible to as many people as possible. If you have difficulty reading a standard printed document and would like to receive this publication in an alternative format – such as large print and audio – please call the Canberra Blind Society on (02) 6247 4580.

If English is not your first language and you require the translating and interpreting service, please call the Telephone Interpreter Service on 131 450. If you are deaf or hearing impaired and require assistance, please call the National Relay Service on 133 677.

This report is also available online at [www.cmd.act.gov.au](http://www.cmd.act.gov.au)

© Australian Capital Territory, Canberra, October 2016

Material in this publication may be reproduced provided due acknowledgement is made.

Publication No 161084

Printed on recycled paper

Volume 3 cover image courtesy of Daniel Charron

# Table of Contents

---

Table of Contents.....	iii
Abbreviations and Acronyms .....	x
Glossary of Technical Terms .....	xiii
A. Transmittal Certificates and Compliance Statement.....	1
Transmittal Certificates .....	3
Compliance Statement .....	8
Part 1 Directions Overview.....	8
Part 2 Agency Annual Report Requirements.....	8
Part 3 Reporting by Exception.....	8
Part 4 Agency Specific Annual Report Requirements .....	8
Part 5 Whole of Government Annual Reporting.....	8
B. Organisation Overview and Performance .....	11
B.1 Organisational Overview .....	13
Role as a Central Agency .....	13
Values .....	13
Stakeholders.....	14
Organisational Structure .....	14
Internal Accountability .....	21
Achievements.....	22
Outlook and Future Priorities.....	25
B.2 Performance Analysis.....	27
Output 1.1 Government Policy and Reform .....	27
Output 1.2 Public Sector Management.....	32
Output 1.3 Industrial Relations Policy.....	35
Output 1.4 Coordinated Communications and Community Engagement .....	37
Output 2.1 Economic Management.....	39

Output 2.2 Financial Management .....	42
Output 3.1 Revenue Management.....	45
Output 4.1 Shared Services ICT .....	47
Output 5.1 Procurement and Capital Works.....	49
Output 6.1 Shared Services Human Resources.....	52
Output 7.1 Shared Services Finance.....	53
Output 8.1 Economic Development Policy, Projects and Legislation .....	54
Output 8.2 Innovation, Trade and Investment .....	57
Output 8.3 VisitCanberra .....	61
Output 8.4 Sport and Recreation .....	63
Output 8.5 Venues .....	66
Output 8.6 Events.....	69
Output 8.7 Property Services .....	72
Output 8.8 Arts Engagement.....	75
Output 8.9 Urban Renewal .....	79
Output 9.1 Loose Fill Asbestos Insulation Eradication Scheme .....	82
Output 10.1 Access Canberra.....	86
Output EBT 1 Superannuation Provision Account .....	92
Output EBT 1 Territory Banking Account .....	94
B.3 Scrutiny.....	95
Legislative Assembly Committee Reports .....	95
Auditor-General Reports.....	135
B.4 Risk Management.....	139
B.5 Internal Audit .....	140
B.6 Fraud Prevention .....	141
Incidents of Fraud Reported in 2015-16 .....	141
B.7 Work Health and Safety .....	142
Health and Safety Structures and Consultation Arrangements .....	142

Injury Prevention and Health and Wellbeing .....	142
Notifiable Incidents .....	143
B.8 Human Resources Management .....	145
Culture .....	145
Capability .....	146
Workplace Relations .....	148
Staffing Profile .....	149
B.9 Ecologically Sustainable Development .....	152
Commissioner for Sustainability and the Environment .....	152
Contribution to Ecologically Sustainable Development .....	152
Sustainable Development Performance .....	159
C. Financial Management Reporting .....	163
C.1 Financial Management Analysis .....	165
C.2 Financial Statements .....	165
C.3 Capital Works .....	165
Capital Works Table .....	165
Reconciliation Schedules .....	176
C.4 Asset Management .....	177
Assets Managed .....	177
Asset Additions .....	178
Asset Disposal .....	178
Asset Maintenance and Upgrades .....	178
Office Accommodation .....	178
C.5 Government Contracting .....	180
C.6 Statement of Performance .....	180
D. Notices of Non Compliance .....	181
D.1 Dangerous Substances .....	183

D.2 Medicines, Poisons and Therapeutic Goods .....	183
Agency Specific Annual Report Requirements .....	185
E. Education and Training .....	187
F. Health .....	187
G. Gambling and Racing .....	187
H. Ministerial and Director-General Directions.....	187
I. Public Land Management Plans .....	187
J. Third Party Insurance .....	188
K. Victims of Crime .....	188
L. Waste Minimisation Contraventions .....	188
Whole of Government Annual Reporting .....	189
M. Community Engagement and Support.....	191
N. Justice and Community Safety .....	191
O. Public Sector Standards and Workforce Profile.....	191
P. Territory Records.....	191
Appendix 1 .....	193
CMTEDD Contracts .....	194
Annexed Reports.....	215
ACT Executive .....	217
Overview .....	217
Barr Ministry.....	217
Staff .....	218
ACT Architects Board.....	219
Compliance Statement.....	220
Appointed Members of the Architects Board of the ACT .....	221
Registrations.....	221

Architect Board Meetings .....	221
Board Functions .....	222
Registrar Functions.....	222
Complaints and Disciplinary Actions .....	222
Year ahead.....	222
ACT Compulsory Third Party Insurance Regulator .....	224
1. Organisational Overview .....	224
2. Performance ANALysis .....	234
3. Scrutiny.....	235
4. Risk Management.....	236
5. Internal Audit .....	236
6. Fraud Prevention.....	236
7. Workplace Health and Safety.....	236
8. Human Resource Management.....	236
9. Ecologically Sustainable Development.....	236
10. Capital Works .....	237
11. Asset Management .....	237
12. Government Contracting.....	237
ACT Construction Occupations .....	238
Compliance Statement.....	239
Construction Occupations (Licensing) Act 2004 (COLA).....	240
COLA Inspectorates .....	240
Licensing .....	243
Disciplinary Actions .....	245
Building Advisory Board .....	246
Electrical Advisory Board.....	246
Plumbing Advisory Board .....	247
ACT Government Procurement Board .....	248

Organisational Overview And Performance.....	249
Internal Accountability .....	250
Appendix .....	254
Abbreviations .....	256
Default Insurance Fund Manager .....	257
The Organisation .....	257
Uninsured Employer Fund (UEF) .....	258
Collapsed Insurer Fund (CIF) .....	259
Director of Territory Records .....	261
Territory Records Advisory Council .....	261
Organisational Arrangements and Reporting .....	262
Overview and Highlights for 2015–2016 .....	262
Digital Recordkeeping .....	262
Review of Standard and Guidelines .....	263
Chief Minister’s Governance Lecture .....	263
Public Access to Territory Archives .....	264
Outlook .....	264
Whole of Government Reporting on Territory Records .....	265
Environment Protection Authority .....	280
Compliance Statement .....	281
Legislative Framework and Functions .....	282
Environment Protection Act .....	283
Clinical Waste Act .....	288
Lakes Act .....	288
Water Resources Act .....	288
National Framework for Compliance .....	289
Lifetime Care and Support Fund .....	290
1. Organisational Overview .....	290



2. Performance Analysis.....	295
3. Scrutiny.....	297
4. Risk Management.....	297
5. Internal Audit .....	297
6. Fraud Prevention.....	298
7. Workplace Health and Safety.....	298
8. Human Resource Management.....	298
9. Ecologically Sustainable Development.....	298
Office of the Nominal Defendant for the ACT.....	299
The Organisation .....	299
Finance .....	299
Claims Frequency and Vehicle Registrations.....	300
Alphabetical Index .....	303
Footnotes.....	306

# Abbreviations and Acronyms

---

A/g	Acting
AACA	Architects Accreditation Council of Australia
ABW	Activity Based Work
ACAT	ACT Civil and Administrative Tribunal
ACP	<i>Work Health and Safety Active Certification Policy</i>
ACT	Australian Capital Territory
ACTAS	ACT Academy of Sport
ACTIA	ACT Insurance Authority
ACTPS	ACT Public Service
ADVI	Australian Driverless Vehicle Initiative
AFL	Australian Football League
ANU	Australian National University
ARI	Asset Recycling Initiative
ARIn	Attraction and Retention Incentive
ASO	Administrative Services Officer
BCP	Business Continuity Plan
CAF	Council for the Australian Federation
CFC	Cultural Facilities Corporation
CFFR	Council on Federal Financial Relations
CIF	Collapsed Insurer Fund
CIT	Canberra Institute of Technology
CMTEDD	Chief Minister, Treasury and Economic Development Directorate
COAG	Council of Australian Governments
COLA	<i>Construction Occupations (Licensing) Act 2004</i>
CRVC	Canberra and Region Visitors Centre
CSD	Community Services Directorate
CTP	Compulsory Third Party

CUP	Capital Upgrades Program
DA	Development Applications
DCC	Directorate Consultative Committee
DI Fund	Default Insurance Fund
EA	Environmental Authorisation
EDRMS	Electronic Document and Records Management System
EP Act	<i>Environment Protection Act 1997</i>
EPA	Environment Protection Authority
EPD	Environment and Planning Directorate
EPIC	Exhibition Park in Canberra
EPP	Environment Protection Policy
ESP	Enterprise Sustainability Platform
FTE	Full Time Equivalent
GSO	General Service Officer
GST	Goods and Services Tax
GVM	Gross Vehicle Mass
HIH	HIH Insurance
HoTs	Heads of Treasuries
HR	Human Resources
HRIMS	Human Resources Information Management System
HV	High Voltage
HVAC	Heating, Ventilation and Air Conditioning
HWI	Healthy Weight Initiative
ICRC	Independent Competition and Regulatory Commission
ICT	Information Communications Technology
IMICT	Information Management and Information Communications Technology
IT	Information Technology
JACS	Justice and Community Safety Directorate
kg	kilograms

KPI	key performance indicators
kWh	kilowatt hours
LAMS	Legislative Assembly Members Staff
LDA	Land Development Agency
LED	Light Emitting Diode
LGBTIQ	Lesbian, Gay, Bisexual, Transsexual, Intersex and/or Queer
LLC	Lakeside Leisure Centre
LRV	Light Rail Vehicle
LTCS	Lifetime Care and Support
MOCCA	Manuka Occasional Child Care Association
MoU	Memorandum of Understanding
MSD	musculoskeletal disorders
MWh	Mega Watt hours
NABERS	National Australian Built Environment Rating System
NAIDOC	National Aboriginal and Islander Day Observance Committee
NCA	National Capital Authority
NEM	National Employers' Mutual
NI	Notifiable Instrument
NRAS	National Rental Affordability Scheme
NSW	New South Wales
PAC	Public Accounts Committee
PCW	Procurement and Capital Works
PGAF	Problem Gambling Assistance Fund
PPP	Public Private Partnerships
PRI	Principles of Responsible Investment
PSU	Professional Standards Unit
QLD	Queensland
RED	Respect, Equity and Diversity
RFP	Request for Proposal

RMP	Records Management Programs
SIRA	State Insurance Regulatory Authority
SMS	Smart Modern Strategic
SOG	Senior Officer Grade
SPA	Superannuation Provision Account
SSICT	Shared Services ICT
TAMS	Territory and Municipal Services Directorate
TBA	Territory Banking Account
TMM	Tourism Ministers Meeting
TQI	Teacher Quality Institute
TRIM	Total Records Information Management
UC	University of Canberra
UEF	Uninsured Employer Fund
Vic	Victoria
WA	West Australia
WHS	Workplace Health and Safety
WHSMS	Workplace Health and Safety Management System
WR Act	<i>Water Resources Act 2007</i>
WWVP	Working with Vulnerable People

## Glossary of Technical Terms

---

Activity Based Work - provides staff with a choice of different environments in which to work; both within and outside of the office. Staff can choose the most appropriate location to work throughout the course of the day depending on the nature of work they are doing. They can choose from quiet focus spaces, spaces for phone calls and private discussions, semi-collaborative workstation areas and a range of spaces suited to meetings and team collaboration activities. Staff are provided with an array of technology to enable this flexibility, including the ability to work from locations other than the office.

Canberra Region Joint Organisation – consists of the following local councils Bega, Eurobodalla, Hilltops, Goulburn Mulwaree, Queanbeyan-Palerang, Snowy Monaro, Upper Lachlan and Yass

Valley and the ACT Government, with the aim of facilitating opportunities and partnerships to create sustainable vibrant communities.

CBR – The CBR brand is a city brand developed during the Centenary of Canberra, as a logo and a whole new way of thinking and talking about Canberra. The Brand is used by government when talking about the city as a place to live, work, play, invest, do business, study or visit, and is also available for private and community businesses to use.

Small to Medium Enterprises - businesses employing less than 200 people.





# **PART A:** TRANSMITTAL CERTIFICATES AND COMPLIANCE STATEMENT



# TRANSMITTAL CERTIFICATES

---



Mr Andrew Barr MLA  
Chief Minister  
Treasurer  
Minister for Economic Development  
Minister for Tourism and Events  
Minister for Urban Renewal  
ACT Legislative Assembly  
London Circuit  
CANBERRA ACT 2601

Dear Chief Minister

## **2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report**

This Report has been prepared under section 5(1) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Chief Minister, Treasury and Economic Development Directorate.

I certify that information in the attached Annual Report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of Chief Minister, Treasury and Economic Development Directorate has been included for the period 1 July 2015 to 30 June 2016.

I hereby certify that fraud prevention has been managed in accordance with Public Sector Management Standards, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you cause a copy of the Report to be laid before the Legislative Assembly within 4 months of the end of the financial year.

Yours sincerely

Kathy Leigh  
Director-General  
3 September 2016

Chief Minister, Treasury and Economic Development  
GPO Box 158 Canberra ACT 2601 | phone: 132281 | [www.act.gov.au](http://www.act.gov.au)



Mr Mick Gentleman MLA  
Minister for Racing and Gaming  
Minister for Workplace Safety and Industrial Relations  
ACT Legislative Assembly  
London Circuit  
CANBERRA ACT 2601

Dear Minister

### **2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report**

This Report has been prepared under section 5(1) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Chief Minister, Treasury and Economic Development Directorate.

I certify that information in the attached Annual Report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of Chief Minister, Treasury and Economic Development Directorate has been included for the period 1 July 2015 to 30 June 2016.

I hereby certify that fraud prevention has been managed in accordance with Public Sector Management Standards, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you cause a copy of the Report to be laid before the Legislative Assembly within 4 months of the end of the financial year.

Yours sincerely

Kathy Leigh  
Director-General  
14 September 2016

Chief Minister, Treasury and Economic Development  
GPO Box 158 Canberra ACT 2601 | phone: 132281 | [www.act.gov.au](http://www.act.gov.au)



Ms Yvette Berry MLA  
Minister for Sport and Recreation  
ACT Legislative Assembly  
London Circuit  
CANBERRA ACT 2601

Dear Minister

### **2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report**

This Report has been prepared under section 5(1) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Chief Minister, Treasury and Economic Development Directorate.

I certify that information in the attached Annual Report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of Chief Minister, Treasury and Economic Development Directorate has been included for the period 1 July 2015 to 30 June 2016.

I hereby certify that fraud prevention has been managed in accordance with Public Sector Management Standards, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you cause a copy of the Report to be laid before the Legislative Assembly within 4 months of the end of the financial year.

Yours sincerely

Kathy Leigh  
Director-General  
1 September 2016

Chief Minister, Treasury and Economic Development  
GPO Box 158 Canberra ACT 2601 | phone: 132281 | [www.act.gov.au](http://www.act.gov.au)



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

Ms Meegan Fitzharris MLA  
Minister for Higher Education, Training and Research  
Assistant Minister for Health  
ACT Legislative Assembly  
London Circuit  
CANBERRA ACT 2601

Dear Minister

### **2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report**

This Report has been prepared under section 5(1) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Chief Minister, Treasury and Economic Development Directorate.

I certify that information in the attached Annual Report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of Chief Minister, Treasury and Economic Development Directorate has been included for the period 1 July 2015 to 30 June 2016.

I hereby certify that fraud prevention has been managed in accordance with Public Sector Management Standards, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you cause a copy of the Report to be laid before the Legislative Assembly within 4 months of the end of the financial year.

Yours sincerely

Kathy Leigh  
Director- General  
1 September 2016

Chief Minister, Treasury and Economic Development  
GPO Box 158 Canberra ACT 2601 | phone: 132281 | [www.act.gov.au](http://www.act.gov.au)





Dr Chris Bourke MLA  
Minister for Small Business and the Arts  
ACT Legislative Assembly  
London Circuit  
CANBERRA ACT 2601

Dear Minister

### **2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report**

This Report has been prepared under section 5(1) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Chief Minister, Treasury and Economic Development Directorate.

I certify that information in the attached Annual Report, and information provided for whole of government reporting, is an honest and accurate account and that all material information on the operations of Chief Minister, Treasury and Economic Development Directorate has been included for the period 1 July 2015 to 30 June 2016.

I hereby certify that fraud prevention has been managed in accordance with Public Sector Management Standards, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you cause a copy of the Report to be laid before the Legislative Assembly within 4 months of the end of the financial year.

Yours sincerely

Kathy Leigh  
Director-General  
1 September 2016

Chief Minister, Treasury and Economic Development  
GPO Box 158 Canberra ACT 2601 | phone: 132281 | [www.act.gov.au](http://www.act.gov.au)

## COMPLIANCE STATEMENT

The Chief Minister, Treasury and Economic Development Directorate must comply with the 2015 Annual Report Directions (the Directions). The Directions are found at the ACT Legislation Register: [www.legislation.act.gov.au/ni/annual/2015.asp](http://www.legislation.act.gov.au/ni/annual/2015.asp).

The Compliance Statement indicates the subsections, under the five Parts of the Directions, that are applicable to the Chief Minister, Treasury and Economic Development Directorate and the location of information that satisfies these requirements:

### PART 1 DIRECTIONS OVERVIEW

The requirements under Part 1 of the 2015 Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The 2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report complies with all subsections of Part 1 under the Directions.

In compliance with section 13 Feedback, Part 1 of the Directions, contact details for Chief Minister, Treasury and Economic Development Directorate are provided within the 2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report to provide readers with the opportunity to provide feedback.

### PART 2 AGENCY ANNUAL REPORT REQUIREMENTS

The requirements within Part 2 of the Directions are mandatory for all agencies and Chief Minister, Treasury and Economic Development Directorate complies with all subsections. The information that satisfies the requirements of Part 2 is found in the Chief Minister, Treasury and Economic Development Directorate as follows:

- A. Transmittal Certificate, see pages 3-7;
- B. Organisational Overview and Performance, inclusive of all subsections, see pages 11-162; and
- C. Financial Management Reporting, inclusive of all subsections, see pages 163-180 in Volume 1 and pages 53-301 in Volume 2.

### PART 3 REPORTING BY EXCEPTION

Chief Minister, Treasury and Economic Development Directorate has nil information to report by exception under Part 3 of the Directions for the 2015-16 reporting period.

### PART 4 AGENCY SPECIFIC ANNUAL REPORT REQUIREMENTS

The following subsection of Part 4 of the 2015 Directions is applicable to the Chief Minister, Treasury and Economic Development Directorate and can be found within the 2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report:

- I. Public Land Management Plans, see pages 187-188.

### PART 5 WHOLE OF GOVERNMENT ANNUAL REPORTING

All subsections of Part 5 of the Directions apply to Chief Minister, Treasury and Economic Development Directorate. Consistent with the Directions, the information satisfying these requirements is reported in the one place for all ACT Public Service Directorates, as follows:

M. Community Engagement and Support, see the *2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report*;

N. Justice and Community Safety, including all subsections R.1 – R.4, see the *2015-16 Justice and Community Safety Directorate Annual Report*;

O. Public Sector Standard and Workforce Profile, see the *2015-16 State of the Service Report of the Commissioner for Public Administration*; and

P. Territory Records, see the *2015-16 Director of Territory Records Annual Report*, which is annexed to this report.

ACT Public Service Directorate annual reports are found at the following web address:

[www.cmd.act.gov.au/open\\_government/report/annual\\_reports](http://www.cmd.act.gov.au/open_government/report/annual_reports).





## **PART B:** ORGANISATIONAL OVERVIEW AND PERFORMANCE





## B.1 ORGANISATIONAL OVERVIEW

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the public sector and works collaboratively both within government and with the community to achieve positive outcomes.

### ROLE AS A CENTRAL AGENCY

As a central agency, CMTEDD provided strategic advice and support to the Chief Minister, the directorate's Ministers and the Cabinet on policy, economic and financial matters, service delivery and whole of government issues. It facilitated the implementation of government priorities, drove new initiatives and led the strategic direction for the Service.

The directorate provided advice to the ACT Government and agencies on the Territory's budget and financial management, economic and revenue policy, infrastructure financing, federal financial relations, and workers' compensation policy. It was also responsible for collecting and managing taxation revenue, and managing the Territory's financial assets and liabilities including superannuation liabilities and investments. In addition it managed Shared Services across government including information and communication technology (ICT), financial and human resources (HR) support.

The directorate, through Access Canberra, provided a one-stop shop for ACT Government customer and regulatory services to make access for the community to government services easier, simpler and faster.

The directorate had a strong focus on facilitating business development and new investment, tourism and events, sport and recreation, higher and vocational education and the arts, often in coordination with the private sector, to increase the economic performance of the ACT. The directorate was also responsible for land release and facilitating projects, as well as procurement and capital works. It also provided advice to Government on racing and gaming activities.

The directorate continued to provide a coordinated response to the health, social, financial and practical consequences of the continuing contamination of Canberra houses with loose fill asbestos insulation.

### VALUES

The ACTPS values underpin our work as a directorate. These are our values:

#### Respect

- > We take pride in our work;
- > We value and acknowledge the contribution of others; and
- > We relate to colleagues and clients in a fair, decent, caring and professional manner.

#### Integrity

- > We do what we say we'll do and respond appropriately, especially when the unexpected occurs;
- > We take responsibility and are accountable for our decisions and actions; and
- > We engage genuinely with the community, and manage the resources entrusted to us honestly and responsibly.

## Collaboration

- > We work openly and share appropriate information to reach shared goals; and
- > We actively seek out other views when solving problems and value and act on feedback on how we can do things better.

## Innovation

- > We look for ways to continuously improve our services and skills; and
- > We are open to change and new ideas from all sources.

In addition, as the central agency, we will:

- > communicate openly and honestly, explaining context and reporting back on outcomes;
- > engage early with an open mind;
- > demonstrate and earn trust; and
- > act collectively, both as a directorate and as one government.

## STAKEHOLDERS

The directorate provided strategic policy advice and high level support to our principal stakeholders, the Chief Minister, Treasurer, Minister for Economic Development, Minister for Urban Renewal, Minister for Tourism and Events, Minister for Racing and Gaming, Minister for Workplace Safety and Industrial Relations, Minister for Sport and Recreation, Minister for Higher Education, Training and Research, Assistant Minister for Health and Minister for Small Business and the Arts. It also supported and assisted our other key stakeholders and clients:

- > The Cabinet and the Government;
- > The ACT Legislative Assembly;
- > The ACT Community;
- > Community Councils and groups;
- > industry and business institutions;
- > higher and vocational education institutions;
- > consumers and licensees;
- > media; and
- > ACT Government Directorates, agencies and authorities.

## ORGANISATIONAL STRUCTURE

CMTEDD operates under three streams:

- > the Chief Minister stream, headed by the Director-General CMTEDD;
- > the Treasury stream headed by the Under Treasurer; and
- > the Economic Development stream headed by the Director-General, Economic Development.

In August 2015, the Office of the Chief Digital Officer was created within the directorate, with the appointment of Jon Cumming as the ACT's first Chief Digital Officer. In January 2016 responsibility for Training and Tertiary Education and the National Arboretum Canberra was transferred to the directorate from the then Education and Training Directorate (now Education Directorate) and the Territory and Municipal Services Directorate (now Transport Canberra and City Services Directorate) respectively.

The responsibilities of the CMTEDD Executives as at 30 June 2016 included:

### **Director-General and Head of Service – Ms Kathy Leigh**

The Director-General provided high level strategic advice to the Chief Minister and was Secretary to the Cabinet. As Head of Service the Director-General provided whole of government leadership and strategic direction to the ACTPS including through chairing the Strategic Board.

### **Chief Minister Stream**

#### ***Deputy Director-General, Policy and Cabinet (Output 1.1) – Mr Geoffrey Rutledge (Acting)***

The Policy and Cabinet Division supported the Chief Minister, as Head of the ACT Government and Chair of Cabinet, and the Director-General, as Head of Service and Chair of Strategic Board. It provided leadership across the ACTPS by ensuring the ACT Executive was provided with timely, frank and objective advice to support informed decision-making and provided a high level of responsiveness to the requirements of the Cabinet and the Assembly.

#### ***Deputy Director-General, Workforce Capability and Governance and Commissioner for Public Administration (Output 1.2) – Ms Bronwen Overton-Clarke***

Workforce Capability and Governance Division supported the development and strategic capability of the ACT Public Service's workforce to deliver on Government priorities. Leadership initiatives during the year were targeted to increase mobility and create an agile, responsive, innovative and collaborative ACT Public Sector Workforce.

The division was responsible for ACT public sector employment legislation, conditions and industrial relations.

The division also provided support to the Head of Service, the Commissioner for Public Administration, and the Strategic Board and its subcommittees.

#### ***Director, Communications (Output 1.4) – Ms Anita Perkins***

Communications coordinated directorate communications activities, including media releases, speeches, branding, community engagement, electronic and hard copy communications products, advertising and the provision of public affairs advice. The Branch also provided media support to the Chief Minister's office and coordinated whole of government media and communications projects.

#### ***Head, Asbestos Response Taskforce (Output 9.1) – Mr Andrew Kefford***

The Asbestos Response Taskforce provided policy advice to Government to enable a coordinated and compassionate response to the lasting impacts of loose fill asbestos in Canberra homes. It provided a single point of contact for those in the community affected by, or having concerns about, loose fill asbestos. The Taskforce managed the delivery of the Loose Fill Asbestos Insulation Eradication Scheme. It also provided technical and regulatory advice to Government and the community in relation to asbestos.

#### ***Deputy Director-General, Access Canberra (Output 10.1) – Mr Dave Peffer***

Access Canberra led the Government's program of regulatory reform and drive to reduce red tape by trialling new service delivery models to help make it as easy as possible for Canberrans to interact with government. Access Canberra had a particular focus on helping local entrepreneurs understand

and comply with the regulations applying to establishing a new business or holding an event, while ensuring at all times that public safety is maintained.

#### ***Executive Director, Corporate – Ms Sue Hall***

Corporate provided a range of strategic, governance, organisational development, administrative and human resource functions for CMTEDD and the ACT Executive. The Executive Director was also the CMTEDD Senior Officer Responsible for Business Integrity and Risk.

#### ***Chief Finance Officer – Mr Paul Ogden***

Strategic Finance was responsible for the financial and budgetary management of CMTEDD, and the ACT Executive.

### **Treasury Stream**

#### ***Under Treasurer – Mr David Nicol***

The Under Treasurer was responsible for the provision of strategic financial and economic policy advice to the Government with the aim of promoting the Territory's financial position and economic management. The Under Treasurer also played a leading role in promoting accountability and transparency in the delivery of services to the community.

#### ***Executive Director, Workplace Safety and Industrial Relations (Outputs 1.2 and 1.3) – Mr Michael Young***

Workplace Safety and Industrial Relations was responsible for the management of the ACT private sector workers' compensation scheme, including policy, legislation and the supervision of the ACT Default Insurance Fund.

It managed the ACT Government accident and incident data repository, and was responsible for the management and prevention of workplace injuries in the ACT Public Sector and the development and implementation of the *ACTPS Workers' Compensation and Work Safety Improvement Plan*.

#### ***Executive Director, Economic and Financial Group (Output 2.1) – Mr Neil Bulless (Acting)***

Economic and Financial Group provided analysis and advice to the Government and agencies on a range of economic, regulatory reform and taxation matters, prepared economic and revenue forecasts, oversaw appropriate intergovernmental financial arrangements, managed the Government's financial framework and insurance policy, and managed financial assets and liabilities, including superannuation liabilities and investments.

#### ***Executive Director, Finance and Budget Division (Output 2.2) – Mr Stephen Miners***

Finance and Budget Division was responsible for advising the Government and agencies on both the development of the Territory's Budget and financial issues relating to agencies and the Territory.

#### ***Executive Director, Expenditure Review Division (Output 2.2) – Mr Stuart Friend (Acting)***

Expenditure Review was responsible for reviewing selected services and functions as determined by the Government.

### *Executive Director, Infrastructure Finance and Advisory Division (Output 2.2) – Mr Peter Murray*

The Infrastructure Finance and Advisory Division brought together specialist capability in the support of selection, funding, implementation, delivery and whole-of-life transaction management of complex and major infrastructure projects.

### *Director, Revenue Management and Commissioner for Revenue (Output 3.1) – Mr Kim Salisbury*

Revenue Management was responsible for providing advice on revenue and taxation policy, management of the Territory's taxation base including the development of revenue and taxation legislation, compliance activities, debt management, administering the Territory's rates and land tax including valuations, remissions and rebates (pensioners), administering the First Home Owner Grant Scheme in the ACT and administering the Home Loan Portfolio.

### *Executive Director, Shared Services (Outputs 4.1, 6.1 and 7.1) – Mr Graham Tanton*

Shared Services provided tactical and transactional finance and human resource services, publishing, mailroom and record services and holistic ICT services to ACT Government Directorates.

## **Economic Development Stream**

### *Director-General, Economic Development, Chief Executive Officer, Land Development Agency and Coordinator-General, Infrastructure – Mr David Dawes*

The Director-General, Economic Development was responsible for leading the Economic Development Stream and implementing major Government initiatives. He also held the role of the Coordinator-General Infrastructure, with responsibility for:

- > coordinating government response to high value/complex investment/development inquiries and proposals from the private sector; and
- > undertaking cross-government coordination of complex delivery activities as requested by the Minister or Strategic Board.

The Director-General, Economic Development was also the Chief Executive Officer of the Land Development Agency (LDA). Information regarding the Director-General's responsibilities in this regard can be found in the LDA's Annual Report, available at [www.lda.act.gov.au](http://www.lda.act.gov.au).

### *Deputy Director-General, Land Development Division, Coordinator-General, Urban Renewal and Deputy Chief Executive Officer, Land Development Agency (Output 8.1 and 8.9) – Ms Karen Doran (Acting)*

The Land Development Division was responsible for government land release for the affordable and sustainable development of the ACT. This included high level strategic land policy, sales and financial matters, coordination of complex projects and direct land sales.

The Division provided strategic advice and support for the directorate and Ministers on land policy and strategy, economic development policy, gambling and racing policy, and the management of government owned and leased property.

Deputy Director-General, Land Development Division is also the Deputy Chief Executive Officer, LDA. Information on the activities of the LDA can be found in the LDA's Annual Report, available at [www.lda.act.gov.au](http://www.lda.act.gov.au).

***Deputy Director-General, Enterprise Canberra (Output 8.2, 8.3, 8.4, 8.5, 8.6 and 8.8) – Mr Jeff House***

Enterprise Canberra's mission was to improve the liveability and productivity of the city. Working in collaboration with business, education institutions and industry partners, the division:

- > developed and grew emerging enterprises, entrepreneurs and sectors to expand our economic base, provide local jobs and grow our export capability;
- > promoted Canberra to the region, the nation and the world to attract visitation, business investment and students;
- > nurtured grass roots sports and elite athletes and moulded our reputation as a centre of regional sporting excellence;
- > produced major events for our city and managed significant arts, sports and event infrastructure;
- > grew our arts ecology so that it is valued locally, nationally and globally as one that underpins our city's liveability; and
- > provided higher and vocational education accessible to all to increase skills of workers, provide better employment outcomes for business and identify future training requirements to develop the ACT economy.

During the reporting period the Division was renamed Enterprise Canberra in place of Arts, Business, Events, Sport and Tourism, with its branches also being renamed as follows:

- > Innovate Canberra, formerly Innovation, Trade and Investment;
- > Active Canberra, formerly Sport and Recreation Services;
- > Cultural Canberra, formerly artsACT, Events ACT and National Arboretum Canberra;
- > VisitCanberra (no change);
- > Venues Canberra, formerly Territory Venues; and
- > Skills Canberra, formerly Training and Tertiary Education.

Note responsibility for Output 8.5 Venues transferred to the Executive Director, Sales, Marketing and Property Management in July 2016.

***Executive Director, Procurement and Capital Works (Output 5.1) – Mr George Tomlins***

Procurement and Capital Works was the ACT Government's centre of expertise for procurement matters. It provided procurement-related services to ACT Government agencies and the community. Key services for agencies included procurement planning, tendering, risk and contract management, project management and delivery of the majority of ACT Government funded capital works projects.

Procurement and Capital Works was responsible for the development and implementation of whole of government procurement and related construction industry policies. It also managed the Secretariat to the ACT Government Procurement Board. It administered a range of pre-qualification schemes and established and managed whole of government contracts.

***Executive Director, Sales, Marketing and Property Management (Output 8.7) – Mr Daniel Bailey***

Sales, Marketing and Property Management provided accommodation services on behalf of the ACT Government. It managed the Territory owned commercial buildings; leased commercial buildings on behalf of the Territory; managed government office accommodation at a whole of government level; and managed properties which were either surplus to agencies' service delivery needs or were



transferred from other government agencies. Prime roles included strategic asset management, strategic accommodation and planning and managing existing government and non-government tenancies.

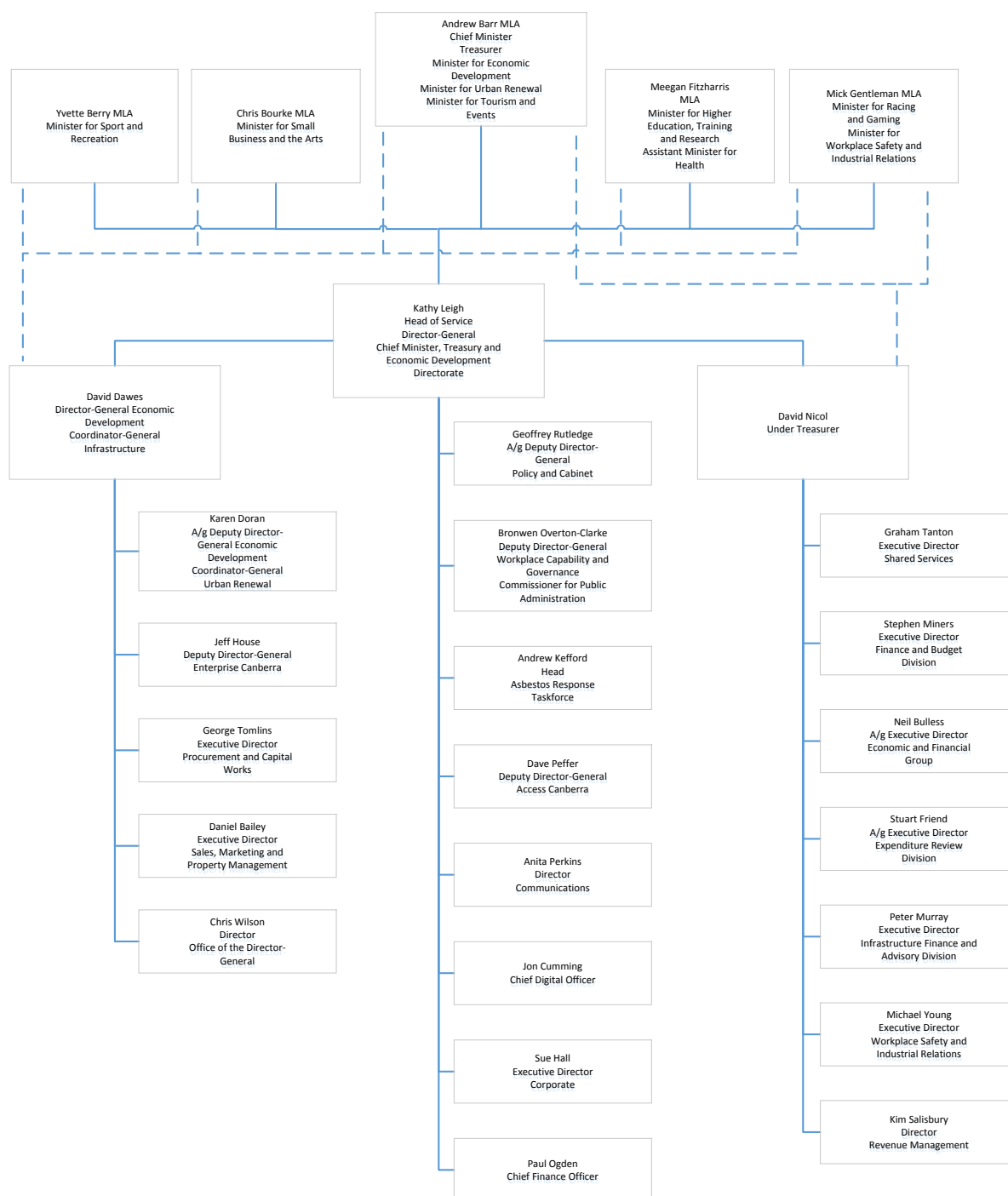
It is also responsible for the development and delivery of strategies and initiatives that promote the sale of land developments in the ACT. It hosts a range of activities and programs to support the needs of new communities, as well as coordinating land transfers and custodianship management.

*Director, Office of the Director-General – Mr Chris Wilson*

The Office of the Director-General provides support to the LDA Board, and supports the Director-General Economic Development with briefs, speeches, reports and other strategic policy and communications matters.

## Organisation Chart

(As at 30 June 2016)



## Executive Remuneration

All executives employed by the directorate were paid in accordance with the Determinations of the ACT Remuneration Tribunal and relevant laws and instruments including the *Public Sector Management Act 1994* and the *Public Sector Management Standards 2006*.

## INTERNAL ACCOUNTABILITY

### Significant Committees of the Directorate

Name of Committee	Role of Committee
ACTPS Strategic Board	<p>The ACTPS Strategic Board, chaired by the Head of Service and Director-General, Chief Minister, Treasury and Economic Development Directorate, included all Directors-General, the Under Treasurer, the Chief Digital Officer and the Commissioner for Public Administration. The Deputy Director-General Policy and Cabinet attended as secretary. The Board provided whole of government leadership and strategic direction to the ACTPS.</p>
CMTEDD Executive Management Group	<p>The Executive Management Group met monthly to review corporate governance matters. Its membership consisted of the Director-General CMTEDD; Under Treasurer; the Director-General Economic Development; the Executive Director Corporate, and the Chief Finance Officer.</p>
Audit and Risk Committee (Further details are available in B.5 Internal Audit)	<p>The Audit and Risk Committee assisted the Director-General in fulfilling her oversight and governance responsibilities. The Committee's functions are governed by an Audit and Risk Committee Charter. Membership of the Committee included appointees from the directorate, an executive from another ACT Government agency (the Education and Training Directorate/Health Directorate) and an independent chair. Observers and a representative from the ACT Auditor-General's Office also regularly attended meetings.</p>
Health and Safety Committee	<p>The Committee provided a way for management and workers to meet regularly and discuss workplace health, safety and wellbeing matters. In accordance with Division 5.4 Section 77 of the <i>Work Health and Safety Act 2011</i>, the functions of the HSC were:</p> <ul style="list-style-type: none"> <li>to facilitate cooperation between the person conducting a business or undertaking and workers in instigating, developing and carrying out measures designed to ensure the workers' health and safety at work;</li> <li>to assist in developing standards, rules and procedures relating to health and safety that are to be followed or complied with at the workplace; and</li> <li>any other functions prescribed by regulation or agreed between the person conducting the business or undertaking and the Committee.</li> </ul> <p>The Committee consisted of employee, union and management representatives. Corporate provided secretariat support.</p>
Directorate Consultative Committee (DCC)	<p>The ACTPS Enterprise Agreements 2013-2017 provide for the establishment of a DCC. Key objectives of the DCC were to:</p> <ul style="list-style-type: none"> <li>monitor the operation and implementation of the Agreements;</li> <li>consider any proposed new or significant changes to directorate policy statements and guidelines that relate to the provisions of the Agreements;</li> <li>exchange information about workplace issues affecting employees; and</li> <li>consult on any existing performance management schemes, and on the development of any new performance management schemes, in the directorate.</li> </ul> <p>The DCC consisted of employee, union and management representatives, with Corporate providing secretariat support.</p>
Information Management and Information Communications Technology (IMICT) Committee	<p>IMICT Committee provided high-level strategic direction and governance to the management of ICT within the directorate. The Committee was responsible for:</p> <ul style="list-style-type: none"> <li>endorsing the directorate's Digital Strategy and its associated Action Plan;</li> <li>monitoring progress with the directorate's Digital Strategy; and</li> <li>when required reviewing recommendations on proposed ICT strategies.</li> </ul> <p>Membership consisted of the Director-General; Under Treasurer; the Director-General Economic Development; the Executive Director Corporate, and the Chief Finance Officer. The Committee invited other nominated officers or advisors to attend meetings relevant to agenda subject topics.</p>

## ACHIEVEMENTS

### ACHIEVEMENTS 2015-16

**2.5**  
million  
tourists  
visit the ACT



**1<sup>st</sup>**  
in Australia  
to legalise  
ridesharing



**3** NEW TRAILS  
opened at the  
National Arboretum



**157** public houses  
given the green light

**SHARED  
SERVICES  
RECOGNISED**  
supporting  
**20,000+**  
staff across all  
directorates



**\$2.2**  
million  
in Sport and  
Recreation Grants

**221**  
Access Canberra  
services now  
offered online



**Floriade**

regional  
and national  
tourism  
awards  
recognition



**OUR  
CANBERRA**

delivered to  
**180,000+**  
households, and  
**30,000+**  
online subscribers  
monthly



**\$4.88 million**  
funding to key arts  
organisations

Major achievements for CMTEDD during 2015-16 included:

- > developing legislation including:
  - amendments to the *Workers Compensation Act 1951* to allow for streamlined access to compensation for workers suffering from imminently fatal asbestos-related diseases, creating a fairer compensation system, with effect from 1 July 2017;
  - the Reportable Conduct and Information Sharing Legislation Amendment Bill 2016, introduced in the Assembly on 9 June 2016, which will improve the oversight of how organisations respond to allegations of child abuse by employees and volunteers;
  - amendments to the *Long Service Leave (Portable Schemes) Act 2009* to extend its coverage to aged care and waste management workers;
  - amendments to the *Lifetime Care and Support (Catastrophic Injuries) Act 2014* to extend the Lifetime Care and Support Scheme to include private sector workers catastrophically injured in a work place accident occurring from 1 July 2016;
  - the *Red Tape Reduction Legislation Amendment Act 2015*, which was notified on 30 September 2015, and the *Red Tape Reduction Legislation Amendment Act 2016*, which was notified on 13 April 2016;
  - a model single licensing framework for fair trading and other agencies, resulting in the Traders (Licensing) Bill 2015 being introduced in the Legislative Assembly on 9 June 2016;
  - the Gaming and Racing (Red Tape Reduction) Legislation Amendment Bill 2016, which was introduced into the Assembly in June 2016, and:
    - removes the requirement for pubs and clubs to display licences and authorisation certificates;
    - allows easier access to clubs for interstate visitors; and
    - introduces a modified licensing framework for race bookmaking;
- > being the first jurisdiction in Australia to legalise and regulate ridesharing services with the *Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Act 2015*, with legal ridesharing commencing in the Territory from 30 October 2015;
- > centralising the whole of government employment resources with the launch of the ACTPS Employment portal: a single source of employment related guidance and policy accessible to all staff and stakeholders;
- > being awarded for Excellence in Value Creation in the Shared Service and Outsourcing Network Excellence Awards, with Shared Services being recognised for its role in delivering efficiencies and improvements as well as the considerable ongoing benefits to the ACT Government, by supporting over 20,000 staff across all directorates, managing over 747 business systems and resolving over 59,000 transactions weekly;
- > preparing the Territory's *Consolidated 2014-15 Annual Financial Statements*, the *2015-16 Budget Review* and the *2016-17 Budget*;
- > commencement a trial of smart parking technology in Manuka, which uses real-time technology to ease traffic congestion and travel time, including 460 Infra-Red sensors feeding real time parking information to the ParkCBR app and five LED street signs guiding drivers to available bays;
- > development of the *Social Inclusion Statement and the Safer Families Statement* for the *2016-17 ACT Budget*;
- > achievement of a record number of domestic visitors for the year ending March 2016, with 2.3 million domestic visitors coming to the ACT, staying 6.2 million nights and contributing

\$1.3 billion and the highest number of international visitors ever was also recorded, with almost 200,000 overseas travellers visiting the capital;

- > development of a new *Canberra Visitor Guide 2016* that lists an array of experiences available for both locals and visitors that cover the themes of food and wine, arts and culture, family fun, nature and outdoors, precincts, events and the surrounding region, in both hard copy and App format for both tablets and smartphones;
- > demolition of 234 houses affected by loose fill asbestos insulation and commencement of the sale of remediated blocks under the final phase of the Loose Fill Asbestos Insulation Eradication Scheme;
- > receiving the first of a series of performance audits from the Auditor-General on the work of the ACT Asbestos Response Taskforce that shows the Taskforce's approach to governance and risk management is effective and reflects better practice;
- > finalisation of the first expression of interest for private residential developments to be purchased as part of the ACT Government's renewal of the public housing stock, with contracts for 14 projects totalling 157 dwellings, with some of these already completed and settled;
- > hosting a range of entertainment and sporting events, and celebrations during the year including:
  - Floriade and Floriade NightFest;
  - New Year's Eve celebrations in the city, which included a range of live music acts and two fireworks displays;
  - Canberra Day celebrations;
  - the Canberra Balloon Spectacular with over 40 balloons participating;
  - Enlighten 2016;
  - the World Cup qualification match between the Socceroos and Kyrgyzstan at the GIO Stadium Canberra;
  - the Australian women's cricket team One Day International match against India at Manuka Oval;
  - the PM's XI cricket match against New Zealand and also an international one-day match between Australia and India, at Manuka Oval; and
  - the Lights! Canberra! Action! film festival, which calls for local filmmakers to write, shoot, edit and produce a seven-minute film around a central theme – this year's theme being "chance", with this year's winner being *The Archive* by James Hunter. A record breaking 55 films entered the competition;
- > being awarded Silver in the Major Festivals and Events Category of the Qantas Australian Tourism Awards 2015 for Floriade 2014, which had already won the Major Festivals and Events category at the 2015 Canberra Region Tourism Awards;
- > finalisation of the upgrades to the Gorman Arts Centre including extensive landscaping works; upgrades to the Main Hall (previously the Bogong Theatre) including a new polished timber floor, new pendant lighting and kitchen facilities; and upgrades to administration facilities and the Ainslie Arts Centre;
- > undertaking of a range of activities to provide and improve sporting facilities within the Territory, including:
  - partnered with Volleyball ACT to establish the Lyneham Beach Sports Facility which caters for a large number of sports and activities in addition to volleyball, including football, netball, rugby, touch football and boot camps;

- upgraded the Weetangera oval, with new goal posts, a new synthetic cricket pitch and nets, sportsground floodlighting for the whole facility; and
  - supported the redevelopment of the Canberra Tennis Centre at Lyneham, that included a central pavilion, refurbished clay courts and the four-court indoor centre;
- > opening of three new trails at the National Arboretum Canberra from the Village Centre to points of interest at the Arboretum, including the Southern Tablelands Ecosystems Park, the *Wide Brown Land* sculpture, the Himalayan cedar forest and Dairy Farmers Hill;
  - > implementation of the Our Canberra digital and print approach to how the ACT Government communicates directly with Canberrans on government news, initiatives and services, including a monthly regionalised newsletter to more than 180,000 Canberra households, and monthly digital newsletter delivered to more than 30,000 subscribers; and
  - > implementation of a range of reforms to the Cabinet process to improve collaboration between agencies and improve timeliness, including revising the Cabinet Handbook and digitising the cabinet process as part of the Whole of Government Electronic Document and Records Management System.

## OUTLOOK AND FUTURE PRIORITIES

Strategic and operational priorities for CMTEDD in 2016-17 include:

- > supporting the ACT Government to progress key policy reforms;
- > creating, leading and fostering an innovative and responsive approach across all directorates to strengthen and diversify the ACT economy;
- > guiding cultural change across government in order to achieve greater collaboration and innovation in the delivery of the ACT Government's priorities;
- > supporting a review by Mr Ian McPhee into the effectiveness of governance arrangements, including identifying any improvements that can be implemented to ensure appropriate governance in the Land Development and the Procurement and Capital Works Division of the Economic Development stream of the directorate;
- > leading whole of government initiatives to strengthen public sector capability;
- > preparing the 2016-17 Budget Review, the 2017-18 Budget and Territory's consolidated financial statements;
- > delivering the pre-election budget update and the policy costing responsibilities outlined in the *Election Commitment Costings Act 2012*;
- > improving work health and safety and return to work outcomes for injured employees, including continued consultation on the design and implementation of a new workers' compensation scheme for the public sector within the Territory's regulatory jurisdiction;
- > progressing, and continuing to improve, the ACT Government's financial management frameworks;
- > reviewing and evaluating programs, functions and projects to support the effective management of the Territory's finances;
- > continuing the safe and efficient implementation of the Loose Fill Asbestos Insulation Eradication Scheme;
- > transforming the customer digital experience by offering personalised anytime, anywhere engagement with the ACT Government via any device with an Internet connection, using the iConnect shared platform;
- > building on the Digital Canberra initiatives to grow Canberra's digital capability;

- > continue to better connect business and community to government through public service innovation;
- > working with the private sector to grow its contribution to the Territory's economy through a range of programs and approaches focused on increasing business innovation, trade development, private investment and new job opportunities;
- > delivering the National Partnership Agreement on Asset Recycling;
- > overseeing the replacement of 1,288 outdated public housing units with properties that meet contemporary building and energy efficiency standards and break down concentrations of disadvantage;
- > delivering the Land Release Program;
- > investigating and supporting alternative capital funding and procurement processes for major procurement projects in the ACT, with specific responsibility for Public-Private Partnerships (PPP), other complex infrastructure procurements and the assessment of unsolicited proposals;
- > continuing to improve the maturity of ACTPS procurement and capital works delivery, including its focus on local industry;
- > pursuing a strong economic development relationship with the research, higher education and training sectors;
- > implementing the *2020 Tourism Strategy for the ACT*, in conjunction with industry, with the aim of growing the Visitor Economy from the current value of \$1.7 billion to \$2.5 billion by 2020;
- > continuing to attract new events to the Territory's venues to increase attendance, activities and participation;
- > contributing to the health and social wellbeing of the community through targeted programs that continue to support the ACT's high levels of sport and recreation participation;
- > finalising and implementing the ACT Events policy, including supporting the events sector, managing the ACT Event Fund and delivering a suite of events including Floriade, Enlighten, New Year's Eve and the Canberra Balloon Spectacular;
- > implementing the 2015 Arts Policy, including supporting artists and arts organisations, transitioning organisations to the Kingston Arts Precinct, Aboriginal and Torres Strait Islander arts and culture, continuing strong community engagement and whole of community access to the arts; and
- > developing and delivering a 10 year Strategic Direction for the National Arboretum Canberra, which reflects its unique role in conservation, tourism, events, recreation, culture and research.

The directorate will also have a major role in relation to the ACT Election in October 2016. This will include providing advice to the public service on caretaker provisions, providing the pre-election budget update, providing briefings to incoming Ministers and providing administrative support to incoming and outgoing Ministers and their staff.

I would like to thank all CMTEDD staff for their dedication and hard work during the past financial year and look forward to continuing to work with the directorate's staff over the next year.

Kathy Leigh  
Director-General



## B.2 PERFORMANCE ANALYSIS

### OUTPUT 1.1 GOVERNMENT POLICY AND REFORM

#### Overview

The directorate provided advice and direction across the ACT Public Service on complex policy matters, incorporating a central agency coordination role in strategic planning, social and economic policy, regulation reform, regional policy, government information, and whole of government digital and ICT strategy, including cloud adoption, open data and digital delivery methods such as Agile.

The directorate supported the Chief Minister, Cabinet and its subcommittees, the Head of Service as Secretary of Cabinet through the provision of policy and support, including secretariat functions and advice. It also had responsibility for monitoring progress of Government priorities as articulated through the Government's election commitments, the Parliamentary Agreement and strategic priorities.

It also provided secretariat and policy support to the ACT Public Service Strategic Board, chaired by the Head of Service, which comprised Directors-General of all ACT Government agencies, the Under Treasurer, the Chief Digital Officer, the Commissioner for Public Administration and Deputy Director-General, Policy and Cabinet (as secretary). The Board provided strategic leadership and supported alignment and coordination of effort by officials across the ACTPS.

The directorate supported the Chief Minister representing the ACT at intergovernmental forums, notably the Council of Australian Governments (COAG) and the Council for the Australian Federation (CAF). The Division managed and coordinated the ACT's relationships with other jurisdictions, most significantly with the Commonwealth and NSW Governments and surrounding local councils which are members of the Canberra Region Joint Organisation.

The directorate coordinated regulation and process reform efforts across government and was secretariat to the Regulatory Reform Panel, a consultative body established to reduce red tape and regulatory impediments to ACT businesses.

The directorate also drove digital transformation, via iConnect, to provide anytime, anywhere access to services that personalises engagement with the ACT Government. The iConnect program will deliver new digital services that offer a modern, mobile-friendly look-and-feel, and via any device with an Internet connection the community has access to:

- > an upgraded online ACT Government customer account that can be personalised and customised;
- > a digital mailbox for online account holders to conveniently and securely receive communication from the ACT Government; and
- > a range of easy-to-use transactions, bill payment services, and reminders.

The directorate was also responsible for leading the public transport reform agenda and supporting the creation of Transport Canberra and City Services through the Transport Canberra transition team.

## Highlights

Against this output in 2015-16 the directorate:

- > provided secretariat services to Cabinet and its subcommittees including policy advice to the Chief Minister and supported the operation of the three subcommittees – Transport Reform, Economic Growth and Urban Renewal, and Social Inclusion and Equality;
- > supported the ACT's participation in COAG and CAF through the provision of advice to the Chief Minister and Cabinet and participated in COAG Senior Officials' meetings;
- > coordinated across government working groups and participation in national working groups, and provided policy advice on national reform initiatives including federation reform, deregulation, national disability insurance scheme and domestic violence;
- > implemented phased regulatory reforms to legalise and regulate ridesharing services, including the development of the *Road Transport (Public Passenger Services) (Taxi Industry Innovation) Amendment Act 2015*, which was notified on 24 November 2015, and associated regulations, with the legal operation of rideshare in the Territory commencing on 30 October 2015;
- > finalised the *Red Tape Reduction Legislation Amendment Act 2015*, which was notified on 30 September 2015, and developed the *Red Tape Reduction Legislation Amendment Act 2016*, which was notified on 13 April 2016;
- > undertook secretariat functions for the Regulatory Reform Panel, the Government's forum for working with the ACT business community on regulatory reform, with two meetings held in 2015-16;
- > led development of a model single licensing framework for fair trading with Access Canberra and other agencies, resulting in the Traders (Licensing) Bill 2015 being introduced in the Legislative Assembly on 9 June 2016;
- > supported the public transport reform agenda, including:
  - developing a Public Transport Improvement Plan, released in October 2015, which outlined a vision for integrated public transport as well as a range of practical measures for improving public transport in the ACT; and
  - following the release of the Plan, managed the implementation of Transport Canberra and City Services, which commenced operations on 1 July 2016;
- > implemented a range of reforms to the Cabinet process to improve collaboration between agencies and improve timeliness, including revising the Cabinet Handbook and digitising the cabinet process as part of the Whole of Government Electronic Document and Records Management System;
- > developed the *Social Inclusion Statement* and the *Safer Families Statement* for the 2016-17 ACT Budget;
- > amended the timeframes and process for government responses to Auditor General Performance Audit reports through the *Statute Law Amendment Act 2015* (November 2015) and government responses to Committee Reports through an Assembly Motion (passed in April 2016) and implemented the changes through revising the Guidelines for responding to performance audit reports by the Auditor-General;
- > implemented the Smart Parking trial in Manuka, which includes 460 Infra-Red sensors feeding real time parking information to the ParkCBR app and five LED street signs guiding drivers to available bays;
- > led a project to extend the use of digital recordkeeping systems within the ACTPS, through the development of a unified framework for configuring Electronic Document and Record

Management Systems across government (to be completed October 2016) which will support improved information sharing across government;

- > developed the Reportable Conduct and Information Sharing Legislation Amendment Bill 2016, introduced in the Assembly on 9 June 2016, which will improve the oversight of how organisations respond to allegations of child abuse by employees and volunteers;
- > coordinated a number of projects under the auspices of the ACT and NSW Memorandum of Understanding on Regional Collaboration (the MoU) including ACT Government consultation for input to the NSW's draft regional plan for the South East and Tablelands and facilitated a joint research project into international freight with the NSW Government and Canberra Region Joint Organisation;
- > implemented an activity based workplace pilot in the Nara building, which provides employees with a variety of work spaces, including the option to work remotely and has increased the floor space capacity for that floor from 76 to 135 employees (note in January 2016 responsibility for this function transferred to Output 1.2);
- > produced *Canberra: A Statement of Ambition* which was an integrated narrative for the future development of the city;
- > provided clear leadership and direction as the Government moves towards establishing itself as a digital government;
- > developed the ACT Government's Cloud Policy and championed the adoption of cloud-based services through chairing and providing secretariat services to the Cloud Adoption Steering Committee;
- > established a cross-directorate project team, which partnered with the Federal Digital Transformation Office, to understand contemporary digital delivery methods and how the ACT Government could capitalise on these for citizen-focused service delivery;
- > developed the ACT Government's *Pro-active Release of Data (Open Data) Policy*, which was endorsed by Cabinet in December 2015;
- > developed a whole of government Digital Strategy, laying the foundations and setting the direction to create the impetus and architecture for fully digitised services and technology platform renovation;
- > established the Digital Services Governance Committee, providing governance and guidance over technology architecture, standards and practices;
- > represented the ACT Government and promoted the ACT's digital agenda at a number of national and international forums, including the inaugural Chief Digital Officer Summit held in Sydney on 1 March 2016, and an Open Data Customer Summit in Washington DC in October 2015; and
- > through iConnect, established shared, modern ICT capabilities to deliver a simpler and improved customer experience that will allow users to authenticate their identity online and have access to an increased number of services via the digital channel.

The directorate met six out of eight targets against this output. The targets not met were:

- > (a) *Whole of government policy and project initiatives*, where the initiative relating to activity based work was not fully finalised during the reporting period (expected to be finalised later in 2016); and
- > (g) *iConnect initiative*, where the target was not met due to challenges with platform configuration, the integration of services with broader core systems and application of the Territory Privacy Principles. These issues are being systematically worked through.

## Future Direction

In 2016-17, the directorate will:

- > continue to provide high quality, objective strategic advice to the Chief Minister and Cabinet and its subcommittees on decisions before Government;
- > provide policy support as required to directorates on complex policy matters;
- > assist to achieve Government objectives through effective engagement with Commonwealth, State and Territory Governments;
- > prepare incoming government briefings;
- > support the implementation of the Reportable Conduct Scheme;
- > renew the ACT-NSW MoU for Regional Collaboration with the NSW Premier and with the surrounding NSW Local Governments and collaborate on initiatives that support economic development;
- > finalise the implementation of legislative reforms to support innovation in the taxi industry and regulate ridesharing;
- > support the Regulatory Reform Panel, Access Canberra and other agencies across government to develop further regulatory reform opportunities and prepare red tape reduction legislation amendments;
- > transition the whole of government Electronic Document Record Management System to business as usual operation;
- > monitor and report on the implementation of Government priorities;
- > lead in the development of legislative amendments improving the Government's ability to capitalise on cloud technologies and enable iConnect uptake growth;
- > take a leading role in identifying and capitalising on opportunities for digital transformation across government;
- > facilitate a series of Digital Strategy workshops to review each directorate's technology and business plans through the lens of the whole of government Digital Strategy;
- > establish the ongoing effectiveness of the Digital Services Governance Committee, including establishing a framework to improve transparency and accountability for digital and ICT investment;
- > undertake a 12 month pilot of the Digital Initiative Program providing seed funding to allow the investigation and implementation of digital initiatives that will provide benefit across the Territory;
- > undertake a pilot program to:
  - improve data sharing across directorates as well as with the community (as open data); and
  - to better understand the issues and challenges in sharing information across the Service;
- > continue to promote the ACT Government's digital agenda at national and international forums; and
- > continue the rolling program of new user centred online services via iConnect.

For further information contact:

Geoffrey Rutledge  
A/g Deputy Director-General  
Policy and Cabinet  
+ 61 2 6207 8884  
[Geoffrey.Rutledge@act.gov.au](mailto:Geoffrey.Rutledge@act.gov.au)

Jon Cumming  
Chief Digital Officer  
Office of the Chief Digital Officer  
+ 61 2 6207 7733  
[Jon.Cumming@act.gov.au](mailto:Jon.Cumming@act.gov.au)

## OUTPUT 1.2 PUBLIC SECTOR MANAGEMENT

### Overview

The directorate continued to provide support to the Head of Service as the central agency policy and advisory role for ACTPS employment. Areas of responsibility included across service employment, industrial relations, human resources, learning and development, investigations, and accountability. The directorate also provided support to the statutory office of the Commissioner for Public Administration, the ACT Remuneration Tribunal, the ACTPS Joint Council and the People and Performance Council.

The Professional Standards Unit (PSU) was formed following ratification of a proposal presented to Strategic Board on 8 December 2015. Misconduct investigations in the ACTPS will be conducted by the PSU under the auspices of the Commissioner for Public Administration. Investigations will be conducted in accordance with the provisions of the relevant ACTPS Enterprise Agreement, the *Public Sector Management Act 1994* and the *Public Sector Management Standards 2006*.

Further, the directorate continued to implement the Healthy Weight Initiative (HWI). The HWI is a whole of government approach focused on addressing the rising rates of overweight and obesity by making improvements in active living and food environments across the ACT. An overarching Steering Committee monitors and coordinates policy and program actions across six key themes: schools, workplaces, urban planning, food environment, social inclusion, and information and data.

The Activity Based Work (ABW) project team was transferred from Output 1.1 to Output 1.2 on 1 January 2016.

The Learning and Development Unit was transferred from Output 6.1 (Shared Services Human Resources) into this Output in February 2016 to facilitate a strategic approach to learning and development across the ACTPS.

### Highlights

Against this output in 2015-16 the directorate:

- > adopted a new approach to the ACTPS Graduate Program where front-end support is provided to People with Disability and Aboriginal and Torres Strait Islander People to allow those people to compete on merit in a mainstream program;
- > undertook a review of the ACTPS Graduate Program resulting in changes in the learning and development component from 2017;
- > embedded the role of the whole of service inclusion officers, including a significant effort in providing pastoral care to participants of inclusion employment programs;
- > supported the Head of Service to monitor and report on diversity employment targets through quarterly reports to Directors-General;
- > finalised the *Shared Capability Framework* which describes the skills, knowledge and behaviour that can universally be expected of every ACT public servant at different organisational levels and in every workplace across the service;
- > published an improved *ACTPS State of the Service Report* which streamlined and improved the validity and usefulness of whole of Service employment data;
- > continued to support an ongoing Executive Development program, which builds the capability of leaders in the ACTPS and has focused on alignment and collaborative practice;

- > developed a renewed employment framework to support an agile and responsive public service which was introduced into the ACT Legislative Assembly;
- > developed and implemented whole of service employment and workplace relations policies concerning the new Attraction and Retention Initiative (ARIn) Framework, and resolving workplace issues including guidance on workplace bullying and harassment and discrimination, and guidance on misconduct and associated investigation procedure;
- > updated the *ACTPS Recruitment Guidelines* and the *Use of Mobile Devices* policy;
- > updated the *ACTPS Executive Employment Handbook* and finalised the Executive Induction package for release in early 2016-17;
- > implemented recommendations coming out of the *Review of the Respect, Equity and Diversity Framework*;
- > refreshed the *ACTPS Performance and Development Framework Planning Discussion Plan* (PDP) templates to make them easier to complete;
- > undertook a process to have an ACTPS Administrative Review Investigations Panel in place;
- > supported the Human Resource Directors' Group and the People and Performance Council, including collaborative forums and specific workshops on the agency survey section of the State of the Service Report and the role of RED Contact Officers;
- > supported LGBTIQ initiatives across the service;
- > continued to manage and maintain the ACTPS Panel of Training Providers;
- > continued to implement the Healthy Weight Initiative with a progress report being released in June 2016 (see [www.act.gov.au/healthyliving](http://www.act.gov.au/healthyliving));
- > established an Activity Based Work (ABW) trial for approximately 130 staff in the Nara Centre, including post-implementation evaluation of the trial;
- > developed a whole of government policy for ABW for the Strategic Office Accommodation Committee;
- > assisted Access Canberra to transition staff towards ABW environments in Woden;
- > achieved ratification of a whole of service policy for the establishment of ABW in all new leases and refurbishments across the ACTPS;
- > supported the ACT Remuneration Tribunal to undertake a review of Part-Time Public Office Holders; and
- > continued to implement health and wellbeing workplace activities across government under the Healthy Weight Initiative and collaborate with the Healthier Work team in Access Canberra on the delivery of joint activities for ACT workers.

The directorate met all of its 2015-16 accountability targets against this output, exceeding target (d) by developing an ACTPS Leadership and Development Framework earlier than originally forecast.

### Future Direction

In 2016-17, the directorate will:

- > pilot a Disability Traineeship which provides guaranteed full-time employment at the successful completion of the program;
- > implement a retention program for Aboriginal and Torres Strait Islander employees;
- > expand the Nara Centre ABW trial to include an additional floor with a further 100 participants;
- > develop a whole of service Change Management Strategy for transitioning to ABW;

- > provide advice and support to ABW initiatives in Access Canberra;
- > develop with directorates and other stakeholders an agenda from which the Government can decide upon parameters for the next round of ACT public sector enterprise agreement bargaining;
- > commence negotiations with staff (including with their bargaining representatives) over the making of new public sector enterprise agreements in accordance with the Government bargaining parameters and associated logs of claims;
- > conduct a review of the remuneration levels of senior administrative officer grades and make recommendations on a suitable classification structure;
- > undertake procurement of a Performance and Learning Management System for the whole of the service;
- > expand the existing ACTPS Panel of Training Providers by adding three training categories;
- > maintain the momentum of supporting the Executive Development Program, focussed on alignment and collaborative practice by launching the Leaders Leading Learning Program, which will be piloted for Band 2 ACTPS Executives, with plans to extend the training to Band 1 ACTPS Executives and Senior Managers;
- > continue to develop the capability of the Professional Standards Unit, including the phasing in of a strategic analytical function to enhance investigative processes, trend identification and statistical reporting;
- > finalise the ACTPS Learning Strategy;
- > implement health and wellbeing workplace activities under the Healthy Weight Initiative, particularly the ACT Public Sector Healthy Food and Drink Choices Policy and continue to partner with Healthier Work on initiatives for ACT workers;
- > continue to provide support to Executive Members of the ACT Legislative Assembly; and
- > ongoing embedding of the *ACTPS Capability Framework*, the *ACTPS Performance Framework* and the *ACTPS Code of Conduct*.

For further information contact:

Bronwen Overton-Clarke  
 Deputy Director-General  
 Workplace Capability and Governance  
 +61 2 6205 5147  
[Bronwen.OvertonClarke@act.gov.au](mailto:Bronwen.OvertonClarke@act.gov.au)



## OUTPUT 1.3 INDUSTRIAL RELATIONS POLICY

### Overview

The directorate was responsible for the management, including policy and legislation, of the ACT private sector workers' compensation scheme, and the supervision of the ACT Default Insurance Fund. It also supported the management and prevention of workplace injuries in the ACT Public Sector by delivering return to work and injury management services for the ACT Government and the *ACTPS Workers' Compensation and Work Safety Improvement Plan*.

The directorate provided health and safety improvement programs to ACT Government agencies and was responsible for developing policy and legislation on workplace relations matters including industrial relations, work safety, dangerous substances, public holidays and portable long service leave. Support was also provided for the Territory's contribution to the national harmonisation of work health and safety laws, along with secretariat support to the ACT Work Safety Council and to the Territory's representatives on the Safe Work Australia Council and its subcommittees.

### Highlights

Against this output in 2015-16 the directorate:

- > managed the expansion of the portable long service leave schemes to cover aged care and waste management workers;
- > managed legislation to confirm Christmas Day, Boxing Day, New Year's Day, and Easter Sunday as public holidays when falling on a weekend;
- > developed legislation to increase compensation for workers affected by asbestos disease and streamline the process of claiming compensation;
- > implemented recommendations arising from the Getting Home Safely inquiry into construction industry safety;
- > developed legislation requirements for large employers to appoint trained Return to Work Coordinators; and
- > strengthened laws to enable the WorkSafe inspectorate to respond to workers' compensation compliance issues.

The directorate met eight out of ten of its 2015-16 accountability targets against this output. It exceeded the target for accountability indicator *(b) Represent the ACT on Safe Work Australia and its various sub-committees and working groups, and coordinate input into, and activities arising from, the national initiatives to harmonise and implement work health and safety laws and improve workers' compensation arrangements* due to higher than anticipated policy activities in areas including explosives regulation and rehabilitation resulting in more meetings than expected. The directorate did not meet the target for accountability indicator *(g) Maintain consultative fora within the ACT on workplace safety and on workers' compensation* as a meeting originally scheduled for July 2015 was moved to June 2015, in the previous reporting period.

### Future Direction

In 2016-17, the directorate will:

- > finalise scheme design negotiations and develop legislation for a new workers' compensation scheme for public sector employees;
- > advise on and make changes to workers' compensation, work health and safety and industrial relations regulatory frameworks where agreed by the ACT Government;

- > provide whole of government return to work case management services to injured employees and their agencies;
- > provide advice to ACTPS directorates and agencies in relation to workers' compensation and manage the relationship between Comcare and the ACT Government;
- > finalise a review of the *ACTPS Workers' Compensation and Work Safety Improvement Plan*;
- > coordinate actuarial analysis of workers' compensation performance and manage the apportionment of the Territory's Comcare workers' compensation premium;
- > develop and review whole of government work health and safety policies and provide work health and safety services; and
- > coordinate the Territory's consultative bodies for workers' compensation and work health and safety.

For further information contact:

Michael Young  
Executive Director  
Workplace Safety and Industrial Relations  
+61 2 6205 3095  
[Michael.Young@act.gov.au](mailto:Michael.Young@act.gov.au)

## OUTPUT 1.4 COORDINATED COMMUNICATIONS AND COMMUNITY ENGAGEMENT

### Overview

The directorate is responsible for whole of government communications, engagement, branding and public affairs advice and coordination.

The directorate provided advice on protocol and managed hospitality and ceremonial events for the Chief Minister. It managed ACT honours and awards such as the Canberra Citizen of the Year, Canberra Gold Awards, Scientist of the Year and ACT Honour Walk while providing advice and support for the Order of Australia, Public Service Medal and ACT Australian of the Year Awards.

### Highlights

Against this output in 2015-16 the directorate:

- > implemented the Our Canberra digital and print approach to how the ACT Government communicates directly with Canberrans on government news, initiatives and services, including a monthly regionalised newsletter to more than 180,000 Canberra households, and monthly digital newsletter delivered to more than 30,000 subscribers;
- > implemented a whole of government media monitoring service, incorporating traditional media monitoring with digital and social media monitoring;
- > developed and implemented whole of government design and brand guidelines, including signage guidelines, to reinforce a single 'one government' approach to brand and identity to make it easier for the community to recognise government services, products and entities;
- > developed a new whole of government community engagement digital platform, *Your Say*, to provide interactive and digital engagement opportunities;
- > produced an integrated communications package for the *2016-17 ACT Budget*, including traditional forms of media engagement, digital communications and regional brochures delivered to all Canberra households;
- > implemented a whole of government communications professional development program;
- > produced and implemented communications and engagement strategies for key projects including:
  - ridesharing reform regulations and introduction of Uber to Canberra;
  - Stromlo Forest Park master plan consultation and finalisation;
  - introduction of the Smart Parking trial in Manuka;
  - One Day International between India and Australia held at Manuka Oval;
  - concessions program review consultation;
  - the announcement of the first Public Private Partnership (PPP), the new \$150 million Court facility; and
  - implementation of the Arts policy and Arts funding review;
- > delivered Pop-up Cabinet events in all regions across Canberra;
- > commenced work on consolidating and streamlining directorate websites, including decommissioning/archiving of legacy websites;
- > delivered public information coordination for issues that impacted or affected the safety of the Canberra community, including the Acton tunnel incident and bushfires experienced in January 2016 in West Belconnen, Mount Taylor and Mt Clear;

- > developed a new whole of ACT Government employment portal;
- > facilitated emergency communications training opportunities for staff from across directorates, including an incident management exercise alongside the ACT Emergency Services Agency, Rural Fire Service and NSW Rural Fire Services;
- > provided campaign advertising support across government and to the Independent Reviewer;
- > delivered the Canberra Gold Awards, celebrating Canberrans who have contributed to the community for 50 years, the 40th annual Canberra Citizen of the Year award and ceremony, and the ACT Australian of the Year Awards;
- > reinstated a Centenary of Canberra project, Windows to the World, with 50 diplomatic missions participating, attracting 39,000 visits;
- > coordinated the induction of six prominent Canberrans and organisations into the ACT Honour Walk, recognising their contribution to the city with commemorative plaques unveiled in Ainslie Avenue, Civic;
- > coordinated tree plantings at the National Arboretum Canberra for national and international dignitaries including the Prince of Wales and the Duchess of Cambridge, Their Excellencies General the Honourable Sir Peter Cosgrove AK MC and Lady Cosgrove, the President of Tanzania and the Foreign Minister of Iran;
- > facilitated a Freedom of Entry parade to the City of Canberra for the crew of HMAS Canberra and a morning tea for local World War II veterans;
- > implemented the inaugural ACT Scientist of the Year award in 2015 and opened nominations for the 2016 award;
- > provided protocol and communications support to the Chief Minister on international delegations; and
- > provided secretariat support for the Canberra Nara Sister City Committee.

The directorate did not meet the 2015-16 targets against this output. The targets not met were:

- > (a) *Average number of visits per month to the Time to Talk Canberra website*, where the introduction of a new digital platform and the use of social media for notifying consultations resulted in a decrease in visits to the Time to Talk website; and
- > (b) *Annual numbers of ACT Government Digital Mail Service newsletters* where the weekly newsletter was replaced with a monthly newsletter in November 2015.

## Future Direction

In 2016-17 the directorate will:

- > through the Coordinated Communications Network, drive reforms to build and further improve communications and engagement capability and capacity;
- > enhance and streamline the directorate's websites and social media accounts; and
- > conduct emergency communications training exercises for all directorate communications staff.

For further information contact:

Anita Perkins  
 Director  
 Communications  
 +61 2 6205 0035  
[Anita.Perkins@act.gov.au](mailto:Anita.Perkins@act.gov.au)

## OUTPUT 2.1 ECONOMIC MANAGEMENT

### Overview

The directorate was responsible for providing analysis and advice to the ACT Government and agencies on a range of activities encompassing: economic and financial analysis; financial framework management and asset management; and financial assets and liabilities (including superannuation and insurance).

The directorate's responsibilities included preparing economic and revenue forecasts, monitoring and reporting on the state of the ACT economy, modelling the ACT economy and providing advice to the Chief Minister, Treasurer and other areas of government on economic and fiscal matters relating to the Territory. Officials participated in a range of inter-directorate working groups and processes to assess economic impacts of policy proposals and other initiatives being considered by Government. The directorate also managed the implementation of the Government's tax reform agenda and provided advice on competition matters.

The directorate managed the borrowings and investments of the Territory Banking Account (See Output EBT 1 Territory Banking Account) and the Government's unfunded employer superannuation liabilities and the investment assets of the Superannuation Provision Account (See Output EBT 1 Superannuation Provision Account).

The directorate oversaw the operations of the Australian and State Governments' financial relations framework encompassing the operations of the Intergovernmental Agreement on Federal Financial Relations.

The directorate also oversaw the ACT's financial relations with the Commonwealth, States and the Northern Territory within a framework encompassing the operations of the *Intergovernmental Agreement on Federal Financial Relations*.

The directorate was responsible for regulation of the ACT Compulsory Third Party (CTP) Insurance Scheme (See annexed Annual Report for the CTP Regulator).

Finally, the directorate was responsible for the administration of the Lifetime Care and Support Scheme for persons catastrophically injured in motor vehicle accidents in the ACT on or after 1 July 2014 and implementation of the continuing National Injury Insurance Scheme reform agenda (See annexed Annual Report for the Lifetime Care and Support Fund).

### Highlights

Against this output in 2015-16 the directorate:

- > prepared economic and revenue forecasts for the ACT Budget and Budget Review;
- > reported to Government on stage 1 of tax reform and advised on stage 2 initiatives commencing 2017-18, building a fairer and more sustainable ACT tax system;
- > monitored, reported and advised on movements to key economic indicators;
- > led, in collaboration with the former Territory and Municipal Services Directorate, a request for expression of interest process on the way forward for the management of ACT streetlight assets;
- > provided analysis and advice on economic aspects of projects and policy proposals including water, energy, climate change, housing and parking;
- > successfully negotiated an update to the ACT's participation in the Asset Recycling Initiative increasing the estimated Commonwealth funding for Light Rail - Stage 1 to around \$67 million;

- > implemented the key outcome of the review of water and sewerage pricing framework in the ACT through amendments to the *Independent Competition and Regulatory Commission Act 1997* in June 2016;
- > led the Information Development Working Group with representation from all directorates, and progressed work under the *Information Development Plan* in partnership with the Australian Bureau of Statistics;
- > facilitated the annual evaluation of the ACT's credit rating;
- > managed the ACT Government's participation in the 2015-16 deliberations of the Standing Council on Federal Financial Relations (CFFR) and supported Heads of Treasuries (HoTs) Secretaries, and associated forums including Deputy Heads of Treasuries; GST Advisory Sub Committee, GST Policy & Administration Sub Group and the HoTs National Partnership Network;
- > managed the flow of federal funding via the provisions of the *Intergovernmental Agreement on Federal Financial Relations* to the ACT totalling \$1.9 billion (or approximately 41 per cent of ACT general government sector revenue in 2015-16);
- > directed the ACT's participation in the *Commonwealth Grants Commission* processes, including the *Report on GST Revenue Sharing Relativities - 2016 Update* and the *2015 Methodological Review*;
- > implemented the amendments to the *Financial Management Act 1996* that passed the Legislative Assembly in September 2015, that improved and modernised appropriation and budget management provisions;
- > supported the Under Treasurer in his role as Chair of Heads of Treasuries Accounting and Reporting Advisory Committee, including providing the secretariat function for the Committee;
- > developed amendments to the *Lifetime Care and Support (Catastrophic Injuries) Act 2014* to extend the Scheme to cover ACT catastrophic private sector work injuries. The amendments were passed in May 2016 and apply to work accidents occurring on or after 1 July 2016;
- > supported the functions of the Lifetime Care and Support Commissioner of the ACT (see annexed Annual Report for the LTCS Commissioner); and
- > supported the functions of the CTP Regulator, including approving new premium filings for all insurers and introducing new arrangements to cover rideshare (See annexed Annual Report of the CTP Regulator).

The directorate met two of the three targets against this output. The target not met was (a) *Briefings on the ACT economy* which was just 4 per cent short of the target.

### Future Direction

In 2016-17 the directorate will provide economic analysis and advice to the Government and agencies; manage federal financial relations; and provide accounting, financial framework, and insurance policy advice. The directorate will:

- > monitor and advise on the state of the ACT economy;
- > help deliver the *Pre Election Budget Update, 2016-17 Budget Review* and the *2017 -18 Budget*;
- > undertake economic and fiscal modelling and revenue forecasting;
- > implement the Government's policy on taxation;
- > contribute, in collaboration with Transport Canberra and City Services Directorate, to the implementation of the way forward for the management of the streetlight assets;

- > provide economic assessment and advice on a range of matters to be considered by the Government;
- > manage the ACT Government's participation in the 2016-17 deliberations of the CFFR and supporting fora;
- > manage the flow of federal funding to the ACT estimated at \$2.1 billion;
- > direct the ACT's participation in the *Commonwealth Grants Commission Report on GST Revenue Sharing Relativities - 2017 Update*;
- > monitor and report on progress in implementing the agreed Asset Recycling Initiative asset sale schedule;
- > continue to implement reforms arising from the Government's response to the review of the Water and Sewerage pricing framework;
- > provide support to the Under Treasurer in his role as Chair of the Heads of Treasuries Accounting and Reporting Advisory Committee, including providing the secretariat function for the Committee;
- > continue progressing improvements to compulsory third party insurance arrangements in the ACT;
- > complete implementation of the extension of the Lifetime Care and Support Scheme to catastrophically injured private sector workers; and
- > continue progressing review and reform of the *Financial Management ACT 1996*.

For further information contact:

Karen Doran  
 Executive Director  
 Economic and Financial Group  
 + 61 2 6207 0264  
[Karen.Doran@act.gov.au](mailto:Karen.Doran@act.gov.au)

## OUTPUT 2.2 FINANCIAL MANAGEMENT

### Overview

The directorate advised the Government and agencies on the development of the Territory's budget, advising on financial issues relating to agencies and the Territory, and provided advice on accounting policies and financial frameworks. The directorate was also responsible for reporting on the Territory's Capital Works Program and for reviews of services, programs and functions provided by the Government.

The directorate supports the selection, funding, implementation, delivery and whole-of-life transaction management of complex and major infrastructure projects. To enable and facilitate the delivery of major and complex infrastructure projects in the ACT the directorate:

- > supported and advised on Public Private Partnership transactions, including procurement;
- > provided whole-of-life project transaction support;
- > supported the delivery phase on major projects;
- > reviewed PPP contract management arrangements;
- > provided governance and secretariat support for major projects, a range of taskforces and other projects as directed by Cabinet;
- > provided commercial support on the assessment of unsolicited proposals; and
- > progressed infrastructure reform through new delivery models, improved governance, and better allocation of project risks.

### Highlights

Against this output in 2015-16 the directorate:

- > prepared the Territory's *Consolidated 2014-15 Annual Financial Statements*, the *2015-16 Budget Review* and the *2016-17 Budget* consistent with legislative requirements and timeframes;
- > prepared the *Appropriation Act 2015-2016* and *Appropriation (Office of the Legislative Assembly) Act 2015-2016*, which were both passed by the Assembly on 11 August 2016;
- > worked with directorates on the development of major policy initiatives including: the significant expansion of services to address domestic and family violence, the formation of the Transport Canberra and City Services Directorate, commencement of stage one of the light rail network; and strategies to promote urban renewal and revitalisation of the city (including the sale of assets under the Asset Recycling Initiative);
- > continued the implementation of the Government Budget Management System, a key component of the Territory's budgeting process;
- > commenced and completed a review of select budget programs;
- > commenced a Human Services Cluster Review which is considering services that impact upon or alleviate disadvantage and persistent marginalisation for children aged 0-8 years and their families;
- > undertook consultation on options to improve the Concessions Program;
- > commenced work on the Independent Review of CHC Affordable Housing, as part of the Loan Agreement between the Territory and the company;
- > reviewed and updated the following policy frameworks:
  - *The Capital Framework*;



- *The Partnerships Framework*;
  - *The Guidelines for Public Private Partnerships*; and
  - *The Guidelines for Unsolicited Proposals*;
- > supported the ACT Courts PPP project during the procurement phase and its role continues into the Design and Construct Phase, with continuing support being provided through advice to the Project Control Group and through its membership of the Executive Steering Committee and Senior Representatives' Group;
  - > supported and advised on the tender evaluation and procurement phase of the Capital Metro project, including participation in the interactive bid process and on the Tender Evaluation Teams;
  - > supported and advised on the procurement phase of the University of Canberra Public Hospital project, including participation in the Project Control Group, Tender Evaluation and Executive Steering Committee;
  - > assisted in the pre-business case commercial analysis of the Australia Forum, to get this project investment ready; and
  - > provided comprehensive secretariat and governance support to a range of major projects, taskforces and Executive-led meetings.

The directorate met six out of seven targets against this output. The target not met was *(f) Policy/service reviews completed*. Due to changing priorities a foreshadowed review of property management was replaced with the Human Services Cluster Review that commenced during the reporting period but will not be completed until 2016-17.

## Future Direction

In 2016-17 the directorate will:

- > prepare the *2016-17 Budget Review*, the *2017-18 Budget*, and the *Territory's Consolidated 2015-16 Annual Financial Statements*;
- > coordinate the Government's budget processes and report on financial outcomes;
- > provide regular updates to the Budget Committee of Cabinet on the Territory's finances to allow the Government to manage the public finances appropriately and maintain a strong balance sheet;
- > provide regular updates to the Government on the progress of its infrastructure program, including regular reports to the Budget Committee of Cabinet;
- > prepare the pre-election budget update and the policy costing responsibilities outlined in the *Election Commitment Costings Act 2012*;
- > work with directorates on significant policy issues to help achieve value for money in the use of government resources;
- > continue to strengthen the budget planning and management process, as well as monitor agencies' financial performance;
- > continue to improve the planning, scheduling and delivery of capital works projects across the Territory;
- > commence and complete the Human Resources and Financial Services Update and work flowing from the review of select budget programs;
- > complete the Human Services Cluster Review;
- > continue to implement The Partnerships Framework, which establishes the framework for:

- delivery of major infrastructure projects under models including Design, Construct, Maintain and Operate and PPP;
  - evaluation of unsolicited proposals under a structured framework; and
  - provision of infrastructure advice across the ACT Government as required;
- > provide support for PPP life-of-project transactions such as refinancing, assignments, change of control, and enhancements;
  - > provide a specialist resource to support the delivery phase on major projects and protect the Territory's interests;
  - > review PPP contract management arrangements post commissioning of assets;
  - > facilitate the delivery of PPP projects in the Territory, including the ACT Courts PPP project, the Capital Metro Project and future PPP projects;
  - > provide support and advice on major infrastructure projects and transactions under models including Design, Construct, Maintain and Operate and PPP, including transaction execution through to financial close; and
  - > provide comprehensive secretariat and governance support to a range of major projects, taskforces and Executive-led meetings to ensure decision making on high risk projects is of the highest standard, appropriately recorded and that probity and policy requirements are fully satisfied.

For further information contact:

Mr Stephen Miners  
Executive Director  
Finance and Budget Division  
+61 2 6207 5071  
[Stephen.Miners@act.gov.au](mailto:Stephen.Miners@act.gov.au)

Mr Peter Murray  
Executive Director  
Infrastructure Finance and Advisory Division  
+61 2 6207 5650  
[PeterR.Murray@act.gov.au](mailto:PeterR.Murray@act.gov.au)

Mr Neil Bulless  
Executive Director  
Expenditure Review Division  
+61 2 6207 0264  
[Neil.Bulless@act.gov.au](mailto:Neil.Bulless@act.gov.au)

## OUTPUT 3.1 REVENUE MANAGEMENT

### Overview

The directorate administered taxation legislation in the ACT and a number of assistance schemes. The directorate:

- > provided policy advice on ACT taxation matters and the development and amendment of the Territory's taxation legislation;
- > was responsible for the Objections and Appeals Unit, which reviewed decisions involving ACT taxes, and deals with any subsequent appeals;
- > administered rates, land tax, the fire and emergency services levy, land rent, deferred duty, city centre marketing and improvements levy, payroll tax and other return taxes, and undertook a debt recovery function;
- > administered and provided advice on conveyance duty and financial assistance schemes;
- > administered some concession schemes on behalf of the Territory;
- > maintained and enforced compliance with all taxes, grants and concessions administered by the ACT Revenue Office;
- > provided financial management reporting and web management services;
- > administered the Home Loan Portfolio and the Mortgage Relief Fund; and
- > provided a range of valuation services to Government including for statutory rating purposes, lease variation determinations and administrative reviews as well as expert testimony before the ACT Civil and Administrative Tribunal and Courts.

### Highlights

Against this output in 2015-16 the directorate:

- > collected more than \$1.5 billion in taxation revenue;
- > undertook compliance activity which resulted in 1,128 assessments issued for \$18 million in revenue;
- > provided \$16.6 million in home buyer and pensioner duty concessions and \$15 million in First Home Owner Grants;
- > implemented the Government's Tax Reform initiatives, including:
  - amended general rates;
  - amended conveyance duty rates and thresholds;
  - reduced duties on general and life insurances; and
  - extension of the Pensioner Duty Concession Scheme for a further year;
- > developed amendments to the following legislation:
  - *Duties Act 1999* to introduce a concession for deceased estates in partial conformity with a will, and to abolish 95 per cent duty relief for corporate reconstructions;
  - *First Home Owner Grant Act 2000* to allow the Minister to determine the amount of the grant by disallowable instrument, and to clarify the definition for 'new home' in relation to short-term occupation;
  - *Land Rent Act 2008* to make the Land Rent Scheme available to eligible former home owners exercising their first right of refusal who have elected to rebuild on their former block under

the Loose Fill Asbestos Insulation Eradication Scheme, and to improve the application process for land rent;

- *Land Tax Act 2004* to improve the application process for the corporate builder exemption, and to allow objections to land tax interest;
- *Payroll Tax Act 2011* to clarify the owner-driver exemption;
- *Rates Act 2004* to establish a new methodology for determining the Average Unimproved Value of Canberra Airport land, and to allow objections to rates interest;
- *Taxation Administration Act 1999* to exclude certain types of organisation from charitable tax exemptions for payroll tax, rates and duty, establish a process of obtaining Beneficial Organisation Determinations, limit the scope of reassessments and refunds for excluded organisations, and to consolidate the sale of land process for rates and land tax; and
- *Taxation Administration Act 1999* to harmonise the definition of charitable organisations across the Territory's taxation acts, exclude certain types of organisations from charitable tax exemptions for payroll tax, rates and duty, establish a process of obtaining Beneficial Organisation Determinations, limit the scope of reassessments and refunds for excluded organisations, and consolidate the sale of land process for rates and land tax.

The directorate met one of the four accountability targets for this output. Of the other three:

- > (a) *Debt Management – level of overdue debt as a percentage of tax revenue* was exceeded by 20 per cent due largely to an increase in debt ratios for general rates;
- > (b) *Internal reviews of Objections completed within 6 months*, was exceeded by 17 per cent, with only two out of 239 objections not completed within six months, all were completed within 12 months; and
- > (d) *Compliance revenue per inspector* was exceeded by 129 per cent due to exceptional case outcomes in payroll tax and better than expected results in land tax.

## Future Direction

In 2016-17 the directorate will:

- > implement the Government's taxation policy initiatives; and
- > continue with its transformation program which involves the replacement of its IT platform.

For further information contact:

Kim Salisbury  
Director  
Revenue Management Division  
+61 2 6207 0010  
[Kim.Salisbury@act.gov.au](mailto:Kim.Salisbury@act.gov.au)  
[www.revenue.act.gov.au](http://www.revenue.act.gov.au)

## OUTPUT 4.1 SHARED SERVICES ICT

### Overview

The directorate managed the ACT Government's infrastructure, data and communications network. It developed and managed ICT operational policy (including security policies), project services and lifecycle management of the Government's ICT asset fleet.

Additionally, it assisted directorates and agencies in relation to ICT security matters, including ICT investigations.

### Highlights

During 2015-16 the directorate supported the Government's vision of Canberra as a digital city managing over 120 ICT enabled projects and initiatives valued at over \$43 million. Notable achievements include:

- > implemented and improved a number of wireless services to schools, CIT Campuses and ACT Government sites;
- > completed the procurement process to establish Infrastructure as a Service provision arrangements as part of the Cloud Program;
- > commenced a major ICT transformation program, Next Gen, to provide a contemporary desktop suite that will enable a more flexible and effective working capability for ACT Public Servants;
- > migrated the whole of government public-facing websites to a single Content Management System; and
- > supported the implementation of the *Protective Security Policy Framework* by implementing e-Classifier within the e-mail system.

The directorate met three out of five targets against this output, with one exceeded and one not met. The target for *(c) Service requests made via the Service Desk are resolved within Service Level Agreements' timeframes* was exceeded with a result of 91 per cent against a target of 90 per cent.

The target not met was *(d) average time taken for telephone service requests to be answered by a Service Desk officer*, with the average time taken being 26 seconds during 2015-16 compared to the target of 20 seconds. This was due to changes in the service desk and the associated training skills development which was associated with these changes.

### Future Direction

In 2016-17, the directorate will:

- > continue the Cloud program by migrating more systems to Cloud based software and hardware suppliers;
- > refine the SSICT operating model to better support delivery of ICT services for directorates and Government;
- > work with the Local Industry Advocate (see Output 5.1) to improve the engagement for local industry to provide ICT services to Government; and
- > work with the Chief Digital Officer to support the strategic vision for Canberra as a digital city.

For further information contact:

Graham Tanton  
Executive Director  
Shared Services  
+61 2 6207 5757

[Graham.Tanton@act.gov.au](mailto:Graham.Tanton@act.gov.au)

## OUTPUT 5.1 PROCUREMENT AND CAPITAL WORKS

### Overview

The directorate undertook procurement activities on behalf of directorates and agencies for infrastructure, capital works, goods and services. It:

- > advised the ACT Government on procurement and related construction industry policy;
- > was responsible for the development and implementation of the Government's procurement related policies;
- > administered a range of pre-qualification schemes and online procurement support systems;
- > established and managed whole of government contracts and panels; and
- > coordinated the *Work Health and Safety Active Certification Policy* for ACT Government construction sites.

The directorate administered the *Agreed Memorandum of Understanding on Procurement of Works and Services by the ACT Government* (MOU), which the Chief Minister and UnionsACT signed in March 2015.

Implementation of the MOU was largely completed, with the principles embedded into procurement processes such as prequalification, the *Work Health and Safety Active Certification Policy* and the *Compliance with Industrial Relations and Employment Obligations Strategy for ACT Government Capital Works Projects* (IRE Strategy). Work is continuing to strengthen the safety and industrial relations aspects of the Territory's procurement and contracting framework, and this will be done in consultation with relevant government, union and business/industry stakeholders over the coming year.

In 2015–16 the Territory received complaints from employee representative organisations about four contractors who were either working on government contracts or seeking prequalification. Two of the contractors were working as school cleaners, one was a plumber (subcontracted by a construction company) and one was seeking prequalification as a contractor. The cleaning issues were thoroughly investigated by the directorate concerned in consultation with the Government Solicitor's Office. While the Territory is not a party to contracts with subcontracted entities, this issue was also examined by the Territory and subsequently resolved. The prequalification matter is still being investigated in consultation with the Government Solicitor's Office.

### Highlights

Against this output in 2015-16 the directorate:

- > implemented the first phase of the Smart Modern Strategic (SMS) Procurement Reform Program to reform procurement and deliver savings across the ACT Government. The first phase included:
  - stronger engagement with industry (through industry forums and workshops) on improving procurement practices and policies;
  - establishing more whole of government contracts for goods and services and more mature arrangements for fleet, utilities, and stationery;
  - better procurement and software licensing policies and practices; and
  - identification, and agreement on the delivery, of the second phase of procurement initiatives under the SMS program;

- > implemented improved systems for tendering and the management of procurements, with further systems for managing panel arrangements being progressed;
- > continued to support *The Capital Framework* by assisting directorates to develop stronger business case submissions, enabling more thorough planning, appraisal and evaluation in the formative stages of the investment lifecycle;
- > coordinated training for project officers in the GC21 form of contract to build capability in the use of a range of models for major capital works projects;
- > continued a review of the *Compliance with Industrial Relations and Employment Obligations Strategy for ACT Government Capital Works Projects*;
- > reviewed the *Work Health and Safety Active Certification Policy* (ACP), following its implementation in 2013, with changes introduced with effect from 1 July 2016, to better reflect current business practices and to allocate safety audit resources more efficiently by diverting resources from audits of inactive or low risk worksites to new or high risk worksites;
- > continued to apply the ACP and work with WorkSafe to achieve a major improvement in safety on construction sites;
- > began drafting an *Indigenous Procurement Policy* and, in the interim, established a dedicated page on the Procurement website, and a Simplified Procurement Tool on the ACT Government's intranet, to assist directorates with including Aboriginal and Torres Strait Islander owned businesses in their procurement opportunities;
- > collaborated with Innovate Canberra to establish the position of Local Industry Advocate and, following the appointment of Ms Kate Lundy to this position, to support the Advocate in her role which includes developing an Industry Participation Policy for the ACT with the aim of ensuring ACT Government procurement processes do not inadvertently disadvantage ACT businesses, and encouraging local industry participation into procurement activities for significant Territory projects including the University of Canberra Public Hospital, the new Courts Facility and Capital Metro; and
- > continued the Loose Fill Asbestos Insulation Demolition Program, with 234 houses safely demolished in 2015–16 and the program ahead of schedule.

Procurement and Capital Works had four accountability targets in 2015–16, with two not met and two exceeded. The exceeded targets were:

- > *(b) proportion of tenders available to potential tenderers in electronic format*, with a result of 100% obtained against a target of greater than 90% achieved due to the introduction of the new electronic tendering system on the Procurement and Capital Works website (TendersACT); and
- > *(d) Capital Works Projects (i) percentage of construction projects completed on budget, and (ii) percentage of construction projects completed on time*, where all projects managed by Procurement and Capital Works were completed on time and budget due to improved project estimated processes and enhanced communication and early monitoring of issues.

The two targets not met were:

- > *(a) proportion of government funded annual capital works program supported with project procurement services* where a result of 73 per cent was achieved against a target of 90% due to a larger than usual number of agencies making only partial use of Procurement and Capital Works support; and
- > *(c) proportion of relevant projects supported by Procurement and Capital Works that have had a WHS audit performed in accordance with the Active Certification Program*, where a result of 89 per cent was achieved against a target of greater than 90 per cent, due to audits being



programmed where they would deliver the most value, for example audits were not held where projects were nearly complete and most of the workforce demobilised.

### Future Direction

In 2016-17, the directorate will:

- > work to ensure procurement reforms achieve greater value for money on all major infrastructure projects and goods and services procurements;
- > implement the second phase of procurement reform projects under the SMS Procurement Reform Program; and
- > complete the procurement and implementation of a capital works Management and Reporting System to provide greater collaboration, project management and reporting capability for capital works projects.

For further information contact:

George Tomlins  
Executive Director  
Procurement and Capital Works  
+61 2 6207 8944  
[George.Tomlins@act.gov.au](mailto:George.Tomlins@act.gov.au)

## OUTPUT 6.1 SHARED SERVICES HUMAN RESOURCES

### Overview

The directorate provided a range of human resources services to the ACTPS, including payroll, Executive engagement and contracts, recruitment, Employee Self Service, Human Resources reporting, information and records.

### Highlights

Against this output in 2015-16 the directorate:

- > through the HR Service Desk managed a total of 66,244 phone calls and 171,769 emails;
- > increased the number of ACT Government employees with access to the HR Payroll System Employee Self Service by 10 per cent to 87 per cent; and
- > successfully transitioned to the National Disability Insurance Scheme through the governance arrangements, investment of resources to the project and dedication of staff that ensured a successful outcome.

The directorate met one of its three 2015-16 accountability targets against this output.

*(c) performance standards in recruitment services for permanent and temporary vacancies services specifications achieved, was exceeded by 2 per cent. While the target of 90 per cent for (a) service requests made via the service desk are resolved within service standard timeframes, was not achieved with a result of 82 per cent due to significant increases in call and email volumes received by the Human Resources Service desk.*

### Future Direction

In 2016-17, the directorate will:

- > conduct an analysis of payroll processes to minimise risk and enhance end-to-end payroll processing and system automation;
- > automate the calculation of long service leave for employees with ACT Government, and provide enhanced functionality and higher customer satisfaction with real time balances through an automated solution;
- > conduct a Human Resources Information Management System (HRIMS) Feasibility Project to identify whole of government needs and requirements in respect of human capital management which will articulate options for a HRIMS strategy for ACT Government; and
- > digitise HR Forms and simplify the ability for ACTPS employees and managers to access the range HR Services available via Shared Services.

For further information contact:

Graham Tanton  
Executive Director  
Shared Services  
+61 2 6207 5757  
[Graham.Tanton@act.gov.au](mailto:Graham.Tanton@act.gov.au)

## OUTPUT 7.1 SHARED SERVICES FINANCE

### Overview

The directorate provided financial services to the ACTPS including accounts payable processing, accounts receivable processing, asset register management, financial information systems, financial ledger management, financial statements, taxation management, budgeting, internal management reporting and salary packaging.

### Highlights

Against this output in 2015-16 the directorate:

- > assisted in the transitioning of financial transactions and impacts associated with a number of Administrative Arrangements throughout 2015-16 and the impact on the accurate financial reporting of directorates;
- > continued to expand finance services to other business units of ACT Government allowing the Government to benefit from economies of scale and streamlined financial services which Shared Services provides; and
- > coordinated the changes to Fringe Benefits Tax arrangements as announced in the Commonwealth Government's 2015-16 Budget Statements.

The directorate met five out of six of its 2015-16 accountability targets against this output, exceeding the target for *(f) Service requests made via the Service Desk are resolved within the Service Standards timeframe* with a result of 94 percent against a target of 90 per cent.

### Future Direction

In 2016-17, the directorate will:

- > implement the accounts payable invoice automation solution for the ACT Government and commence a procurement process for an expense management system for purchasing cards;
- > explore a broader debt management framework across ACT Government;
- > explore the Oracle EBS Cloud roadmap and strategy for the ACT Government's financial management information system;
- > implement an automation solution for the lodgement of business activity statements across ACT Government in line with ACT Government Digital strategy as well as automating bank reconciliations;
- > install and implement a new salary packaging software solution which is designed to bring significant efficiencies and process improvement opportunities as well as providing an enhanced customer experience including self service functionality; and
- > explore other options of extending the Electronic Value Card Program as an alternative payment method from cheques and Electronic Funds Transfer for time crucial payments where delays in receiving the payment can result in significant hardship to the payee.

For further information contact:

Graham Tanton  
Executive Director  
Shared Services  
+61 2 6207 5757  
[Graham.Tanton@act.gov.au](mailto:Graham.Tanton@act.gov.au)

## OUTPUT 8.1 ECONOMIC DEVELOPMENT POLICY, PROJECTS AND LEGISLATION

### Overview

The directorate developed and reviewed policy, programs and legislation on business development, sport and recreation, tourism, events, arts and land development.

It provided gaming and racing advice and legislation development in consultation with Access Canberra (on behalf of the ACT Gambling and Racing Commission) and led and coordinated the delivery of the Government's land supply strategy.

### Highlights

Against this output in 2015-16 the directorate:

- > progressed the policy position for Autonomous Vehicles (driverless cars) to operate in the Territory, with the ACT Government becoming a supporting member (non-financial) of the Australian Driverless Vehicle Initiative (ADVI) which is an industry body of over 50 public and private entities working towards the successful trialling and implementation of AV's in the coming years;
- > undertook modelling of the benefit to Canberra and the region from direct international flights, which formed part of the Chief Minister's presentation to the Canberra Airport Freight Symposium on 12 February 2016;
- > coordinated and continued to implement the ACT Government's *Affordable Housing Action Plan* in accordance with Phase III and enabled an increase in supply of affordable rental properties through the transfer of land or surplus properties to the community housing sector;
- > undertook further work in assessing and considering options for facilitating residential development on underutilised community facility sites.
- > published the four year *Indicative Land Release Program* ([www.economicdevelopment.act.gov.au/buy-land-and-build/land-release](http://www.economicdevelopment.act.gov.au/buy-land-and-build/land-release));
- > delivered 4,024 dwelling sites in 2015-16, against a target of 3,513 sites, with a mix of both detached and higher density sites across both greenfield and infill areas, this included a transfer of sites to the Public Housing Renewal Taskforce to facilitate the re-housing of public housing tenants across the Territory;
- > within the 2015-16 land release program released sites for specific purposes, including sites in greenfield estates for affordable home purchase and new public housing developments, a child care site and an aged care site in Higgins;
- > implemented the gaming machine trading scheme on 31 August 2015 following passage of the *Gaming Machine (Reform) Amendment Act 2015*. The reforms:
  - assist clubs to manage their gaming machine numbers in line with business need;
  - included forfeiture provisions that are contributing to a reduction in the number of gaming machines operating in the Territory; and
  - reduced red tape for the industry and amended the taxation regime for gaming machine revenue;
- > prepared the response to the Inquiry into elements impacting on the future of the ACT clubs sector which was tabled in the ACT Legislative Assembly on 17 November 2015;
- > prepared the *Lotteries (Approvals) Amendment Act 2015*, which amended the *Lotteries Act 1964* to provide for a risk-based approach to the regulation of lotteries, with low-risk lotteries no

longer requiring the ACT Gambling and Racing Commission's approval, resulting in an 80 per cent reduction in applications for approval of low-risk lotteries since the amendments commenced in November 2015;

- > prepared the *Gaming Machine (Ballots) Amendment Regulation 2016 (No 1)*, which commenced in May 2016 and provides flexibility for clubs undertaking ballots of voting members, that are required for various management decisions including (but not limited to) operating gaming machines and relocating to new club premises and allows for membership ballots to be conducted using electronic communications and for clubs to engage a person or organisation to conduct ballots on their behalf;
- > prepared the Gaming and Racing (Red Tape Reduction) Legislation Amendment Bill 2016, which was presented to the Legislative Assembly in June 2016, and includes reforms that will, if passed:
  - allow easier access to clubs for interstate visitors;
  - remove requirements for the display of licences and authorisation certificates at clubs;
  - modify the percentage payout signage requirements for gaming machines to an approved statement being displayed;
  - introduce a modified licensing framework for race bookmaking; and
  - provide other administrative reforms to reduce red tape or clarify the operation of provisions.
- > prepared for public consultation two discussion papers on regulatory reform options *The Regulation of Water Safety in ACT Public Pools* and *The Regulation of Combat Sport in the ACT*, with the Government now considering the consultation outcomes and next steps;
- > implemented the *Public Pools Act 2015*, which commenced on 1 July 2015;
- > produced a comprehensive report on Economic Trends in the ACT [www.economicdevelopment.act.gov.au/data/assets/pdf\\_file/0008/818639/Economic-Trends-4th-Quarter-2015.pdf](http://www.economicdevelopment.act.gov.au/data/assets/pdf_file/0008/818639/Economic-Trends-4th-Quarter-2015.pdf);
- > progressed the business development strategy, *Confident and Business Ready: Building on our Strengths* [www.business.act.gov.au/resources\\_and\\_networks/business\\_development\\_strategy](http://www.business.act.gov.au/resources_and_networks/business_development_strategy); and
- > prepared a *Construction Snapshot* [www.economicdevelopment.act.gov.au/buy-land-and-build/construction\\_snapshot](http://www.economicdevelopment.act.gov.au/buy-land-and-build/construction_snapshot)

The directorate met four of its five 2015-16 accountability targets against this output. The target for (a) *construction snapshots* was not met with only one of the two reports released during the reporting period.

## Future Direction

In 2016-17, the directorate will:

- > publish the four year Indicative Land Release Program;
- > continue to work closely with the Canberra Business Chamber, NRMA, University of Canberra and the ADVI to progress the Autonomous Vehicle initiative;
- > continue to provide input to the International Freight Strategy;
- > produce reports on the Economic Trends within the Territory;
- > continue to monitor progress on the business development strategy, *Confident and Business Ready: Building on our Strengths*;

- > continue to monitor, review and reform where necessary, policy and regulatory settings applying to the ACT's clubs and racing industries in line with the established Memoranda of Understanding (MoUs) and with the Government's response to the inquiry into the future of the clubs sector;
- > continue to monitor and report as required on industry MoUs and agreements;
- > maintain the suite of legislation for which the directorate has responsibility, including the development of reforms in line with the Government's priorities; and
- > deliver two regulatory and process reform initiatives, which are intended to be adaptable to Government policy directions.

For further information contact:

Ben Ponton  
Deputy Director-General  
Land Development and Corporate Division  
+61 2 6205 7346  
[Ben.Ponton@act.gov.au](mailto:Ben.Ponton@act.gov.au)

## OUTPUT 8.2 INNOVATION, TRADE AND INVESTMENT

### Overview

The directorate is responsible for the implementation of *Confident & Business Ready: Building on Our Strengths*, the ACT Government's business development strategy. This strategy supports the ACT Government's strategic priority aims to diversify Canberra's economy through creating the right business environment; accelerating innovation to create wealth and jobs; and supporting business investment in future growth areas. Following the *Administrative Arrangements 2016 (No 1)* that took effect from 22 January 2016 the Training and Tertiary Education branch transferred from the former Education and Training Directorate to CMTEDD Output 8.2. The new Administrative Arrangements also increased Output 8.2's reporting responsibilities to include supporting the newly created portfolios for the Minister for Higher Education, Training and Research and the Minister for Small Business and the Arts, in addition to its existing responsibilities to the Minister for Economic Development.

Throughout 2015-16 the directorate delivered a range of programs to support the ACT Government's Strategic Priorities with a particular focus on economic diversification and growth, including managing the Government's relationship with the CBR Innovation Network, the Innovation Connect and Trade Connect grant programs, the Small Business Innovation Partnership program, Invest Canberra, Brand Canberra, Study Canberra, the Skilled and Business Migration program, ministerial and sector-led international trade delegations and export development initiatives. Through Skills Canberra the directorate facilitated the management of vocational education and training in Canberra, including the administration, monitoring and auditing of Territory and national funds for a variety of programs addressing skills development.

In addition, the directorate facilitated the ACT Government's economic development focus in its relationship with the higher education, research and training sector, and worked to develop Canberra as Australia's higher education and research capital. To achieve these goals the directorate worked with the higher education and research sector to promote and develop ACT capabilities in areas such as cyber security, the space and spatial economy, sports technology, health innovation, agriculture and environmental sciences, ICT and e-government, and international education.

During the year the directorate delivered a number of significant achievements to support the priorities identified in *Confident and Business Ready: Building on Our Strengths*, including the establishment of the Small Business Innovation Partnerships program; continued growth of the CBR Innovation Network; implementation of the CBR Innovation Development Fund; delivery of three industry-led trade missions to priority international markets; induction of 19 Study Canberra Student Ambassadors; enhanced support for the local business sector to engage with the Defence and cyber security industries; engaged more than 2,000 Canberrans in *Skilled Capital* funded training to address the ACT's highest skills needs; and continued delivery of key business programs including Innovation Connect, Trade Connect, the ACT Chief Minister's Export Awards, and the Skilled Migration Program.

### Highlights

Against this output in 2015-16 the directorate:

- > launched the pilot Small Business Innovation Partnerships program, assisting local businesses to engage with ACT Government Directorates to deliver products and services for Government;
- > launched the CBR Innovation Development Fund to encourage collaboration between business and industry with the 2015-16 funding round supporting eight applications from numerous sectors including sport technology, health, venture capital and social enterprise;

- > continued growth of the CBR Innovation Network, with:
  - King & Wood Mallesons and PricewaterhouseCoopers announced as the Network's inaugural Gold Partners;
  - the Entry29 co-working space growing to 150 members across 50 companies;
  - the Griffin Accelerator receiving 55 applications for its third intake of new innovative companies with \$250,000 committed for investment;
  - the KILN Incubator receiving 57 Launchpad applications for its first group of high potential growth companies;
  - more than \$10 million worth of contracts supported through CBR Innovation Network activity; and
  - the Network's monthly First Wednesday Connect networking events regularly attracting upwards of 200 attendees;
- > met all 2015 milestones under the National Partnership Agreement on Skills Reform;
- > engaged more than 2,000 Canberrans in Skilled Capital funded training to address the ACT's highest skills needs;
- > reviewed the ACT Australian Apprenticeships Program (User Choice) and implemented a new funding model to better target Government funding to meet the needs of the ACT;
- > released the new ACT Funding Agreement for the delivery of Government subsidised training in the ACT, designed to ensure only quality training providers operate in the ACT;
- > funded 32 local businesses and entrepreneurs through the Innovation Connect program to accelerate the development of innovative products and services;
- > supported 59 applications for funding support through the Trade Connect program to undertake export market development activities including market visits, participation in trade shows, supporting incoming buyer visits, developing market research and undergoing trade mentoring;
- > delivered three international trade and investment delegations to priority markets including the United States and Japan in October 2015, Singapore in November 2015, and Singapore and China in April 2016;
- > continued the rollout of CBRfree Wifi to the Dickson, Belconnen, Manuka and Kingston town centres (including Kingston Foreshore), as well as provision of CBRfree mobile units to service specialised events such as Floriade and Summernats, and a trial of CBRfree Wifi on five ACTION buses, with the CBRfree Wifi also utilised as a communication backbone for the Smart Parking trial undertaken in Manuka from April 2016;
- > expanded the complement of field officers to support and promote a quality vocational education and training system in the ACT, with visits to 600 employers and 700 Australian Apprentices;
- > established agreements with the new Australian Apprenticeships Support Network providers to ensure seamless support for Australian Apprentices in the ACT;
- > continued a staged release of additional functionality for the ACT Vocational Education and Training Administration Records System;
- > funded the delivery of the first Aboriginal and Torres Strait Islander Enterprise Development Program via the CBR Innovation Network;
- > approved 307 Employer Sponsored skilled migration applications and 511 Skilled Independent Nominated applications;
- > supported the ACT Vice-Chancellors' Forum, chaired by the Chief Minister and comprising Vice-Chancellors from the Australian National University, University of Canberra and Australian



Catholic University, the UNSW Canberra Rector and the CEO of Canberra Institute of Technology, to oversight the implementation of initiatives to develop Canberra as Australia's education and research capital;

- > delivered Study Canberra projects to promote Canberra nationally and internationally as a study destination including:
  - the Student Ambassador program;
  - partnering with ANU to create the ANU-Study Canberra India scholarship program;
  - partnering with local company Yellow Edge to deliver executive education scholarship programs in China and India;
  - partnering with the Australian-American Fulbright Commission to establish the ACT Fulbright Scholarship; and
  - marketing and engagement activities at university Orientation Weeks, the Canberra Airport Student Welcome Desk, the Canberra CareersXpo and Tertiary Open Day;
- > enhanced opportunities for regular communication and collaboration between vocational education and training stakeholders and collaborated with industry to share and gather evidence to inform skills and training policy;
- > conducted workshops for registered training organisations to support compliance with the ACT Standards for the Delivery of Training and Compliance Guides for ACT Government subsidised training initiatives;
- > supported the Canberra Institute of Technology to further enhance the delivery of Australian Apprenticeships by the public provider; and
- > completed the migration of the Canberra Institute of Technology to the ACT Vocational Education and Training Administration and Records System, aligning the public provider payment model for the training of Australian Apprentices with private providers.

The directorate met seven of its sixteen accountability indicator targets against this output, and exceeded the other nine. The major variances were:

- > (a)(i) *Innovation Connect (Icon) new client connections*, where the target was exceeded by 58 per cent and (a)(ii) *Innovation Connect (Icon) successful grant applications* where the target exceeded by 113 per cent due to the increased activity in the local innovation sector and the importance of the Innovation Connect program as a source of support and market entry for Canberra's innovators and entrepreneurs;
- > (c)(i) *Trade Connect grants delivered* was exceeded by 195 per cent due to the broadening of eligibility criteria for Trade Connect funding along with the introduction during the period of export development programs delivered through the partnership agreement with the Canberra Business Chamber; and
- > (d)(iv) *Average number of monthly visits to Canberra. Create Your Future website*, where the target of 12,000 visits was exceeded by 92 per cent, due to a higher than anticipated demand indicating that the resource is valuable and well used by its client market.

## Future Direction

In 2016-17, the directorate will:

- > continue implementation of the priorities outlined in *Confident and Business Ready: Building on Our Strengths* to support economic growth, innovation and investment in the ACT;
- > enhance the design of the ACT's training programs, User Choice and Skilled Capital, based on evidence-based research and consultation;

- > identify robust measures of the effectiveness and efficiency of the ACT vocational education and training system in improving economic, social inclusion and employment outcomes;
- > launch the first International Education Strategy for the ACT;
- > support development of Canberra's key capability sectors including cyber security, the space and spatial economy, sports technology, health innovation, agriculture and environmental sciences, ICT and e-government, and international education;
- > continue to enhance Canberra's status as a higher education destination of choice through the ACT Vice-Chancellors' Forum and Study Canberra program activity;
- > leverage investment in Data61 to assist the ACT Government towards its smart city and digital transformation goals;
- > implement the full rollout of the Small Business Innovation Partnerships program to increase capacity for ACT Government Directorates to utilise locally developed technology solutions and support local businesses to commercialise their products;
- > support the continued growth of the CBR Innovation Network;
- > develop a strategic framework and action plan for improving access and equity in vocational education and training;
- > enhance consumer information through user friendly and accessible publications; and
- > continue to support the Canberra Institute of Technology to continue governance reform and enhance Australian Apprenticeships Program delivery.

For further information contact:

Jeff House  
 Deputy Director-General  
 Enterprise Canberra  
 +61 2 6207 7279  
[Jeff.House@act.gov.au](mailto:Jeff.House@act.gov.au)

## OUTPUT 8.3 VISITCANBERRA

### Overview

The directorate led the ACT and capital region tourism industry to create and implement a range of marketing and development programs that aim to increase the economic return from domestic and international visitation.

The directorate provided comprehensive visitor information and reservation services through the Canberra and Region Visitors Centre (CRVC), via the VisitCanberra website ([www.visitcanberra.com.au](http://www.visitcanberra.com.au)) and associated Apps. The directorate also provided services to industry by implementing programs and initiatives that assist both stakeholders and partners to enhance their business through partnership programs, advertising opportunities and marketing collateral.

### Highlights

Against this output in 2015-16 the directorate:

- > achieved record domestic and international visitation for the year ending March 2016;
- > secured direct international flight service with Singapore Airlines to commence direct flights between Singapore, Canberra and Wellington from 20 September 2016;
- > hosted successful Sales Missions and Trade Events in New Zealand and Singapore;
- > launch of a new five year integrated destination marketing platform – *One Good Thing After Another*;
- > delivered the inaugural Destination Canberra Conference, attended by over 220 ACT and Canberra Region delegates;
- > launched the Delegate Boosting Kit for promoting Canberra leisure experiences to business event delegates in cooperation with the Canberra Convention Bureau and the National Convention Centre;
- > commenced the transition of the new state of the art Canberra and Region Visitors Centre to Regatta Point;
- > serviced approximately 120,000 visitors through the Canberra and Region Visitors Centre on Northbourne Avenue, providing high quality customer service and advice on all things to see and do in the nation's capital;
- > achieved a rating of 'very good' or 'excellent' from 99 per cent of visitors to the CRVC for their overall customer service experience, which exceeded the overall visitor satisfaction target of 85 per cent;
- > achieved strong follower growth and increased engagement across all major social media channels including Facebook, Twitter and Instagram, since July 2015;
- > achieved 1,676,378 visits to the 'VisitCanberra' website;
- > delivered the 2015-16 Special Event Fund that financially supported six major exhibitions and sporting events to drive interstate visitation;
- > implemented the Tourism Marketing Partnership Program, supporting five new industry led marketing campaigns to boost bookings and conversion to Canberra;
- > delivered the 2015 Canberra and Capital Region Tourism Awards;
- > implemented the 2015-16 Tourism Demand Driving Infrastructure Fund for three new projects at the National Arboretum Canberra, Canberra and Region Visitors Centre and Australian National Botanic Gardens; and

- > rolled out the Tourism Employment Plan across the ACT and Canberra region.

The directorate exceeded all three of its 2015-16 accountability targets against this output, with:

- > (a) *ACT Accommodation – Room Occupancy Rates*, being exceeded by 5 per cent attributed to strong domestic visitation and targeted tourism campaign activity;
- > (b) *Canberra and Region Visitors Centre (CRVC) – Overall visitor satisfaction with customer service levels at the CRVC*, where the target was exceeded by 17 per cent due to the higher level of customer service provided by staff; and
- > (c) *Number of visits to the ‘visitcanberra’ website* exceeded by 29 per cent due to a significant increase in referrals back to the site from VisitCanberra social media channels and an increased focus on web search engine optimisation.

### Future Direction

In 2016-17 the directorate will focus on activities that support the delivery of the *2020 Tourism Strategy* and growing the visitor economy, including:

- > delivery of marketing and trade education programs that drive awareness and visitation from domestic and international markets;
- > the continuing development of international air access and increase domestic aviation capacity;
- > leading the tourism industry to deliver strong and efficient digital marketing and transactional capabilities;
- > continuing to invest, support and leverage key drivers to the visitor economy including major events, business events and education tourism;
- > continuing to identify tourism investment opportunities and influence the right environment for doing business; and
- > encouraging new experiences and product development.

For further information contact:

Jeff House  
Deputy Director-General  
Enterprise Canberra  
+61 2 6207 7279  
[Jeff.House@act.gov.au](mailto:Jeff.House@act.gov.au)

## OUTPUT 8.4 SPORT AND RECREATION

### Overview

The directorate was responsible for the management and planning of Government sporting facilities and the delivery of targeted programs and professional development training for the ACT sporting community. It also supported local athletes to reach their potential through the ACT Academy of Sport (ACTAS). The directorate worked with the sport and recreation industry and local organisations to provide quality participation opportunities for the community; and deliver against the Active 2020 Strategic Plan.

### Highlights

Against this output in 2015-16 the directorate:

- > delivered *Connecting and Building Recreation; A Vision for the Territory* which encourages greater engagement of Canberra residents and visitors in active recreation and play and is supported by a suite of guiding principles and a range of activators including reinvigoration of a Recreation User Group in partnership with Territory and Municipal Services, participation in a national project to develop Australian Adventure Activity Standards and groundwork for Natureplay CBR as a new recreation initiative for the ACT Government;
- > provided training to 440 representatives from the sport and recreation sector in the areas of governance, fundraising, volunteer management, member protection, managing assets, and resilience for officials through a series of free online webinars covering topics of governance, fundraising, social media and communication;
- > provided education sessions on Working with Vulnerable People, the Future of Australian Sports Governance as well as guidelines for local clubs on best practice for inclusion of transgender and intersex participants;
- > provided ACTAS scholarship holders with performance support in areas including sports science, coaching, strength and conditioning, psychology and sports medicine;
- > identified 106 athletes under Australia's Winning Edge categories between emerging international through to podium potential;
- > provided Training Grants to a total value of \$80,000 to support local prospective Olympic and Paralympic athletes in the lead up to the 2016 Olympic and Paralympic Games;
- > provided a range of quality facilities across the ACT to support physical activity participation with significant resources allocated in 2015-16 to continue the upgrade of playing surfaces, irrigation systems and amenities, including floodlight maintenance;
- > surveyed visitors to District Playing Fields, Enclosed Ovals and Neighbourhood Ovals in 2015-16, with 87 per cent of respondents satisfied with the overall management of these sportsgrounds;
- > completed and opened a new community recreation park in Franklin;
- > recorded over 800,000 visits to the five ACT Government public swimming pools, Lakeside Leisure Centre, Canberra Olympic Pool, Dickson Aquatic Centre, Manuka Swimming Pool and Gungahlin Leisure Centre;
- > surveyed visitors to the pools, finding that 85 per cent of respondents were satisfied with the overall experience, management and quality of the facilities;
- > completed renovation works at the Lakeside Leisure Centre (LLC) including concourse re-tiling and change room upgrades as well as completing the Tuggeranong Water Play Park within the LLC;

- > commenced early design works on a new \$33 million 50 metre pool at Stromlo Forest Park, with construction of the pool expected to commence in 2017 for completion in 2019;
- > completed, in partnership with Netball ACT, upgrades at the Calwell and Lyneham District netball facilities with court re-surfacing, installation of new floodlighting and fencing undertaken;
- > completed an Indoor Sports Facility Study to guide the Territory on any future considerations of indoor sport facility provision, which provides eight recommendations including better usage of existing facilities located within ACT Government schools, with a working group formed by SRS and the Education Directorate identifying a number of schools where minor facility improvements will create additional access opportunities for sport and recreation organisations;
- > supported Volleyball ACT to deliver the new Lyneham Beach Facility as a new sporting asset for the Territory;
- > delivered for the first time the ACT Sport Hall of Fame, following the wind up of ACTSPORT as the industry body previously responsible for the event;
- > assumed responsibility for the dedicated community sport tenancy space within the University of Canberra Sporting Commons;
- > implemented the new *Public Pools Act 2015* to establish a modern administrative framework to support management practices for Territory owned public pools;
- > completed a new pavilion and car parking at the restored Weetangera Neighbourhood Oval;
- > distributed more than \$2.7 million in community grants for projects including \$1.6 million in operational support to the sector and specific funding for projects such as:
  - the implementation of Jack Attack program by Bowls ACT to attract a new audience to the sport;
  - a new high jump mat for Calwell Little Athletics; and
  - a replacement equipment trailer for Hall Pony Club;
- > continued supporting facility repairs and maintenance through the Asset Repair and Maintenance Scheme, with six individual organisations receiving funding in 2016, including:
  - \$250,000 to Hockey ACT for synthetic field carpet replacement;
  - \$60,000 to the Companion Dog Club for a replacement irrigation system for their training area; and
  - \$14,000 to the Canberra Rifle Club for a new equipment shed;
- > launched the PE Pulse website in collaboration with industry and government partners to provide a one-stop shop for teachers and schools in seeking resource support to enhance the delivery of physical education in ACT schools to encourage healthy, active lifestyles;
- > developed, in partnership with the Australian Sports Commission and School Sport ACT, the Just Play program which has provided participation and school representation opportunity for children of all levels of ability;
- > worked in close partnership with the ACT Aboriginal and Torres Strait Islander Elected Body and an appointed Interim Advisory Group in response to the wind down of operations of the Aboriginal Corporation for Sport and Recreation Activities, focusing on establishing a vision and securing the long term future of Boomanulla Oval under indigenous management, as a valued facility to benefit the local indigenous community; and
- > delivered the sport and recreation component of the Federal Indigenous Advancement Strategy Grants in the ACT, providing direct support and strategic assistance to the ongoing delivery of physical activity opportunities for the local indigenous community.

The directorate met one out of four targets against this output, with one exceeded and two not met. (a) *Number of nationally identified priority athletes supported by the ACT Academy of Sport* was exceeded target with an extra six ACTAS scholarship athletes supported across seven Squad programs and Individual Athlete Program in 2015-16. The two targets not met were:

- > *b Percentage of customers satisfied with the management of sportsgrounds*, where the target was set on the basis of the 2014-15 outcome which included the category 'not dissatisfied' as part of the survey. The survey methodology was amended in 2015-16 and this administrative change resulted in a minus eight per cent variance to the outcome as result of this amendment.
- > *c Percentage of customers satisfied with management of aquatic centres*, where the June Quarter satisfaction was down to 70 per cent, bringing the annual result down to 85 per cent against a target of 93 per cent.

## Future Direction

In 2016-17, the directorate will:

- > deliver Nature Play CBR as a promotional tool and key activity to encourage Canberrans and visitors to be more engaged in active recreation with better connection and use of sporting amenities, play spaces and our natural areas;
- > complete planning and detailed design and commencement of construction of the Stage 2 Upgrade of Narrabundah Ballpark;
- > continue work on upgrade to Phillip Oval to accommodate administration and development of cricket and AFL;
- > progress design works on a 50 metre pool at Stromlo Forest Park;
- > continue, in partnership with the Education Directorate, work towards completion of a new synthetic football pitch at Melrose High School;
- > continue, with industry partners, the activation of the PE Pulse Network and website to build teacher capacity and support the delivery of physical education in ACT Schools;
- > continue working with the Education Directorate to increase opportunities for community access to ACT Government school indoor sport facilities;
- > continue delivery of the sport and recreation component of the Federal Indigenous Advancement Strategy Grants in the ACT;
- > transition ACTAS operations to the Australia Institute of Sport campus to consolidate an ongoing partnership with the national high performance sport network and Australia's Winning Edge philosophy as a new Olympic and Paralympic four year cycle commences.

For further information contact:

Jeff House  
Deputy Director-General  
Enterprise Canberra  
+61 2 6207 7279  
[Jeff.House@act.gov.au](mailto:Jeff.House@act.gov.au)

## OUTPUT 8.5 VENUES

### Overview

Territory Venues managed GIO Stadium Canberra, Exhibition Park in Canberra (EPIC), Manuka Oval and Stromlo Forest Park. Territory Venues promoted these as Canberra's leading sporting, event and function venues.

### Highlights

Against this output in 2015-16 the directorate:

- > hosted 22 events, at GIO Stadium Canberra, attended by 243,089 people, which compares to 32 events (including the Asian Cup Football games) attended by 310,802 people in 2014-15, including:
  - 12 Canberra Raiders and six Aquis Brumbies matches, with an average attendance of 11,652, an average increase per match of 2,119 over the corresponding period in 2014-15;
  - the Socceroos comprehensive 3-0 win in their FIFA World Cup 2018 qualifier against Kyrgyzstan on 12 November 2015, in front of 19,412 fans;
- > in conjunction with caterer, Gema Catering, decreased the cost of many popular food items by up to 28 per cent at GIO Stadium Canberra and introduced a greater variety of food options, including targeted healthier food options;
- > undertook a range of works at GIO Stadium Canberra to upgrade the food concessions, construct a new outdoor bar and entertainment area, replace airconditioning units, add new lighting and signage and invested in an electronic payment system for food purchases;
- > introduced a new branding overlay and tagline for the GIO Stadium Canberra 'Show Your True Colours'; reflecting the passion of the fans for their club and their city;
- > implemented, with Nutrition Australia, the 'Eat Fit' strategy at GIO Stadium, with an expansion of healthy food and drink options, including healthier meat pies and salads, and associated marketing with posters, signs and videos displayed at GIO Stadium;
- > hosted 109 events at Exhibition Park in Canberra all having an attendance of more than 500, including:
  - Summernats Street Machine Car Festival;
  - Royal Canberra Show;
  - National Folk Festival – 50th anniversary;
  - Capital Region Farmers markets;
  - Handmade markets;
  - Craft & Quilt Fair;
  - Spring Home and Leisure Show;
  - Australian Fellowship of Evangelical Students National Conference;
  - Eid al-Fitr Festival;
  - Australian Defence Force Academy graduation dinner;
  - Snowy Hydro Southcare gala dinner;
  - A Pooch Affair; and
  - Decommissioning of Defence Chinook.



- > undertook a number of improvements at EPIC including:
  - installation of CBR Wifi in the venue's three major buildings;
  - resurfacing of the parquet floor in Coorong pavilion;
  - improved external signage at the venue;
  - installed new automatic doors in Budawang and Coorong pavilions;
  - completed refurbishing toilets in the Terrace;
  - introduction of BBQ facility and improvements at EPIC's camping ground;
  - completion of NBN rollout to the venue;
  - electrical upgrades;
  - improvements to stables; and
  - improved patron seating and amenities;
- > other highlights at EPIC included:
  - increased camping bookings and revenue;
  - ACTSmart accreditation re-endorsement; and
  - progression of the low tourist accommodation development;
- > hosted a number of events at Manuka Oval, including:
  - the first match of the Australian Cricket season with the PM's XI match played in October against New Zealand with 7,346 patrons witnessing the first use of the 'pink ball' prior to the historic first day/night test in Adelaide;
  - the One Day International Cricket Match between Australia and India with 11,084 spectators in attendance;
  - the return of Women's One Day International cricket, with over 2,000 spectators watching Australia beat India;
  - four Giants matches in the 2015 and 2016 seasons, with games against Geelong Cats (2015), Western Bulldogs, Geelong Cats, and Port Adelaide, with an average attendance of 10,956;
  - 28 local AFL matches, including the Canberra Demons in the North East Australian Football League and 15 local Cricket matches;
- > undertook a number of improvements at Manuka Oval including:
  - amenity and service upgrades to the Bradman Room;
  - improvements to play facilities and change rooms;
  - security improvements; and
  - concession upgrades;
- > released the final master plan for Stromlo Forest Park that will facilitate Stromlo Forest Park's evolution into a vibrant, specialist centre for recreational and professional sports in Canberra, with cycling, equestrian, running and walking continuing to be key activities within the Park it is also becoming an integral recreation resource for the residents of Molonglo;
- > continued work at Stromlo Forest Park to improve trails and other facilities for park users, including toilet and shower improvements and a new video screen for event promotion, sponsorship and park information;
- > hosted 189 organised events at Stromlo Forest Park attracting around 29,000 competitors, including:
  - the ACT Schools Mountain Bike Championships;
  - Fitz's Challenge and the National Capital Tour (road cycling);

- the Scott Australian 24hr Mountain Bike Race;
  - the ACT Schools Cross-Country Championships;
  - the Stromlo Running Festival; and
  - the Rocky Trail Race Series;
  - this represents a 38 per cent increase in the number of events over the previous year and highlights the growing use of the park by the local community;
- > continued implementation of the Stromlo Forest Park Strategic Bushfire Management Plan to provide fire fuel reduction works within the park, particularly along its boundaries with residential development in Molonglo Valley and Weston Creek, with \$1.65 million provided over three years to deliver these works, including further clearing of vegetation along Uriarra Road (adjacent to Denman Prospect), major clearing along the Cotter Road, west of the Mount Stromlo summit road and improvements to fire trails; and
- > continued to provide and promote water refill stations at all venues.

The directorate exceeded five and did not meet two of seven targets against this output. Three of the exceeded targets, (a)(ii), (iii) and (iv) related to a higher than predicted number of major events at Manuka Oval, Stromlo Forest Park and Exhibition Park in Canberra. The other two targets that were exceeded (b)(ii) and (iii) related to higher than expected own source revenue at Manuka Oval and Exhibition Park in Canberra.

Of the targets not met, the target for *(a)(i) Number of major events at GIO Stadium* was one short, and for *(b)(i) Own Source Revenue GIO Stadium*, the minus ten per cent variance was due to a decrease in suite sales, memberships and sponsorships.

## Future Direction

In 2016-17, the directorate will:

- > continue to seek new events for the Territory's venues to support economic growth and diversification, liveability and social inclusion;
- > oversee the future development underway for Stromlo Forest Park, providing increased services for residents;
- > continue to support health initiatives such as healthy food options, active recreation and leisure opportunities; and community events;
- > continue to manage and deliver the scheduled program of events at our venues;
- > implement capital upgrade works program at the venues;
- > continue to provide a safe, clean and accessible environment at its venues; and
- > continue to implement environmentally sustainable measures at its venues.

For further information contact:

Daniel Bailey  
 Executive Director  
 Sales, Marketing and Property Management  
 +61 2 6207 5618  
[Daniel.Bailey@act.gov.au](mailto:Daniel.Bailey@act.gov.au)

## OUTPUT 8.6 EVENTS

### Overview

CMTEDD has worked to maximise a broad range of economic, social and community outcomes for the ACT through event delivery, development and marketing.

To achieve this, the directorate planned, promoted and delivered a suite of community and tourism events for locals and visitors. It also provided leadership on event related matters to the ACT Government and the event sector, and contributed to the development of the Canberra events calendar through the administration of the annual ACT Event Fund grant program.

The directorate also oversees the National Arboretum Canberra which is home to 94 forests of rare, endangered and symbolic trees from around Australia and the world. There are approximately 44,000 trees on the 250 hectare (617.8 acre) site at the western end of Lake Burley Griffin.

### Highlights

Against this output in 2015-16 the directorate:

- > delivered Floriade and Floriade NightFest 2015, exceeding targets for economic impact, attendance for NightFest and patron satisfaction, including:
  - generating the equal largest direct expenditure impact on record (\$46.9 million), giving rise to a \$68.8 million increase in Gross Territory Product; and
  - attracting a total of 480,451 people to Floriade, including 105,551 interstate and international visitors (based on individual visits) who came to Canberra specifically to attend Floriade or extended their stay due to the event;
- > delivered Enlighten 2016, working in collaboration with 12 national attractions to drive visitors to the national capital, and exceeding targets for economic impact and patron satisfaction, including:
  - generating a direct expenditure impact of \$2.88 million, giving rise to a \$3.02 million increase in Gross Territory Product; and
  - 60 per cent of attendees giving Enlighten a satisfaction rating greater than or equal to 8 out of 10, up from 53 per cent the previous year;
- > delivered a suite of other key events including the Canberra Nara Candle Festival, New Year's Eve, Australia Day, Symphony in the Park, Canberra Day celebrations, the Canberra Balloon Spectacular and the Lights! Canberra! Action! film festival, which all attracted large audiences and received positive feedback;
  - the Canberra Nara Candle Festival, a celebration of Canberra's long standing Sister City relationship with Nara, Japan, attracted more than 15,000 people to Canberra Nara Peace Park, with patrons enjoying Japanese entertainment, cuisine, activities and the lighting of more than 2,000 ceremonial candles;
  - New Year's Eve celebrations included two spectacular fireworks displays over City Hill at 9pm and midnight with a family concert in Civic Square and the Bass in the Place dance party in Garema Place attracting more than 45,000 people;
  - Australia Day activities at Stage 88 in Commonwealth Park were delivered in partnership with ActewAGL and the Fyshwick Fresh Fruit Markets for the Great Aussie Day Breakfast, and the National Australia Day Council, who delivered the national Citizenship and Flag Raising ceremonies at Rond Terrace, Events ACT and the National Australia Day Council also presented the Australia Day Fireworks at Lake Burley Griffin, with the celebrations attracting

- 75,000 people who enjoyed a variety of Australian-themed activities including children's entertainment and Indigenous art and craft;
- Canberra Day celebrations were attended by 20,000 people at Stage 88 in Commonwealth Park and featured an exciting Canberra centric program headlined by Australian electronic act Aston Shuffle and supplemented by the Teenage Mutant Ninja Turtle Show;
  - The Lights! Canberra! Action! film festival saw amateur and professional filmmakers develop, write, cast, produce, edit and submit films in just 10 days in accordance with a selected theme and 10 key items, with the winners announced at the screening of the Top 12 films on Friday 11 March 2016 in the Senate Rose Gardens as part of Enlighten;
  - The Canberra Balloon Spectacular was held over nine mornings, with inclement weather affecting just one day between 12-20 March 2016, and featured 35 hot air balloons and 46 pilots from Canberra, interstate and overseas and attracted more than 40,000 people;
- > managed the delivery of the ACT Event Fund 2016, a key mechanism for stimulating and fostering a range of positive economic, social and community outcomes for the Canberra region, which in 2016 funded 56 applications and provided financial support to 21 events and festivals to a value of \$611,223;
  - > received an estimated 442,222 visitors to the Village Centre at the Arboretum, with an estimated overall visitation to the site (including function guests and after hours visitors) of 530,666;
  - > completed detailed designs for capital works projects on the Events Terrace and the final stage of the water security project at the Arboretum;
  - > constructed a family-friendly public toilet facility in the Pod Playground at the Arboretum;
  - > carried out forest and landscape improvements at the Arboretum including new recreational trails, a horse holding yard, interpretive signage and additional grassed areas on the Events Terrace;
  - > continue to review the strategic direction of the Arboretum with input from an extensive community consultation process including a public survey that attracted over 2,600 responses;
  - > progressed the establishment of a charitable Foundation to raise philanthropic funds for the Arboretum;
  - > received a significant number of philanthropic donations to the Arboretum, enabling significant progress towards the construction of the Gallery of Gardens and allowing the former Covered Outdoor Learning Area to be enclosed and made useable as an additional function venue;
  - > continued the Arboretum's education programs with over 14,000 school students visiting the Arboretum in 274 groups, and over 3,200 students undertaking a facilitated educational program which represents a 63 per cent increase in total school visitors and a 71 per cent increase in facilitated students compared with 2014-15;
  - > hosted 275 private functions in the Arboretum's premium venues, the Margaret Whitlam Pavilion and Village Centre, 19 functions in other venues, and hosted 32 public events, ranging from large concerts such as *Voices in the Forest* through to bonsai workshops and Tree Week events;
  - > supported the Friends of the Arboretum who continued to provide a valuable role in adding value to the Arboretum through volunteer activities. In 2015-16 over 19,000 hours of volunteer time was provided across a range of activities including guided walks, working bees, scientific monitoring and event management
  - > commissioned an Augmented Reality app to enhance the visitor experiences at the Arboretum, based on the Digital Canberra Challenge award-winning pilot by local company APositive;

The directorate met all its 2015-16 accountability targets against this output, exceeding three targets. The three targets that were exceeded were:

- > (b) *economic activity generated as a result of staging Floriade*, where the target of \$40 million was exceeded by 17 percent due mostly to the variable impact of many external factors such as weather, media exposure and, public reaction;
- > (c) *Economic activity generated as a result of staging the Enlighten Festival*, where due to this being a new indicator a conservative value was applied for initial reporting; and
- > (d) *The level of customer satisfaction at the National Arboretum Canberra*, where a result of 96 per cent was achieved compared to the target of 85 per cent.

### Future Direction

In 2016-17, the directorate will:

- > implement the ACT Events Policy, a strategic policy framework for events to enhance Canberra's events calendar and maximise the associated economic, social and cultural benefits for the Canberra region;
- > continue to support the ACT events and festivals sector through the ACT Event Fund;
- > maintain and expand the ACT Government's program of major events to the highest quality for the community and visitors to the city;
- > maintain and update the [www.events.act.gov.au](http://www.events.act.gov.au) website which will act as a portal for information on all major ACT events;
- > develop and deliver a 10 year Strategic Direction for the National Arboretum Canberra, which reflects its unique role in conservation, tourism, events, recreation, culture and research;
- > deliver the final stage of the Arboretum's capital-funded water security project and construct landscaping to the Events Terrace, including the first three of the Gallery of Gardens;
- > support the National Arboretum Canberra Foundation in securing philanthropic funding; and
- > continue to provide high quality forest management, visitor services and educational programs at the Arboretum.

For further information contact:

Jeff House  
Deputy Director-General  
Enterprise Canberra  
+61 2 6207 7279  
[Jeff.House@act.gov.au](mailto:Jeff.House@act.gov.au)

## OUTPUT 8.7 PROPERTY SERVICES

### Overview

The directorate managed 293 Territory-owned commercial buildings, government office accommodation, community/multipurpose buildings and 33 leases in commercial buildings on behalf of the Territory. This number included a number of blocks of land, several unique properties, including the Parkwood Road Recycling Estate, converted schools that have been adapted to provide accommodation for community organisations and a number of significant heritage sites such as Albert Hall and the Tuggeranong Homestead.

In 2015-16 the directorate managed 394,354 square metres of government accommodation of which 101,220 square metres was in owned buildings used for government office and other accommodation, and a further 215,931 square metres of land and accommodation was for community and commercial organisations. The directorate received \$94.6 million in revenue from rent and the delivery of property projects and services and paid a dividend of \$3.3 million to the ACT Government. The directorate managed a planned maintenance program for all owned properties. In addition, it undertook a \$2.3 million upgrade program involving 79 projects on over 68 owned properties.

In managing the 293 owned properties, the directorate issued or renewed 53 licences to community and other tenants.

In 2015-16, the directorate provided \$23.8 million in project management services and \$17.5 million in planned and reactive maintenance services on properties across the ACT Government portfolio, managed by the directorate and those of our major clients being the Education and Health directorates. The directorate also operated a 24 hour, seven day a week trades and services response centre to ensure urgent work is carried out following a major incident. The response centre received in excess of 16,000 calls during the period.

The directorate has two specialist staff who assist ACT Government Directorates to develop and implement energy efficiency initiatives. In 2015-16 these staff provided technical advice and support on sustainability initiatives in relation to buildings and sites that consume significant amounts of electricity. These officers also provided advice and support to Building Management Committees that oversee the operation of ACT Government occupied buildings to ensure that energy efficiency targets are met.

### Highlights

During 2015-16 the directorate:

- > purchased 7,700 Renewable Energy Certificates (Green Power) on behalf of the ACT Government, as part of the ACT Government's commitment in the Carbon Neutral ACT Government Framework, representing 7,700 megawatt hours of electricity or 5 per cent of the ACT Government's electricity consumption in 2015-16;
- > erected flags/banners for events such as Anzac Day, Canberra Day, Christmas in the City, Winter in the City and to celebrate international events and visits from heads of state;
- > installed LED lighting at a total of 32 locations since commencement of the program which contributes to an energy saving of between 10 to 30 percent of total electricity consumption per location;
- > undertook Capital Works and Capital Upgrade projects totalling over \$11.7 million, including internal painting and flooring (carpet/vinyl) replacement programs, childcare facility upgrades,

heating, ventilation and air conditioning (HVAC) upgrades, hazardous material removals, underground storage tank removals and remediation and fire system upgrades;

- > completed Conversation Management Plans for all ACT Property Group's Heritage listed buildings;
- > completed and published the Land Management Plan for the Albert Hall;
- > managed the hire of the Albert Hall, Yarralumla Woolshed, Fyshwick Hangar, Fitters Workshop and Former Transport Depot for 217 events and functions, with the Albert Hall having the highest number of bookings with 101 events over 170 days;
- > installed a lift in Albert Hall to assist people with mobility issues to access the stage;
- > launched a new website ([www.economicdevelopment.act.gov.au/venues](http://www.economicdevelopment.act.gov.au/venues)) for ACT Property Group managed venues and created individual Facebook pages for each venue, providing a central location for the community to find information about the venues and how to book them;
- > undertook a customer survey of managers of community halls in properties managed by ACT Property Group, 66 per cent of invited contacts responded to the survey, with the majority indicating that they had satisfactory arrangements in place for the provision of public liability insurance;
- > commenced the \$4.9 million upgrade of the heating, ventilation and cooling (HVAC) system at the North Building and the \$5.4 million refurbishment of the National Convention Centre, with the Foyer upgrade at the Convention Centre a finalist in the 2016 MBA Awards;
- > completed a \$3.9 million Capital Upgrade Project program to upgrade ACT Government owned properties including childcare facilities, community facilities and government occupied buildings. Outcomes include improvements to energy efficiency, client amenity by upgrading bathrooms and kitchens, painting and carpeting and the removal of hazardous materials;
- > provided support for the Asbestos Response Taskforce by processing 320 properties in 2015-16 bringing the total under management by ACT Property Group to 873, with the properties managed until they are handed over for demolition; and
- > assisted directorates to reduce electricity and gas use by identifying and correcting issues with controls for heating and electricity systems.

The directorate met one of its 2015-16 accountability targets against this output and had very minor variances on the other two:

- > *(b) Occupancy rate for properties designated for use by non-government tenants*, where the result was just 2 per cent below the target; and
- > *(c) Average square metres of office accommodation per employee*, where the result of 15.3 was 0.2 metres below the target.

## Future Direction

In 2016-17, the directorate will:

- > continue the \$4.9 million upgrade of the heating, ventilation and cooling system at the North Building and the \$5.4 million refurbishment of the National Convention Centre;
- > assist ACT Government Directorates, including CIT and Canberra Hospital to improve energy efficiency through installation of solar, LED lighting and heating and cooling system improvements;
- > review the community and other tenancy policy and arrangements;
- > finalise establishment of the Woden and Inner North government office locations in accordance with the Government Accommodation Strategy;

- > open the Lake Burley Griffin slipway for use by boat operators;
- > manage the ACT Property Group Capital Upgrades Program, focussing on ensuring buildings meet regulatory requirements and providing amenity features that enhance the quality and functionality of our buildings to the benefit of our building users; and
- > undertake a number of projects identified using the asset management process, which includes strategic asset management planning, site based condition assessments, tenancy officer visits to sites and importantly, feedback from our tenants.

For further information contact:

Daniel Bailey  
Executive Director  
Sales, Marketing and Property Management  
+61 2 6207 5618  
[Daniel.Bailey@act.gov.au](mailto:Daniel.Bailey@act.gov.au)



## OUTPUT 8.8 ARTS ENGAGEMENT

### Overview

In 2015-16, the directorate focused on our vision of a diverse and dynamic arts ecology valued locally, nationally and globally through community participation and access to the arts; supporting great art and great artists; promoting the vitality of the Canberra Region arts ecology and engaging with Aboriginal and Torres Strait Islander arts and cultures.

The directorate commenced implementation of the 2015 ACT Arts Policy and artsACT Strategic Plan 2015-16 and promoted the findings of the Economic Overview of the Arts in the ACT report. It managed the ACT Arts Fund, the ACT Government public art collection and oversaw the development and management of a range of ACT arts facilities. CMTEDD also maintained links with other arts and cultural organisations and agencies at a local and national level.

### Highlights

Against this output in 2015-16 the directorate:

- > commenced implementation of the 2015 ACT Arts Policy and artsACT Strategic Plan 2015-16 which included:
  - engaging with the arts sector through CBRarts forums (Creative Spaces, Creative Places and Making CBRarts Happen);
  - undertaking public and sector consultation to develop a Cultural Infrastructure Plan;
  - undertaking public and sector consultation to develop an Arts Funding Plan;
  - the delivery of stage one of the pilot arts and health project;
  - reviewing the existing Community Cultural Inclusion Program and subsequent establishment of the new Community Arts and Cultural Development program;
  - involvement in the development of the new CMTEDD Reconciliation Action Plan;
  - establishing connections and securing future funding for a one year initiative for engaging and developing Aboriginal and Torres Strait Islander arts and cultures; and
  - continuing to facilitate the CBRarts Comms Network to promote arts activities in the Canberra Region;
- > commenced work on the development of a Cultural Infrastructure Plan, works so far has included:
  - consultation with the ACT Arts Sector through the delivery of an open forum, Creative Places, Creative Spaces and an Arts Facilities specific Workshop;
  - undertaking a Cultural Infrastructure Survey to better understand the needs of the sector; and
  - undertaking planning for further consultation including a workshop for artists with a final plan proposed for release in 2017;
- > commenced the highest priority electrical and fire system improvements across the arts facility portfolio, as identified in the artsACT Strategic Asset Management Plan (September 2014) and funded in the 2015-16 Budget, this included:
  - fire separation of the artist in residence accommodation at Gorman House Arts Centre which was completed as the first major component of this project;

- improvement works, including the installation of residual current devices to prevent electric shock and the replacement of switch boards at three arts facilities;
  - fire system improvements including emergency lighting upgrades and installation of fire strobe lights;
- > completed minor capital works at arts facilities including the installation of a heating and cooling system and insulation in the upper gallery at the Tuggeranong Arts Centre, improvements to Ralph Wilson Theatre at Gorman House and acoustic improvements at the Street Theatre as well as ongoing responsive and programmed maintenance across the portfolio;
  - > provided support and encouragement to private developers interested in commissioning public artwork for areas within private leases, with a number of meetings held with developers and the *ACT Government Public Art Guidelines* made available online as a resource for government and non-government businesses;
  - > completed the installation of two kinetic public artworks, *in the stream* and *breezing in Canberra*, at the National Arboretum Canberra by high profile Japanese artist, Kozo Nishino;
  - > completed major conservation works on the public artworks *Circuitry* by artist Fiona Hooton and *Toku* by artist Skinki Kato, with the surface of *Circuitry* fully re-finished and *Toku* restored and re-painted to address surface failures;
  - > prepared a detailed functional brief for each arts organisation proposed to be accommodated at the Kingston Arts Precinct, which formed part of the sale documentation issued to developers interested in purchasing Section 49 Kingston from the Land Development Agency;
  - > managed the ACT Arts Fund, which ensured that ACT artists and arts organisations were able to develop and present their work whilst encouraging participation, engagement and excellence as outlined within the 2015 ACT Arts Policy and enabling over 230,000 members of the community to engage with the arts through active participation or as audiences at ticketed and non ticketed events in the 2015 calendar year;
  - > through arts funding supported:
    - 17 Key Arts Organisations;
    - 8 Program Organisations;
    - 53 Projects;
    - 22 Out of Round individual artists;
    - the ACT Book of the Year Award; and
    - a range of Government initiatives;
  - > supported the Arts Residency ACT program which provides opportunities for artists from across Australia and around the world to develop new works inspired and enabled through engagement with new surroundings and facilities, the six residences approved in 2015-16 were:
    - Canberra Glassworks – to support an established Australian contemporary artist engaging with neon to work with an experienced neon maker/technical specialist to inspire local artists and produce new work;
    - PhotoAccess – in partnership with Ainslie and Gorman Arts Centres, to engage one interstate mid-career artist to create and exhibit new, experimental photo-based work at PhotoAccess;
    - Craft ACT – to support an international and national artist, as well inviting the previous residency artists, curators, writers and partners, to re-engage in the residency program;

- Belconnen Arts Centre – in partnership with the Islamic Society Belconnen and Strathnairn Arts, to support a nationally recognised Australian Muslim woman artist to build upon her innovative participatory arts practice in ceramics;
  - National Portrait Gallery of Australia – to support a residency for George Khut to develop and present a new digital work, and interact with local artists and Gallery visitors; and
  - ACT Writers Centre – in partnership with the Museum of Australian Democracy, to support the ACT Eminent Writer-in-Residence Program, which provides an opportunity for an Australian writer of significance to live and work in the ACT;
- > supported the final year of the Artist in Schools Program in which four ACT artists worked in four ACT Public Schools (funded by the Australia Council), these were:
- Amelia Zafatis (visual artist) at Charles Conder Primary School, whose project focused on the school's Friendly Five Values, beginning with drawing workshops focusing on representing their lived experiences of school, resulting in a Word Wall and a series of collaborative charcoal drawings representing the students' collective experiences being installed in the school foyer;
  - Marianne Mettes (puppetry artist) at Duffy Primary School, who introduced students to the various aspects of puppetry, and engaged students in developing their own puppetry skills as a channel for self expression;
  - Sean Davey (photographer) at Charnwood-Dunlop School, who taught students across the school about photography in general, and his practise specifically, and then provided digital cameras he bought with the grant funding to teach students stronger photography skills, resulting in two edited books of photographs taken by students at the school; and
  - Ruth Oliphant (glass artist) at Franklin Early Childhood School, who taught preschool to Year 2 students to engage with their direct surroundings and express this in the material of glass, with the students developing the design for a glass window that Ms Oliphant made in collaboration with them, and the school noting that skills and knowledge learnt through the placement have strengthened the ongoing arts activities at the school;
- > supported the ANU Community Outreach Program which delivered a suite of programs for the ACT Community through the School of Music and School of Art, including:
- the provision of music and visual arts education programs for ACT students, teachers and the general public;
  - provided access to Llewellyn Hall for local music organisations, including the Canberra Symphony Orchestra and Music for Canberra;
  - delivered 466 individual workshops or classes, for over 6,500 participants, including:
    - over 71 Visual Arts Access courses were run, employing 27 artists and attracting over 600 students for the delivery of 2,000 hours of face to face teaching;
    - through the Open School of Music delivered subsidised tuition to 89 secondary students and free tuition and ensemble training for 22 college students in both classical and jazz streams;
    - through the Music Engagement program provided outreach, including contact hours for students, teacher training and on-site support visits to schools;
    - an ANU student artist in residence program for ANU visual arts students to work in ACT schools; and
    - an internship program for ANU School of Music students to undertake internships within local community music organisations, with eight internships taking place in 2015.

The directorate exceeded one target and did not meet the other target against this output. The target not met was *(b) tenant satisfaction with management of Community Arts Facilities*, where two

respondents were dissatisfied, resulting in an 80 per cent satisfaction level against a target of 85 per cent. The target *(a) Number of arts organisations supporting community participation* was exceeded by four per cent.

## Future Direction

In 2016-17, the directorate will:

- > continue to engage with the arts sector through CBRarts engagement activities;
- > release the Cultural Infrastructure Plan and Arts Funding Plan;
- > finalise the Communications Plan and Research and Data Plan;
- > deliver stage two of the pilot arts and health project;
- > work with the Aboriginal and Torres Strait Islander arts and cultural sector to deliver specific funding for grants or programs as identified through consultation;
- > continue to work with the CBRarts Comms Network to investigate how the arts can leverage Brand Canberra to further support audience engagement and promotion of the arts;
- > undertake the highest priority electrical and fire protection works at arts facilities in 2016-17, as identified in the artsACT Strategic Asset Management Plan (September 2014) and funded in the 2015-16 Budget;
- > complete fire system improvements within the main theatre at the Street Theatre as identified in the artsACT Strategic Asset Management Plan (September 2014) and funded in the 2016-17 ACT Budget; and
- > continue to focus on public art collection management including artwork restoration activities and ongoing responsive and programmed maintenance of the collection.

For further information contact:

Jeff House  
Deputy Director-General  
Enterprise Canberra  
+61 2 6207 7279  
[Jeff.House@act.gov.au](mailto:Jeff.House@act.gov.au)

## OUTPUT 8.9 URBAN RENEWAL

### Overview

The directorate through the Office of the Coordinator General for Urban Renewal was responsible for the coordination and facilitation of a range of Government activities and projects across directorates. The directorate responded to emerging issues relating to the broad area of urban renewal, in line with the Government's Strategic Priorities. This included:

- > the sale of Government assets under the Asset Recycling Initiative National Partnership Agreement, including the redevelopment of public housing and commercial assets in the Northbourne Corridor;
- > management of major projects such as the Government's proposed City Office block;
- > the establishment of the City Activation Team to develop and implement a City Action Plan;
- > the management of the Direct Land Sales statutory process;
- > identifying opportunities for more effective coordination between directorates for urban renewal activities, projects and policy development; and
- > the coordination of the Community Clubs Taskforce.

The directorate also included the Public Housing Renewal Taskforce which supported the delivery of the Government's urban renewal priorities.

The public housing renewal program was intended to improve outcomes for public housing tenants in the ACT and support the renewal of Canberra's urban areas. 1,288 public housing dwellings will be constructed or purchased across Canberra to replace existing older properties and improve the overall quality of the public housing portfolio.

Oversight of the public housing renewal program was provided by the Public Housing Renewal Steering Committee, which included the Under Treasurer, the Director-General, Community Services Directorate and the Director-General, Economic Development.

### Highlights

Against this output in 2015-16 the directorate:

- > continued implementation of the Government's Office Accommodation Strategy, including a tender process for the Civic office and the Registration of Interest for the Dickson office, on the current Motor Vehicle Registry site;
- > as part of the Asset Recycling Initiative (ARI) Agreement with the Commonwealth:
  - completed the sale of the Currong and Allawah Apartments for \$47 million and commenced demolition of Currong;
  - completed the demolition of the Dickson flats with preservation of the nominated Heritage building;
  - commenced the demolition of Owen Flats;
  - commenced community engagement with Red Hill residents for the preparation of an Estate Development Plan for the Red Hill Public Housing precinct; and
  - due diligence was started on all ARI sites in preparation for sale over the coming years;
- > completed 15 direct sales of land under the *Planning and Development Act 2007*, being two concessional, six commercial and five executive leases, with one application not proceeding and one executive lease being finalised;

- > facilitated the relocation of the OneSun Capital solar farm to Williamsdale as part of the Government's renewable energy policy implementation;
- > established the City Activation Team to facilitate whole of government and private sector activities in the City Centre that focus on activation of the public realm;
- > worked with clubs through the Community Clubs Taskforce to diversify their revenue opportunities;
- > progressed business cases as part of the public housing renewal program, to secure funding in the 2016-17 Budget for the redevelopment and replacement of 864 public housing dwellings, in addition to the 352 dwellings funded in the 2015-16 Budget;
- > continued, through the Public Housing Renewal Taskforce, to undertake construction on over 350 properties in Monash, Nicholls, Amaroo, Moncrieff and Coombs, and completed the construction of 20 public housing dwellings in Chisholm;
- > commenced a process for purchasing suitable residential developments from the private sector for the public housing renewal program, securing over 150 dwellings;
- > through the Public Housing Renewal Taskforce, worked with Housing ACT to support over 100 public housing tenants to move home; and
- > undertook community engagement with residents and public housing tenants, including notices to tenants, information sessions for the community and regular web updates.

The directorate met one and exceeded one of its 2015-16 accountability targets against this output. The target *(b) Public Housing Renewal Program* was exceeded by 48 per cent with a total of 520 dwellings under contract. This includes 379 dwellings under construction or 'Design and Construct' contracts in Monash, Nicholls, Amaroo, Moncrieff, Coombs, Chisholm and Denman Prospect, 38 dwellings for which Housing ACT was in contract and reimbursed, and 103 dwellings under contract (either at exchange or settled) following purchase through the public housing renewal expression of interest process.

## Future Direction

In 2016-17, the directorate will:

- > complete the processes that support the Government Office Accommodation Strategy;
- > finalise the sales strategy for the remaining sites under the ARI program;
- > sell the Northbourne East and West Precincts, Dame Pattie Menzies House and the Dickson Motor Vehicle Registry;
- > continue to identify and implement opportunities to activate public realm spaces in the City and develop a strategy for the way in which public spaces in the City can be better utilised;
- > commence the development of the Haig Park Master Plan;
- > continue to work across government to achieve superior urban renewal outcomes;
- > finalise construction of properties already underway and commence design and construction on newly identified sites as part of the public housing renewal program;
- > continue to purchase suitable private residential developments to contribute to the public housing renewal program through the established Expression of Interest process; and
- > through the Public Housing Renewal Taskforce, work with Housing ACT to ensure all public housing tenants affected by the public housing renewal program are supported to move home.

For further information contact:

Ben Ponton  
Deputy Director-General  
Land Development and Corporate Division  
+61 2 6205 7346  
[Ben.Ponton@act.gov.au](mailto:Ben.Ponton@act.gov.au)

## OUTPUT 9.1 LOOSE FILL ASBESTOS INSULATION ERADICATION SCHEME

### Overview

The directorate was responsible, through the Asbestos Response Taskforce, for implementing the Loose Fill Asbestos Insulation Eradication Scheme which is designed to eradicate, through the acquisition and demolition of the 1,022 affected houses, loose fill asbestos insulation from houses in the ACT. Loose fill asbestos (commonly known as 'Mr Fluffy') insulation was pumped into the ceilings of houses as insulation throughout Canberra in the period 1968 to 1979.

The scheme provided a comprehensive, coordinated and compassionate response to the health, social, financial and practical consequences of the continuing contamination of affected houses and encompassed:

- > the provision of emergency support and financial assistance to affected homeowners and residents;
- > development of advice on an enduring solution to problems created by this pre-self government legacy issue;
- > provision of information and advice to the wider Canberra community;
- > the voluntary acquisition and demolition of affected houses; and
- > the sale of remediated blocks to their former owners under first right of refusal arrangements, or to the general public through a public sales process.

The total cost of the Scheme is estimated to be \$1 billion (with a net cost of around \$400 million). It comprises four distinct but overlapping phases: assistance, buyback, demolition, and sales.

Within each of these phases a range of key milestones have been developed that represent critical performance and reporting indicators. In addition to these key milestones, there are performance requirements that span the entire Scheme. The three key streams of activity for the Taskforce are:

- > provision of assistance, community engagement and advice;
- > administration of the voluntary buyback, demolition and sales programs; and
- > a governance, technical and regulatory policy advice stream.

The Taskforce is made up of staff from across the ACTPS. Due to the degree of coordination required, the unprecedented scale of the Scheme, and the speed with which it has been designed and implemented, the Taskforce has developed a clear governance structure designed to ensure the efficient delivery of the scheme and ensure risks are appropriately identified and managed. The governance structure supports the safe and effective delivery of the intended outcomes of the Scheme while minimising duplication of functions across the ACTPS by drawing on the expertise and systems established elsewhere (including other areas of the directorate).

The Taskforce has continued to implement the scheme balancing an urgent and responsive approach with proper probity and accountability requirements, underpinned by the governance framework which fosters sensible and considered engagement with risk and ensures controls and incident management processes provide effective and timely responses.

During the reporting period, the Auditor-General conducted the first of three planned performance audits of the Taskforce, focussing on financial management and governance frameworks. The overall conclusion was that the planning for and management of the financial arrangements for the implementation of the Scheme has been effective, and that the Taskforce's approach to governance and risk management reflects better practice. The Report, released in May 2016, also highlighted



that the risk management arrangements were detailed and targeted with responsibilities clearly defined.

In 2015-16 there were three complaints investigated by the Ombudsman, two in relation to freedom of information and one seeking a review of a Taskforce decision. In all cases the Ombudsman deemed that no further investigation was warranted.

As at 30 June 2016:

- > a total of 976 offers had been accepted under the voluntary buyback program, with 882 properties acquired by the Government;
- > 234 houses had been demolished;
- > 150 remediated blocks had been removed from the Register of Affected Residential Premises established under the *Dangerous Substances Act 2004*;
- > 98 offers to sell remediated blocks had been made under the First Right of Refusal arrangements;
- > two blocks had been sold under First Right Of Refusal and 34 remediated blocks sold through the public sales process; and
- > 24 affected owners had elected not to participate in the scheme.

## Highlights

Against this output in 2015-16 the directorate:

- > continued and expanded engagement with affected homeowners, tenants and their families, as well as keeping the community informed through a series of community forums, seniors morning teas, attending community council meetings and through a monthly newsletter, quarterly reporting to the Legislative Assembly, website and social media channels;
- > implemented legislative and regulatory changes to facilitate implementation of the scheme, and support management of ongoing asbestos exposure risks in occupied affected houses including significant collaboration with industry and regulatory bodies;
- > published for the first time an authorised and complete list of affected properties;
- > conducted a formally reviewed pilot demolition program comprising five affected houses;
- > completed a tender process for a panel of head contractors to undertake the demolition program;
- > exceeded the annual target of 50 demolitions for 2015 – demolishing 57 houses;
- > continued to engage licensed asbestos removalists, licensed asbestos assessors and licensed demolition contractors to safely demolish affected houses – works that are independently regulated and monitored by WorkSafe ACT and ACT Environment Protection Authority;
- > developed a suite of engagement materials and approaches that, with the support of ACT Property Group and demolition head contractors, keeps neighbours informed about progress and activity from acquisition of the affected property, through the demolition works to deregistration and sale, including:
  - the delivery of more than 4,000 letters to former residents and neighbours of affected properties;
  - doorknocking of more than 700 neighbouring properties especially around clusters of affected properties; and
  - hosting a ‘Neighbour Day’ community event in Kambah and a drop-in information session at local shops;

- > released the Indicative Demolition Schedule for the scheme in August 2015 and an update in February 2016;
- > colocated personal support staff with community service organisations across Canberra to provide ease of access for affected (especially elderly) homeowners, and to foster closer linkages with community and service providers;
- > continued to support the Community and Expert Reference Group which works with the directorate to provide advice relating to engagement with the community, including exploring concerns raised by individuals or community groups;
- > supported the conduct by the Australian National University's National Centre for Epidemiology and Population Health of the ACT Asbestos Health Study that will continue over the next two years, with data collection scheduled to be completed in July 2016 with analysis and findings expected to be released in 2017;
- > supported consultation on and approval of Variation 343 to the Territory Plan creating special planning permissions on remediated blocks sold through the scheme;
- > developed effective processes and procedures for managing and re-assessing the implementation of the scheme, including expenditure and an ongoing commitment to actively manage risks that provides a robust and responsive program and supports the delivery of the scheme in a safe, effective and efficient manner;
- > supported the Eradication Scheme Steering Committee, a key component of the governance structure, which met 12 times to monitor the Scheme's progress and performance, and provide oversight and expert advice in relation to key decisions made in relation to the successful delivery of the scheme; and
- > received endorsement from the Auditor-General of the Scheme's governance framework, in the first of three planned performance audits, with the Auditor-General concluding that the planning for and management of the financial arrangements for the implementation of the scheme has been effective, and the Taskforce's approach to governance and risk management reflects better practice.

The directorate met seven out of nine targets against this output and exceeded two other targets. The targets that were exceeded are:

- > *(c) Conduct and/or attend Community Forums/Meetings on Loose Fill Asbestos Insulation (health, management, demolition)*, where an additional 16 events were held during the year due to community demand; and
- > *(i) Develop laws and amending legislation to facilitate the efficient implementation of the Loose Fill Asbestos Insulation Eradication Scheme*, where an additional legislative amendment was facilitated during the reporting period.

## Future Direction

In 2016-17, the directorate will focus on:

- > continuing to provide clear advice and personalised support to affected homeowners, especially in relation to the first right of refusal process;
- > continuing engagement with neighbours to ensure they remain aware of planned and actual demolition and sales program activities;
- > concluding the Voluntary Buyback Program;
- > continuing to demolish affected houses as quickly as is safely possible, while maximising efficiency and ensuring work, health and safety principles are adhered to;

- > continuing the resale of remediated blocks; and
- > continuing to support the ANU National Centre for Epidemiology and Population Health conduct the study into asbestos exposure in affected homes.

For further information contact:

Andrew Kefford

Head

Asbestos Response Taskforce

+61 2 6205 4717

[Andrew.Kefford@act.gov.au](mailto:Andrew.Kefford@act.gov.au)

## OUTPUT 10.1 ACCESS CANBERRA

### Overview

The directorate, through Access Canberra provided a one-stop shop for ACT Government customer and regulatory services to make access for the community to government services easier, simpler and faster. Access Canberra actively engages with businesses, community groups and individuals to identify areas to reduce red tape and make ACT Government services easier.

Access Canberra was often the first point of contact for individuals, organisations and businesses dealing with the ACT Government. The community most commonly interacted with Access Canberra through its shopfronts, contact centre and websites where they sought information about services, undertook transactions, or interacted in other ways.

This area of the directorate provided over 2,000 different types of services through agencies, shopfronts and online services including registering births, deaths and marriages, issuing driver licences, inspecting and registering cars, issuing certificates of occupancy for houses, undertaking electrical, plumbing and gas inspections for new and existing buildings, providing advice on consumer rights and faulty household products, issuing Myway cards, licensing tradespeople and car parking compliance.

The directorate focuses on engagement and education to build understanding within the community and help people comply with regulations to ensure Canberra remains a safe and healthy community. The directorate applies a risk based compliance approach to ensure community safety and a level playing field for business.

The directorate will continue to coordinate joint engagement and education inspection programs across a variety of industry sectors to enhance compliance and community safety. Joint inspections help business owners by reducing the time they need to set aside to deal with government to gain approvals, giving them more time to provide services to their customers.

### Highlights

Against this output in 2015-16 the directorate:

- > introduced vehicle registration and compulsory third party insurance arrangements for rideshare vehicles from 1 April 2016;
- > based on the successful opening of the Gungahlin Service Centre at Winyu House, opened a new Tuggeranong Service Centre, which enabled a range of services previously provided at separate locations to be co-located and reduce the number of trips people had to make to multiple locations to get their business done;
- > installed new touch screen terminals at Access Canberra service centres, enabling citizens to get their business done, and get back to their day without having to wait in a queue;
- > welcomed more than half a million customers through its shopfronts, with the top three services being establishing and renewal of vehicle registrations and driver licence renewals;
- > simplified forms, made them more accessible with 221 services now offered online and processed more than 1.3 million online transactions;
- > recorded more than 10.5 million web page visits and received more than 760,000 phone calls;
- > commissioned a customer satisfaction survey (undertaken in February and March 2016) of 602 people and 346 businesses, revealing that following the first full year of operation, 91 per cent of people (up from 85 per cent) say that it is easy to do business with Access Canberra reflecting the success of the “no wrong door” operating model;

- > continued to make it easier to hold events in the ACT and worked with 418 event organisers and approved 351 events, delivering a personalised case management service to coordinate approvals from all regulatory arms of government;
- > undertook a range of licensing functions including:
  - streamlined liquor permit approval processes for pop-up bars and low risk events and streamlined the liquor licence renewal process for licences;
  - moved the publication of public notices online, removing the requirement to advertise notices in print media and saving business time and money;
  - redeveloped the public register of licensed construction occupation professionals to make it searchable online [www.accesscanberra.act.gov.au/app/services/licence/#/](http://www.accesscanberra.act.gov.au/app/services/licence/#/);
  - streamlined the process for the review of disputed parking infringement notices, taking the response time from 90 days to 60 days;
  - introduced arrangements for customers to establish and update infringement payment plans for traffic fines over the phone, with 6,600 customers establishing a payment plan, an increase from the 3,100 who commenced a plan in the 12 month period prior to the change;
  - introduced a payment calculator for infringement payment plans to assist with calculation of amounts customers should be paying towards the plans, which has assisted customers pay off their debts faster;
  - employed four additional full time permanent mobile road safety camera operators who are on the road every day between 6:00am and midnight;
- > undertook a range of activities relating to Working with Vulnerable People (WWVP) including:
  - processed 40,227 applications (new and renewals) for WWVP registrations – a significant increase from previous years;
  - introduced an online WWVP renewal form to provide simpler and faster applications and renewals;
  - started a series of educational activities for organisations and individuals requiring a WWVP registration focusing on their obligations under the legislation;
  - conducted 267 WWVP compliance activities, resulting in 17,120 registration checks;
  - identified 271 instances of noncompliance, with the majority of issues relating to a failure to produce the registration card on request. In this instance the directorate takes the approach of educating individuals to have their cards with them when undertaking a registered activity;
- > undertook compliance and enforcement activities including:
  - a range of fair trading activities:
    - provided advice and support to 6,395 people about their consumer rights under the fair trading legislation;
    - investigated 266 complaints about the quality of goods and services, misrepresentations and product guarantees;
    - resolved 107 complaints to the consumers complete satisfaction, including a refund and replacement for two faulty motor vehicles that were unable to be satisfactorily repaired, removal and full refund obtained for faulty air conditioner units and reimbursement for cash back offers as represented;
  - issued 39 written warnings regarding non compliance and issued six infringement notices for breaches of the law under the *Liquor Act 2010*, *Security Act 2003*, *Public Unleased Land Act 2013*, and the *Sale of Motor Vehicles Act 1977*;
  - undertook a range of construction regulation and environment protection activities:

- completed the five year National Framework for Compliance and Enforcement for Water Resource Management implementation that strengthened compliance and enforcement of water resources management;
- worked with residents to broker an alternative location and solution for water to be taken for the development of Throsby other than Yerrabi Pond;
- received 268 complaints related to planning laws, finalising 367 complaints (including complaints received in previous financial years);
- received 172 complaints related to construction laws, finalising 282 complaints (including complaints received in previous financial years). Access Canberra worked cooperatively with industry and the community to ensure compliance was attained, which resulted in the majority of matters being resolved without the need for formal action;
- trialled equipment that allows twelve work health and safety inspectors to do inspections without having to return to the office between visiting workplaces, providing customers with real time feedback on the outcome of inspections, including being issued with electronic improvement and prohibition notices resulting in a 71 per cent increase in work health and safety inspections over the last nine months from 2,208 (October 2014 to June 2015) to 3,781 (October 2015 to June 2016);
- conducted five free construction safety training and education sessions focusing on Working Safely at Height, which promoted information on the dangers associated with working on roofs, scaffolds, and ladders broadly using social media and a dedicated website [www.stopconstructionfalls.act.gov.au](http://www.stopconstructionfalls.act.gov.au);
- produced safety videos sent direct to the mobile phones of licensed construction workers to engage and educate members of the construction industry about topical safety issues such as working from heights and mobile plant;
- produced a regular industry newsletter sent to 13,000 individual subscribers covering information on construction, environment and workplace matters;
- established the Building Regulation Advisory Committee, which works with Access Canberra on reforms to builder licensing and includes representatives of the Australian Institute of Building, Construction Industry Training Council, Master Builders Association, Housing Industry Association, Chair of the Architects Board and members representing designers and landscape professionals;
- > supported the ACT Work Safety Commissioner
  - carried out 4,259 workplace inspections that resulted in 129 Improvement Notices issued under the *Work Health and Safety Act 2011* and another three under the *Dangerous Substances Act 2004*;
  - issued 71 Prohibition Notices under the *Work Health and Safety Act 2011*, two under the *Dangerous Substances Act 2004*;
  - undertook 1,024 events related workplace visits such as at Summernats, Canberra Show, Multicultural Festival and Night Noodle Markets;
  - as a result of the loose fill asbestos insulation (Mr Fluffy) issue, activated a team of inspectors dedicated to dealing with asbestos regulatory issues within the ACT, whom:
    - liaised directly with the ACT Asbestos Response Taskforce and Procurement and Capital Works providing regulatory information, guidance and advice to assist with the management of the ACT Government Mr Fluffy demolition program;
    - undertook 1,009 asbestos related work place visits;
    - applied new systems and processes to ensure that contractors were engaged with WorkSafe ACT throughout the entire home demolition process;

- engaged with the Procurement and Capital Works during the evaluation and engagement of suitable prequalified project management contractors for the demolition program;
- > undertook a range of collaborative activities including:
  - supported the introduction of rideshare services in the ACT, which allowed three providers (Uber, Limofied and ONTAP) to be registered and operate through the use of an interim rideshare booking service agreement, work also included supporting legislative amendments to provide exemptions for vehicles and drivers, resulting in over 1,000 drivers across the three providers
  - continued to reduce the red tape burden for local businesses through the implementation of legislation which:
    - simplified the licence application process for the security industry;
    - extended the period for submission of trust account details under the *Agents Act 2003* to the Fair Trading Commissioner, providing greater flexibility to licensed real estate businesses and stock and station agents during the busy time of setting up a new business;
    - reduced the reporting burden on incorporated associations that also hold charitable collection licences by aligning the periods within which they must submit financial reports;
    - simplified the submission of complaints under a number of laws, enabling complaints to be submitted electronically;
    - removed the requirement for producing statutory declarations from several Acts;
    - removed annual vehicle station inspections for Authorised Inspection Stations under the Authorised Examiner Scheme;
    - further streamlined Public Passenger Vehicle accreditation and vehicle licensing processes;
  - as part of the Healthy Weight Initiative:
    - conducted 143 Healthier Work workplace visits and assisted 40 workplaces to create a 12 month health and wellbeing plan to become 'Healthier Work Recognised';
    - evaluated the plans of 25 workplaces which have now become 'Healthier Work Recognised Silver Status';
    - assisted 5,037 Canberrans make the healthy choice the easy choice within the workplace setting;
    - partnered with the Canberra Business Chamber to deliver training sessions on creating healthier work environments to 82 attendees, delivered five mentoring sessions to 101 Healthier Work champions in workplaces;
    - held three Healthier Work breakfasts attended by 480 participants to recognise workplaces who have completed their first or second year of the program, including a networking session with Beyondblue and the Australian Public Service Commission;
    - partnered with the Physical Activity Foundation on the Get Active Workplace Challenge which was delivered across 174 workplaces to 1,845 participants;
  - undertook a range of Health Protection Services activities:
    - registered 306 new food businesses;
    - issued 159 Declared Event registrations;
    - processed 1,651 food business registration renewals;
    - conducted 1,737 food safety inspections at registered premises and Declared Events;

- provided food safety information to a variety of stallholders for the four Declared Events including the National Multicultural Festival, Enlighten Night Noodle Market, National Folk Festival and the Curry Festival;
- held information sessions for stallholders about food safety for the National Multicultural Festival and Curry Festival;
- continued dissemination of food safety information in multiple languages to assist in understanding key food safety requirements;
- As a result of co-locating regulatory services within Access Canberra, the directorate has undertaken several coordinated joint compliance inspection programs across industries and reduce impacts to businesses, including:
  - focusing on the building and construction industry to determine the legitimacy of any advertising representations made by tradespersons with a view to increase confidence in the building and construction sector;
  - inspections of motor vehicle repairers in the ACT to detect unlicensed motor vehicle repairers, minimise issues that may compromise public or employee safety or expose consumers to financial harm;
- covering liquor, gaming and health at several high risk events including the Canberra Greyhound Racing Club's annual Canberra Cup, Oktoberfest, Multicultural Festival, Royal Canberra Show and ACT Melbourne Cup activities; and
- worked collaboratively on electrical safety inspections to determine the compliance rates of select electrical products available for sale in the ACT, with the aim to educate electrical retailers on the importance of complying with the mandatory safety standards.

The directorate exceeded five out of eight targets against this output and did not meet the other three targets. The targets exceeded were:

- > *(a)(ii) Average cost per interaction* was better than anticipated, with a result of \$6.16 against a target cost per interaction of \$7.75;
- > *(b)(ii) Percentage of services delivered online* where the focus on digitising services has led to a better than expected result;
- > *(c) Percentage of the Canberra community satisfied with the ease of interacting with Access Canberra*, where changes in Access Canberra work practices led to a better than expected result;
- > *(d)(i) Number of inspections conducted by Access Canberra*, where the number of working with vulnerable people registrations inspections were higher than expected; and
- > *(d)(ii) Compliance at time of inspection*, where a focus on education has helped achieve a better than forecast result.

The targets not met were:

- > *(a)(i) Number of Interactions with Access Canberra*, this is due to an overestimation in the number of website visits when the target was developed;
- > *(b)(i) Percentage of Customers satisfied with Access Canberra*, where the result was three per cent below the target of 90 per cent; and
- > *d(iii) Percentage of licence applications processed within service standard timeframes*, where a greater than expected volume of working with vulnerable people applications has led to a slight decline in meeting processing timeframes.

## Future Direction

In 2016-17, the directorate will:



- > move the majority of Access Canberra staff into premises at Woden, increasing collaboration within the business unit, including a new Woden Service Centre, designed on the successful set up of the Gungahlin and Tuggeranong service centres, providing better services for customers;
- > create and improve digital services to make it easier, simpler and faster to transact with government;
- > work in partnership with the iConnect Program Team to develop next generation online service capabilities;
- > implement the *Traders (Licensing) Act 2016* which will simplify business interaction with government through the consolidation of multiple licenses and regulatory requirements;
- > continue to provide support to the Gambling and Racing Commission;
- > increase the number of businesses using the Healthier Work program to improve health outcomes;
- > continue to work collaboratively with Health Protection Services to engage with and educate the food industry to improve the level of compliance through the provision of food safety information and industry engagement and increase transparency of food safety requirements and inspections;
- > build a new vehicle inspection station at Hume ready for occupation in early 2017 that will be another Access Canberra cashless shopfront, with customers paying and booking inspections online and allowing inspection of light vehicles and heavy vehicle combinations including 25m-26m B-Doubles and trailers;
- > support motor vehicle registration requirements and vehicle safety through the vehicle inspection station which will conduct inspections of heavy vehicles (>4,500kg GVM), modified vehicles, plant vehicles and non-standard larger vehicles, for example, cranes and concrete pumpers, as well as continuing to inspect written-off vehicles and re-birthed vehicles that require identity inspections, and also able to cater for the proposed National Heavy Vehicle Written-off Vehicles register;
- > implement initiatives and processes to support the recommendations of the Taxi Innovation Review;
- > review the Accredited Driving Instructors Scheme;
- > continue cooperation with the National Heavy Vehicle Regulator for opportunities to participate and expand on compliance and enforcement systems and technology capability;
- > continue to evaluate, and where necessary adapt our service delivery model to harnessing changes in technology and better deliver services to the community;
- > apply a risk based approach to regulation and compliance to ensure attention is focused on the areas of greatest harm to the community;
- > continue to engage with and educate industries to ensure they understand their obligations under legislation; and
- > continue to identify further opportunities for coordinated compliance activities across a range of regulatory responsibilities.

For further information contact:

Dave Peffer  
Deputy Director-General  
Access Canberra  
+61 2 6205 5169  
[Dave.Peffer@act.gov.au](mailto:Dave.Peffer@act.gov.au)

## OUTPUT EBT 1 SUPERANNUATION PROVISION ACCOUNT

### Overview

The Superannuation Provision Account (SPA) was established to recognise the investment assets and defined benefit employer superannuation liabilities of the Territory which includes past and current ACT employees who are members of the Australian Government's Commonwealth Superannuation Scheme (CSS) and Public Sector Superannuation Scheme (PSS) and Members of the Legislative Assembly Defined Benefit Superannuation Scheme.

The directorate, through the financial operations of the SPA, assisted the Government to effectively manage the defined benefit employer superannuation liabilities of the Territory. This included the responsibility for the management of the financial investment assets set aside to fund those liabilities.

### Highlights

Against this output in 2015-16 the directorate:

- > managed the SPA investment portfolio in accordance with the established investment plan and policies;
- > completed the annual actuarial review of the defined benefit employer superannuation liabilities of the Territory;
- > continued to progress and implement the operational requirements of the Responsible Investment Policy;
- > completed the annual Principles for Responsible Investment (PRI) reporting assessment which is mandatory for signatories to the PRI, achieving a performance rating of 'A' for the overall approach to responsible investment;
- > achieved a net investment portfolio return for the financial year that exceeded the portfolio's performance benchmark return;
- > administered benefit entitlements for Members of the Legislative Assembly defined benefit superannuation arrangement; and
- > procured the services of an investment asset consultant.

The directorate met all its 2015-16 accountability targets against this output.

### Government's Responsible Investment Policy

Reporting and disclosure of responsible investment related activity is available from the directorate's website. This includes the disclosure of:

- > the Government's Responsible Investment Policy;
- > the Investment Plan;
- > directly-owned share holdings (updated quarterly);
- > a summary of the Sustainability Proxy Voting guidelines; and
- > share voting activity for the financial year (updated quarterly).

### Future Direction

In 2016-17, the directorate will:

- > manage the Investment Plan and the financial investment assets of the SPA;

- > manage and report on the Government's Responsible Investment Policy;
- > complete an annual actuarial review of the defined benefit employer superannuation liabilities using salary and membership data as at 30 June 2016; and
- > procure external investment management related service providers as required.

For further information contact:

Patrick McAuliffe

Director

Asset Liability Management

+61 2 6207 0187

[Patrick.McAuliffe@act.gov.au](mailto:Patrick.McAuliffe@act.gov.au)

## OUTPUT EBT 1 TERRITORY BANKING ACCOUNT

### Overview

The Territory Banking Account (TBA) was established to recognise and manage the general Government's investment assets and debt liabilities. Revenues on behalf of the Territory were transferred to the TBA and fortnightly appropriation disbursements are made to agencies from the TBA. The directorate, through the financial operations of the TBA, provided services to the Government including financial asset and liability management through the establishment of investment and borrowing policies and objectives, and the coordination and implementation of cash management, investment and borrowing activities.

### Highlights

Against this output in 2015-16 the directorate:

- > managed the TBA investment portfolio in accordance with the established investment plan and policies;
- > achieved a net investment portfolio return performance that exceeded the performance benchmark return;
- > managed the Territory's borrowing program, including cash flow and liquidity requirements; and
- > established a new Territory benchmark bond borrowing in the form of a fixed rate nominal bond (\$525 million face value), May 2026 maturity.

The directorate met all its 2015-16 accountability targets against this output.

### Future Direction

In 2016-17, the directorate will:

- > manage the Territory borrowing program;
- > manage the Investment Plan and the financial investment assets of the TBA; and
- > procure external investment management related service providers as required.

For further information contact:

Patrick McAuliffe  
Director  
Asset Liability Management  
+61 2 6207 0187  
[Patrick.McAuliffe@act.gov.au](mailto:Patrick.McAuliffe@act.gov.au)

## B.3 SCRUTINY

### LEGISLATIVE ASSEMBLY COMMITTEE REPORTS

#### Standing Committee on Public Accounts Report No. 4 – Inquiry into Annual and Financial Reports 2012-13

Recommendation No. and summary	Action	Status
16. The Committee recommended the Treasurer inform the ACT Legislative Assembly on the outcomes of the review of the Government's Human Resources Information Management System (HRIMS)—Chris21 and, where applicable, any subsequent action taken in response to the recommendations of the Review. The Government agreed noting that as part of the 2014-15 Budget process the Government reviewed options in relation to the Territory's HRIMS, and approved the option to maintain and develop the existing system.	Recognising the constraints within our existing solution dealing with HR and Payroll functionality (Chris21), the ACT Government is currently undertaking a HRIMS Feasibility Study project that will result in the development of a broader HRIMS procurement and strategic options paper that can be costed and presented to the Government. This project will undertake a review of past studies, confirm the Government's current and future human resources and payroll needs, and apply an understanding of current market HRIMS solutions and funding options.	Complete.

#### Standing Committee on Public Accounts Report No. 6 – Inquiry into the Proposed Appropriation (Loose- Fill Asbestos Insulation Eradication) Bill 2014-15

Recommendation No. and summary	Action	Status
52. The Committee recommended that with regard to the Palmerston/Crache asbestos landfill site study the Government table the report in the ACT Legislative Assembly. The Government agreed in principle noting it would table the report but considers it would be preferable to table the report accompanied by its assessment of what further work, if any, is necessary and how any such works will be undertaken.	The report on asbestos contamination at the former Palmerston/Crache landfill site was tabled in the Legislative Assembly on 7 April 2016.	Complete.

**Standing Committee on Health, Ageing, Community and Social Services Report No.2 – Report on the Inquiry into ACT Public Service Aboriginal and Torres Strait Islander Employment**

Recommendation No. and summary	Action	Status
<p>3. The Committee recommended the ACTPS Employment Strategy for Aboriginal and Torres Strait Islander people be amended to incorporate a plan to recruit and retain suitably qualified Aboriginal and Torres Strait Islander senior executives in the service.</p> <p>The Government agreed noting the ACTPS aims to employ more Aboriginal and Torres Strait Islander people at both higher level administrative classifications and senior officer level. The proposal to amend the Employment Strategy to include a standalone plan to recruit and retain suitably qualified Aboriginal and Torres Strait Islander senior executives in the ACTPS is being considered as part of the ongoing review of the RED Framework.</p>	<p>Although a specific program to recruit suitably qualified Aboriginal and Torres Strait Islander senior executives has not been designed, the whole of government secondment policy was revised during the 2015-16 period. This policy sets out the principles and considerations to be given when arranging secondment and job swap placements of staff into and out of ACT Government workplaces.</p> <p>The ACTPS Graduate Program is being targeted to encourage larger numbers of Aboriginal and Torres Strait Islander employees into the ACTPS.</p> <p>The Inclusion Employment Program is a foundation to develop a wider and more diverse pool of talent and broaden the opportunities for employees to move into leadership positions within the ACTPS in future years.</p> <p>In an effort to increase the retention and career progression of Indigenous employees, an ACTPS Aboriginal and Torres Strait Islander Career Retention and Development program will commence in the 2016-17 period. This program will cater for up to 40 participants across the Service.</p>	Complete.
<p>4. The Committee recommended the ACTPS give priority to identifying and implementing innovative ways of recruiting Aboriginal and Torres Strait Islander people into the ACTPS, in consultation with the ACT Aboriginal and Torres Strait Islander Elected Body.</p> <p>The Government agreed noting the ACTPS whole of government recruitment guidelines will be updated in line with the renewal of the employment framework upon its implementation. This will be supported by the development of a toolkit for managers, supervisors and colleagues of Aboriginal and Torres Strait Islander employees to provide cultural competency and other relevant information, including information relevant to recruitment. The proposal that the Government consider secondments of Aboriginal and Torres Strait Islander persons from non-government employers will be considered as part of the review of the RED Framework.</p>	<p>Consultations occurred with the Elected Body in December 2014, and remain ongoing through regular meetings with respective Directors-General relating to individual Elected Body Members' portfolios.</p> <p>The review of the ACTPS Recruitment Guidelines was completed during 2015-16.</p> <p>As reported in relation to recommendation 3, the whole of government secondment policy was revised during 2015-16 and covers job swaps into and out of the ACTPS, Non Government Organisations and the Private Sector</p>	Complete.

**Standing Committee on Health, Ageing, Community and Social Services Report No.2 – Report on the Inquiry into ACT Public Service Aboriginal and Torres Strait Islander Employment**

Recommendation No. and summary	Action	Status
6. The Committee recommended the ACTPS enhance its website to address the requirements of Aboriginal and Torres Strait Islander people who may be interested in employment in the ACTPS. The Government agreed noting the ACTPS will continue to work with the Elected Body to seek specific requirements of Aboriginal and Torres Strait Islander people who may be interested in employment in the ACTPS, and how the ACT Government website can be enhanced to address these requirements.	A range of advertising including engaging social media has been used to advertise the Inclusion Employment Pathways Indigenous Traineeship. Advertising will be evaluated each year to determine the most effective avenues for attracting Aboriginal and Torres Strait Islander Peoples.	Complete.
	Consultation remains ongoing relating to specific requirements of Aboriginal and Torres Strait Islander Peoples who may be interested in employment in the ACTPS, and how the ACT Government website can be enhanced to address these requirements. The ACTPS Graduate Program website has been reviewed, including the addition of a new 'Inclusions' tab to better promote Aboriginal and Torres Strait Islander identified positions within the Program. To better promote Canberra as a vibrant city to live in, a new 'About Canberra' tab was also added to encourage applications from interstate candidates.	Complete.
10. The Committee recommended the ACTPS take the necessary steps to ensure exit data relating to Aboriginal and Torres Strait Islander employees is collected and reported, including to the ACT Aboriginal and Torres Strait Islander Elected Body and in the annual State of the Service report. The Government agreed in principle noting the Government aims to improve the collection of exit survey data for workforce planning and reporting purposes. The ACTPS will consider how best to update the survey in line with the One Service model, and will consider continuous improvement in promoting the survey and its benefits to all staff.	The Agency Survey component of the ACTPS State of the Service Report has been reviewed to improve validity and usefulness of data collected and reported especially around RED themes. Directorate level reporting on RED contacts is being reviewed to ensure consistency.	Complete.
	The RED Review Working Group has considered the usage and success of exit surveys across the ACTPS, and how exit data can be better captured and analysed. Changes to the exit survey are dependent on the introduction of enabling technology. In October 2015 the Strategic Board endorsed the ADAPT Workforce Planning Framework which will enable directorates to develop, implement and review workforce planning in a modern and dynamic way to meet strategic objectives and business outcomes.	In progress.
12. The Committee recommended the ACTPS develop an induction program for new Aboriginal and Torres Strait Islander employees that augment the induction program for all new staff. The Government agreed in principle noting the ACTPS will consult with the Indigenous staff network for their views on relevant matters for inclusion in whole of government induction. These matters will be considered in the context of the review of the RED Framework, however, directorates have made some initial suggestions, including that a whole of government Induction Program should include bi-annual meetings/ workshops to assist mentoring, buddy support and networking, and the program should involve directorate specific input. The concept of providing whole of government elements for local induction will also be considered.	Online induction programs were reviewed through the RED Review Working Group to better highlight the linkages between the ACTPS Code of Conduct and the RED Framework. The general RED training that all new staff undertake is currently being reviewed to ensure it remains current and aligns with new policies on bullying (including harassment and discrimination). Specific induction content is developed for the Inclusion Employment initiatives. Induction content was developed for the ACTPS Indigenous Traineeship Program that commenced in August 2015.	Complete.

**Standing Committee on Health, Ageing, Community and Social Services Report No.2 – Report on the Inquiry into ACT Public Service Aboriginal and Torres Strait Islander Employment**

<b>Recommendation No. and summary</b>	<b>Action</b>	<b>Status</b>
13. The Committee recommended the ACTPS review its cross-cultural training and take necessary steps to ensure it is of the highest standard, with benchmarking as appropriate. The Government agreed noting a review of the current cultural awareness training will be considered in the context of the review of the RED Framework.	New resources released under the RED Framework across 2015 and 2016 have been provided to training providers to incorporate into their RED Training packages. Training is currently being reviewed through the RED Review Working Group.	Complete.
14. The Committee recommended the ACTPS ensure all staff undertake cross-cultural training and that data on this training together with an assessment of its impact be reported in directorate and agency annual reports. The Government agreed in principle noting the review of the RED Framework has indicated the principle of diversity has been adopted and embedded across the ACTPS, and operates as 'business as usual'. The Government is interested in forming closer links with the Aboriginal and Torres Strait Islander community to gain better understanding of its culture and customs, to enhance cross-cultural understanding relevant to the ACTPS, and the citizens we serve. Accordingly, this recommendation will be considered in the context of the review of the RED Framework.	The ACTPS has several inclusion initiatives already in place that involve training and support for the areas involved with the programs and inclusion initiatives. In line with the review of the RED Framework, the ACTPS continues to review cross-cultural training available in the Service, including considering the most practical ways to apply cross-cultural training to the broad range of employees and business areas across the ACTPS.	Complete.
15. The Committee recommended the ACTPS ensure all work environments are properly prepared for new Aboriginal and Torres Strait Islander employees. This may mean additional cross-cultural training programs for the managers and/or supervisors of Aboriginal and Torres Strait Islander employees. The Government agreed in principle stating it will consult with the Elected Body to finalise the Toolkit for managers and supervisors of Aboriginal and Torres Strait Islander employees.	CMTEDD has worked with directorates and individual areas to provide training and support for areas involved in Inclusion Programs such as the Graduate Program and Inclusion Traineeships. CMTEDD has developed online support and the Managers Toolkit that provides guidance on reasonable adjustment, selection and recruitment along with staff development and performance guidance material.	Complete.



**Standing Committee on Health, Ageing, Community and Social Services Report No.2 – Report on the Inquiry into ACT Public Service Aboriginal and Torres Strait Islander Employment**

Recommendation No. and summary	Action	Status
<p>17. The Committee recommended the ACTPS ensure induction programs for all new ACTPS employees include effective training on the handling of racism and bullying.</p> <p>The Government agreed noting work undertaken to outline expectations regarding workplace behaviour, resulting in the ACTPS Code of Conduct and its supporting documents, including the RED Framework. Additionally as part of the review of the RED Framework the content of RED training will be revised and updated where necessary to include appropriate content regarding handling all forms of bullying, including racism.</p>	<p>RED training (including responding to and preventing bullying) and a comprehensive guideline to the prevention of bullying (including harassment and discrimination) already exists within the ACTPS.</p> <p>RED resources on the prevention of bullying (including harassment and discrimination) were reviewed in 2015 and replaced with the Resolving Workplace Issues Resources. These resources have been developed to provide staff and managers with guidance on effective and efficient resolution of low level inappropriate behaviour through to more serious misconduct. This framework ensures that guidance on preventing and managing incidents of work bullying is current and best practice.</p> <p>New RED resources such as these have been provided to training providers to be incorporated into RED Training. A further review of RED training is underway to ensure it remains current and best practice.</p>	Complete.
<p>23. The Committee recommended the ACTPS examine ways of working with the Australian Indigenous Leadership Centre for the delivery of innovative diversity and mentoring training for all ACTPS employees.</p> <p>The Government agreed noting it is committed to innovative ways to retain Aboriginal and Torres Strait Islander employees, and will further investigate this recommendation in the context of the review of the RED Framework currently underway.</p>	<p>CMTEDD have been in consultation with the Australian Leadership Centre and other training and development organisations for training programs and initiatives associated with the development of ACTPS employees. CMTEDD will be promoting a number of training programs in 2016-17 from the ACT Indigenous Leadership Centre. CMTEDD will be working with these organisations for assistance and support of future Inclusion Initiative programs such as the Graduate Program and Traineeships.</p>	In progress.
<p>24. The Committee recommended the ACTPS ensure mentors for Aboriginal and Torres Strait Islander employees are drawn from those ACTPS employees who are respected within the wider Aboriginal and Torres Strait Islander community.</p> <p>The Government agreed in principle noting mentoring, buddying and coaching programs currently in operation in ACT Health are being monitored centrally with a view to possible whole of government adoption/ implementation. The operation of the buddying component of the CSD facilitated traineeship may also be considered in this context. The recommendation will be also considered in the context of the review of the RED Framework currently underway.</p>	<p>The Pilot Inclusion Employment Pathways Aboriginal and Torres Strait Islander Traineeship engages culturally appropriate mentors from Murranga Murranga in addition to other sources to support both trainees and their supervisors. Each year new mentors and support will be organised.</p> <p>An Inclusion Employment Pathways Trainee Network has been established to facilitate peer support and additional training and development. This network will be re-evaluated each year in order to maintain the most effective and appropriate support for participants.</p>	<p>Complete.</p> <p>Complete.</p>

**Standing Committee on Health, Ageing, Community and Social Services Report No.2 – Report on the Inquiry into ACT Public Service Aboriginal and Torres Strait Islander Employment**

Recommendation No. and summary	Action	Status
<p>26. The Committee recommended the ACTPS establish a Work in the Assembly Program for Aboriginal and Torres Strait Islander employees, along the lines of the current Work in the Assembly Program open to all ACTPS employees, at the Administration Service Officer (ASO) 6 or Senior Officer Grade (SOG) C levels. The Government agreed in principle stating that it would consider the recommendation in the context of the review of the RED Framework and in consultation with the Office of the Legislative Assembly.</p>	<p>Initial discussions with the Office of the Legislative Assembly have indicated this could be linked with their existing program. This will be further investigated after the expansion of the number of Members of the Legislative Assembly at the Territory election in October 2016.</p>	In progress.
<p>28. The Committee recommended the ACTPS take prompt action to ensure the wider collection of data, including exit surveys, relating to Aboriginal and Torres Strait Islander employees in the ACT Public Service. The Government agreed in principle noting that the Government aims to improve the collection of exit survey data for workforce planning and reporting purposes. This recommendation will be considered in the context of the review of the RED Framework.</p>	<p>The RED Review Working Group has considered the usage and success of exit surveys across the ACTPS, and how exit data can be better captured and analysed. Changes to the exit survey are dependent on the introduction of enabling technology.</p> <p>In October 2015 the Strategic Board endorsed the ADAPT Workforce Planning Framework which will enable directorates to develop, implement and review workforce planning in a modern and dynamic way to meet strategic objectives and business outcomes.</p> <p>The Agency Survey component of the ACTPS State of the Service Report has been reviewed to improve validity and usefulness of data collected and reported especially around RED themes.</p>	Complete.
<p>31. The Committee recommended the ACTPS review the merit of implementing an Indigenous leadership program similar to that proposed by the New South Wales Public Service Commission and report its findings to the ACT Aboriginal and Torres Strait Islander Elected Body and the Legislative Assembly. The Government agreed noting that directorates have indicated support for an Indigenous leadership program to increase the capability of current and future Aboriginal and Torres Strait Islander people and to increase the attractiveness of the ACTPS to Aboriginal and Torres Strait Islander people.</p>	<p>Consultation is underway with Training and Development Providers and the Community on an Indigenous Leadership program specifically designed for senior level staff and the development of future senior level staff aimed at increasing the number of Senior Officers that identify as Aboriginal and or Torres Strait Islander and increasing the retention of current staff at these levels. Future consultation will also involve the ACTPS Staff network.</p>	In progress.

**Select Committee on Estimates 2014-2015 Report No.1 – Inquiry into Appropriation Bill 2014-2015 and the Appropriation (Office of the Legislative Assembly) Bill 2014-2015**

Recommendation No. and summary	Action	Status
<p>51. The Committee recommended the Government undertake analysis of the underlying causes of bullying in the ACT Public Service and establish a service-wide framework to address these issues.</p> <p>The Government agreed in principle noting that public sector conduct, including bullying issues, is intended to be a particular focus for a new independent commissioner. Accordingly, there will need to be discussions with the new commissioner around his or her planned program of work in relation to this issue.</p> <p>There is already a service-wide framework to address bullying issues that consists of the RED framework and accompanying guide to prevention and management of work bullying which is currently being reviewed and updated; and investigations provisions in the ACTPS Enterprise Agreements.</p>	<p>A service-wide framework for preventing and responding to bullying in the ACTPS exists. This includes the RED Framework, the Resolving Workplace Issues resources, and a clear procedure for managing allegations of misconduct (including bullying) being proscribed in ACTPS Enterprise Agreements. Proposed amendments to the <i>Public Sector Management Act 1994</i> that will see the establishment of an independent Public Sector Standards Commissioner were tabled in the Assembly in June 2016.</p>	Complete.
	<p>To support this framework, a Manager's Toolkit has been released and the Resolving Workplace Issues resources include a specific resource on complaints management within the ACTPS.</p>	Complete.
	<p>The role of the RED contact officers and the training provided is being reviewed and clarified, especially in the area of complaints management and increased education regarding the complaints mechanisms in the ACTPS. To clarify the roles and responsibilities of the RED Contact Officers and improve consistency of that role across the Service, the RED Contact Officer Guidelines were developed and released in early 2016.</p>	Complete.
	<p>In the most recent negotiations with unions on ACTPS Enterprise Agreements, substantial work was undertaken to amend Section H (Workplace Values and Behaviour) of the common terms and conditions. Particularly, the 'evidence-gathering' provisions were replaced with the Preliminary Assessment provisions, with the intent of resolving complaints of inappropriate behaviour at the lowest level and at an early stage, before they progress to more serious misconduct issues.</p>	Complete.
<p>52. The Committee recommended the Government put in place a whole of government bullying strategy.</p> <p>The Government agreed in principle noting the guide to prevention and management of work bullying contains the whole of government bullying strategy and is currently being reviewed.</p>	<p>Previous bullying resources such as the Respect at Work Policy and the ACTPS Preventing Work Bullying Guidelines under RED have been reviewed and replaced with the Resolving Workplace Issues suite of resources. These resources incorporate Respect at Work and retain the principles of Preventing Work Bullying Guidelines, however are modern and best practice. They focus on early identification and effective responses to lower level inappropriate behaviour before it escalates to more serious misconduct, and include a focus on restorative justice.</p>	Complete.

**Select Committee on Estimates 2014-2015 Report No.1 – Inquiry into Appropriation Bill 2014-2015 and the Appropriation (Office of the Legislative Assembly) Bill 2014-2015**

Recommendation No. and summary	Action	Status
<p>53. The Committee recommended that the Government establish a register to monitor the incidence and progress on addressing bullying across the ACT Public Service.</p> <p>The Government agreed in principle noting the State of the Service Report provides data on the number of bullying complaints and how they are handled. Further initiatives to monitor the incidence and handling of bullying complaints are being considered during the review of the RED framework.</p>	<p>The reporting procedures for RED Contacts have been reviewed with the intent to improve consistency of data collected and reported within directorates on the number and type of RED Contacts. As part of the recently developed RED Contact Officer Guidelines, a standardised reporting template was developed and is attached to the Guidelines as a means of improving consistency of data collected and reported across the Service.</p> <p>The Agency Survey component of the ACTPS State of the Service Report has been reviewed to improve validity and usefulness of data collected and reported.</p>	<p>Complete.</p> <p>Complete.</p>
<p>54. The Committee recommended the Government put in place a standard training regime for all ACT Public Service (directorates and agencies) on bullying.</p> <p>The Government agreed in principle noting training on the RED framework, which includes bullying, is provided through Shared Services, and has been customised for specific workplaces by larger directorates such as Health. Training requirements are being considered during the review of the RED framework.</p>	<p>RED training, including preventing and responding to bullying, is currently provided to all staff, with specific additional training being provided to RED Contact Officers.</p> <p>New resources released under the RED Framework across 2015 and 2016 have been provided to training providers to incorporate into RED Training</p>	<p>Complete.</p>
<p>55. The Committee recommended the Government consider the application of restorative justice practice in addressing bullying in the ACT Public Service.</p> <p>The Government agreed noting the application of restorative justice practice will be considered during the review of the RED framework.</p>	<p>A review of bullying material has been undertaken and the Resolving Workplace Issues suite of resources has been released. These resources update previous bullying material to ensure it remains current and best practice. They provide a holistic approach to the identification, prevention and management of lower-level inappropriate behaviour through to more serious misconduct (such as bullying). These resources include a focus on restorative justice, rather than issues escalating to formal procedures before any attempt at a resolution has occurred.</p> <p>The Resolving Workplace Issues resources provide further explanation of non-disciplinary responses to inappropriate behaviour, either by the staff members themselves or with assistance from management or Human Resources.</p>	<p>Complete.</p>

**Select Committee on Estimates 2014-2015 Report No.1 – Inquiry into Appropriation Bill 2014-2015 and the Appropriation (Office of the Legislative Assembly) Bill 2014-2015**

Recommendation No. and summary	Action	Status
83. The Committee recommended the Government work with the Canberra Area Theatre Awards to provide financial assistance to the Awards, as well as assisting with hiring Llewellyn Hall. The Government agreed in part stating it would work with the Canberra Area Theatre Awards to identify any available funding and support, including events funding.	artsACT arranged a cross government meeting in July 2015 with the Canberra Area Theatre Awards to discuss funding options. The Canberra Area Theatre Awards was able to apply for Llewellyn Hall funding in competition with other applications noting limited funds available and high competition. The Canberra Area Theatre Awards was also provided with a list of other possible ACT Government funding opportunities including the ACT Events Fund. artsACT provided \$5,000 for the 2016 event. The Canberra Area Theatre Awards did not apply to the 2017 ACT Arts Fund, for either Project funding or Llewellyn Hall funding, nor did it apply to the ACT Events Fund, for the 2017 event.	Complete.
84. The Committee recommended the Government restore ArtSound's Key Arts Organisations funding and provide ArtSound and PhotoAccess the funding required to move to the Kingston Arts Precinct. The Government agreed in part noting ArtSound FM may choose to reapply for Key Arts Organisation funding in 2015. A study is underway into the Kingston Arts Precinct and ArtSound and PhotoAccess are being consulted on any potential move.	PhotoAccess continues to be a Key Arts Organisation funded through the Arts Fund and ArtSound is a Program funded organisation. ArtSound funding is current for the 2016 and 2017 calendar years and will be able to apply for Key Arts Organisation funding in future years.  The Kingston Arts Precinct continues to be developed with the land at Section 49 Kingston currently for sale as part of a two stage tender process. ArtSound and PhotoAccess continue to be consulted on the move to Kingston Arts Precinct and have been included in the functional brief which is part of the Request for Tender.	In progress.
100. The Committee recommended the Government take all possible steps to accurately evaluate the scope, cost and timetable of all capital works projects prior to commencement. The Government agreed in principle noting significant challenges associated with budgeting accurately for the timing of delivery of health related infrastructure. CMTEDD has implemented The Capital Framework, designed to enhance the evaluation of the scope, cost and timing of capital works prior to budget funding being allocated.	CMTEDD manages The Capital Framework, the ACT's process for the upfront assessment of capital works funding proposals. The framework assists directorates to evaluate the scope, cost and timetable of capital works projects prior to commencement.	Complete.

**Select Committee on Estimates 2014-2015 Report No.1 – Inquiry into Appropriation Bill 2014-2015 and the Appropriation (Office of the Legislative Assembly) Bill 2014-2015**

Recommendation No. and summary	Action	Status
<p>131. The Committee recommended that the ACT Government explore the feasibility of the relocation of the Canberra and Region Visitors Centre (CRVC) to Regatta Point-on the basis of its suitability as a central location, accessibility, parking availability, relationship with the National Capital Authority (NCA) and physical linkage and proximity to major events such as Floriade, Skyfire and Enlighten, and report to the Legislative Assembly by March 2015.</p> <p>The Government agreed in principle noting that CMTEDD has commenced a joint study with the NCA. The timing for completion of that study has not yet been agreed with the NCA.</p> <p>VisitCanberra is also undertaking a project to inform the future distribution of visitor information in Canberra.</p>	<p>VisitCanberra has undertaken a project to consider the future presentation of the CRVC and distribution of visitor information for Canberra and the region.</p> <p>In October 2014 a joint scoping study was commissioned with the National Capital Authority (NCA), to engage a building designer / architect to deliver design concepts for integration of the CRVC into Regatta Point. The scope included designing a single point of entry, shared administration space for use by NCA and CRVC staff and space for a consumer focused visitor information centre.</p> <p>VisitCanberra continues to work with the NCA to complete the relocation of the CRVC to Regatta Point.</p>	Complete.

**Standing Committee on Education, Training, and Youth Affairs Report No. 3 – Report on Annual and Financial Reports 2013-14**

Recommendation No. and summary	Action	Status
<p>14. The Committee recommended that the Minister provide details of the ACT Arts Policy Framework review, eg its timeframe, objectives, cost, and expected date of completion.</p> <p>The Government agreed noting that the review commenced within artsACT in 2014. An external review commenced with appointment of a Reference Group in February 2015 and concluded community consultation in May 2015. Consultation process completed within existing resources. The 2015 ACT Arts Policy was announced on 30 June 2015.</p>	<p>An external review commenced with the appointment of a Reference Group in February 2015 and concluded community consultation in May 2015. Consultation process completed within existing resources. The 2015 Arts Policy was announced on 30 June 2015.</p>	Complete.
<p>17. The Committee recommended that, in its next annual report, artsACT provide a report of the progress achieved in building the second stage of the Belconnen Arts Centre.</p> <p>The Government agreed stating artsACT will provide a report on the progress of Stage 2 Belconnen Arts Centre in the 2014-15 Annual Report. Advanced preliminary sketch plans have been completed for Belconnen Arts Centre Stage 2 and Development Approval was gained on 28 January 2015.</p>	<p>Advanced preliminary sketch plans have been completed for Belconnen Arts Centre Stage 2 and Development Approval was gained on 28 January 2015.</p>	Complete.
<p>20. The Committee recommended that artsACT include in future annual reports details of school programs under the Artist-in-Schools scheme in ACT schools, and also include an account of continuing work and achievements resulting from the legacy individual schools develop from involvement with Artist-in-Schools program.</p> <p>The Government agreed.</p>	<p>Information about the Artist-in- Schools Program is available in the B2 Performance Analysis Section of the Annual Report.</p>	Complete.

**Standing Committee on Planning Environment and Territory and Municipal Services Report No.7 – Report  
on Annual and Financial Reports 2013-14**

Recommendation No. and summary	Action	Status
<p>10. The Committee recommended that the Chief Minister report to the Assembly by June 2015 on progress on creating a comprehensive government bill and payment portal.</p> <p>The Government agreed in principle noting it is not an accurate description of current initiatives to describe them as a dedicated “online payment portal” for the ACT Government.</p> <p>The ACT Government has a mature online payment service for its customers, accessible predominately through Access Canberra but also through various other ACT Government websites. The ACT Government is committed to enhancing digital service delivery and has invested \$85 million to that end as announced in the 2014-15 budget. A key program in this vision is the iConnect Program which is focused on delivering a more sophisticated, customer centric web presence, offering more services online including payments, and ultimately reducing the cost of service delivery.</p> <p>The ACT Government will provide the Assembly with an update on progress with the iConnect program in the second half of 2015, which will be the appropriate timing in the context of related procurement activities.</p>	<p>In 2015 the iConnect program conducted two key procurement activities, a Request for Proposal for three technology platforms, and a Request for Quote for system integration services for wave 1. As a result iConnect secured the required digital capabilities to be able to provide a simpler and improved customer experience that will allow users to authenticate their identity online and have access to a range of easy-to-use transactions, bill payment services, notifications and reminders. Delivery of a rolling program of new user centred online services will commence from early 2016-17. iConnect is also referenced in the Select Committee on Estimates 2015-2016 Report No. 01, Recommendation 35, which provides additional detail on what the program is delivering.</p>	<p>In progress.</p>

**Standing Committee on Planning, Environment and Territory and Municipal Services Report No.10 Draft  
Variation 343 Residential Blocks surrendered under the Loose Fill Asbestos Insulation Eradication Scheme.**

Recommendation No. and summary	Action	Status
<p>4. The Committee recommended the ACT Government consider a mechanism to engage in a community conversation with particularly affected neighbourhoods about community recovery and redevelopment.</p> <p>One of the Government's primary focuses when establishing the Asbestos Response Taskforce (the Taskforce) was to provide a coordinated and compassionate approach to homeowners and tenants affected.</p> <p>As well as immediate financial support and the offering of the voluntary Buyback Program, a key element of the response has been around providing structured support and information to homeowners and community most affected through the highly skilled team of Communications and Personal Support Officers.</p> <p>The Taskforce will be providing additional engagement support and information to the community where there are multiple houses in close proximity ('cluster areas') to support them through what will be a challenging change management period for their streetscapes and community. A focus will be on recovery as well as renewal.</p> <p>More than 127,000 people reside in the 56 established suburbs where affected houses will be demolished. Of these an estimated 12,000 neighbours will be in direct proximity to a Mr Fluffy house and information and engagement will continue to support the community around the demolition and rebuild programs.</p>	<p>The Taskforce ensures that public information and education is provided through regular updates across a range of platforms and approaches to provide general, and site or process specific information and advice. Communication and engagement activities include a regular newsletter, community forums, engagement with community councils and direct door knocking in communities surrounding properties affected by loose fill asbestos.</p> <p>The personal support team deals directly with affected homeowners, providing guidance and assistance, as well as referral to community and other support organisations throughout each phase of the Scheme.</p>	In progress.

**Standing Committee on Public Accounts Report No.7 Review of the Auditor-General's Report No.2 of 2014  
– The Water and Sewerage Pricing Process**

Recommendation No. and summary	Action	Status
<p>1. The Committee recommended that ACT Government Directorates and agencies should ensure complete compliance in accordance with the reporting requirements as prescribed under Section C.5—Auditor-General and Ombudsman's reports—of the 2013–14 Annual Report Directions. The Government agreed stating that it will seek to ensure that in future, complete compliance is achieved in relation to reporting requirements regarding Auditor-General and Ombudsman's reports.</p>	<p>In order to enable compliance with reporting requirements on Auditor General and Ombudsman's reports, the current Annual Report Directions (2014-2015 to 2015-2016) require all annual reports to include a transmittal certificate signed by the Director-General, Chief Executive Officer, Statutory Office Holder or Agency Head stating that the Annual Report is in accordance with the requirements of the Annual Report Directions. Guidance on the current Annual Report Directions was issued to all ACTPS entities covered by the Annual Report Directions in April 2016 to assist agencies to understand reporting responsibilities.</p>	Complete.



**Standing Committee on Public Accounts Report No.7 Review of the Auditor-General's Report No.2 of 2014  
– The Water and Sewerage Pricing Process**

Recommendation No. and summary	Action	Status
<p>3. The Committee recommended that the ACT Government report to the ACT Legislative Assembly, by the last sitting day in October 2015, on the progress and effectiveness of the Government's implementation of the recommendations, made in Auditor-General's Report No. 2 of 2014: The Water and Sewerage Pricing Process. This should include: (i) a summary of action to date, either completed or in progress (including milestones completed); and (ii) the proposed action (including timetable), for implementing recommendations (or parts thereof), where action has not yet commenced.</p> <p>The Government agreed stating that it will provide an update to the Legislative Assembly, by the last sitting day in October 2015, on the progress made to implement improvements to the ACT's water and sewerage pricing framework.</p>	<p>In line with the Government's response to the Public Accounts Committee Report, on 29 October 2015, the Treasurer made a statement to the Legislative Assembly and tabled the <i>Government Response to the Final Report – Pricing of Regulated Water and Sewerage: Review of the Regulatory Framework</i> (The Grant Review), which outlined the Government's preferred way forward for implementing improvements to the regulatory framework for the provision of regulated pricing services in the Territory. On 9 June 2016, the Independent Competition and Regulatory Commission Amendment Bill 2016 was passed by the Legislative Assembly, which forms part of the agreed actions arising from the formal Government response to the Grant Review. The Bill will implement improvements to the legislative framework under which regulated pricing services are delivered in the Territory, with all legislative provisions effective on 1 July 2016.</p>	Complete.

**Standing Committee on Public Accounts Report No.10 – Review of Auditor-General's Report No.3 – ACT  
Government Parking Operations**

Recommendation No. and summary	Action	Status
<p>2. The Committee recommended that the ACT Government upon completion of the installation of the 300 new smart technology parking machines:</p> <p>(i) evaluate the implementation of the smart parking payment technology in 12 months time—with particular reference to the smart parking methods that are now functional in the ACT; and</p> <p>(ii) provide a copy of the final evaluation report to the ACT Legislative Assembly within three months of completion.</p> <p>The Government agreed noting that all 300 new parking machines identified to replace the existing 'pay and display' machines were installed on time during 2013-14. The replacement of the remainder of existing parking meters with 150 new 'pay and display' machines is scheduled to take place over 2015-16. An evaluation of this parking machine technology will be undertaken once all existing parking meters are replaced with the same new smart technology machines.</p> <p>A more comprehensive evaluation of other new smart parking technologies will be included as part of the implementation of the Smart Parking Trial. This trial is anticipated to commence in Manuka in early 2016. This will include a range of formalised performance measures.</p>	<p>Access Canberra is monitoring the uptake of the tap and go functionality for the ACT. A full parking machine technology evaluation will be undertaken in December 2016. Early indications show a change of behaviour from cash and pre-paid tickets in favour of credit and phone payments.</p> <p>In April 2016 Smart Parking technology was introduced to Manuka's entertainment precinct. The trial that will run until April 2017 includes the deployment of 460 infra-red parking bay sensors, five LED dynamic parking availability street signs and the introduction of the ParkCBR smartphone parking availability application.</p> <p>The trial is conducting robust analysis of the solution's ability to decrease congestion on street and encourage drivers to park in the underutilised multistorey car park. Since launch in April 2016, there has been a 138 per cent increase in off-street parking. An evaluation will be undertaken once the trial is finalised.</p>	In progress.

## Standing Committee on Public Accounts Report No.11 – Report on Annual and Financial Reports 2013-2014

Recommendation No. and summary	Action	Status
<p>1. The Committee recommended that ACT Government Directorates and agencies should ensure the provision of complete statements of performance and full disclosure as required by the <i>Financial Management Act 1996</i>. In doing so, ensure the following—the provision of: (i) clear definitions for accountability indicators and related targets; (ii) more information on how reported results were measured; and (iii) clear and informative explanations for material variances from the planned targets.</p> <p>The Government agreed that directorates and agencies should ensure the provision of complete statements of performance and full disclosure as required by the <i>Financial Management Act 1996</i>. The ACT Government agrees that directorates' and agencies' statements of performance should provide: clear definitions for accountability indicators and related targets; appropriate information on report measurements; and transparent and useful explanations for material variances, as these principles will enhance the useability and transparency of these statements.</p>	<p>CMTEDD reviews its Accountability Indicators annually as part of the budget process to ensure that the most useful, relevant and up-to-date information is being provided.</p> <p>Internally, this review process is supported through the annual development of detailed audit worksheets for each accountability indicator. These include a description of the indicator, an explanation of what is being measured and how this is calculated, and the documentation to be provided as evidence of the result.</p>	Complete.
<p>2. The Committee recommended that ACT Government Directorates and agencies should ensure complete reporting with all compliance requirements as specified in the Annual Report Directions.</p> <p>The Government agreed stating that as with previous Annual Report Directions, the Annual Report Directions for 2015 and 2016 require all annual reports to include a transmittal certificate signed by the Director-General, Chief Executive Officer, Statutory Office Holder or Agency Head stating that the Annual Report is in accordance with the requirements of the Annual Report Directions.</p>	<p>In order to enable compliance with all aspects of the current Annual Report Directions (2014-2015 to 2015-2016), all annual reports must include a transmittal certificate signed by the Director-General, Chief Executive Officer, Statutory Office Holder or Agency Head stating that the Annual Report is in accordance with the requirements of the Annual Report Directions. Guidance on the current Annual Report Directions was issued to all ACTPS entities covered by the Annual Report Directions in April 2016 to assist agencies to understand reporting responsibilities.</p>	Complete.
<p>3. The Committee reiterates its earlier recommendation that ACT Government Directorates and agencies should ensure complete reporting with all compliance requirements as specified in the Annual Report Directions.</p> <p>The Government agreed stating that as with previous Annual Report Directions, the Annual Report Directions for 2015 and 2016 require all annual reports to include a transmittal certificate signed by the Director-General, Chief Executive Officer, Statutory Office Holder or Agency Head stating that the Annual Report is in accordance with the requirements of the Annual Report Directions.</p>	<p>In order to enable compliance with all aspects of the current Annual Report Directions (2014-2015 to 2015-2016), all annual reports must include a transmittal certificate signed by the Director-General, Chief Executive Officer, Statutory Office Holder or Agency Head stating that the Annual Report is in accordance with the requirements of the Annual Report Directions. Guidance on the current Annual Report Directions was issued to all ACTPS entities covered by the Annual Report Directions in April 2016 to assist agencies to understand reporting responsibilities.</p> <p>The Chief Minister, Treasury and Economic Development Annual Report includes a transmittal certificate, prepared in accordance with the Annual Report Directions and signed by the Director-General. The Commissioner for Public Administration signs a transmittal certificate in the case of the State of the Service Report.</p>	Complete.

---

**Standing Committee on Public Accounts Report No.11 – Report on Annual and Financial Reports 2013-2014**


---

Recommendation No. and summary	Action	Status
<p>10. The Committee recommended that the ACT Government update the ACT Legislative Assembly on work taking place with key international stakeholders—in particular, in New Zealand and Singapore—regarding the establishment of an aviation partnership and direct services for international flights.</p> <p>The Government agreed stating that the Minister for Economic Development would present a statement on this matter to the Legislative Assembly.</p>	<p>The directorate, through VisitCanberra, led efforts in conjunction with the Canberra Airport Group to attract direct services from Singapore and New Zealand.</p> <p>Business cases were developed and presented to airlines, highlighting the Canberra (and regional) opportunity that Singapore and New Zealand presents for potential carriers.</p> <p>On 20 January 2016 Singapore Airlines CEO, Mr Goh Choon Phong, announced at a media conference at Canberra Airport their decision to fly direct international services from Singapore to Canberra and Canberra to Wellington. Services will commence from Singapore on 20 September 2016.</p>	Complete.
<p>12. The Committee recommended that the ACT Government table in the ACT Legislative Assembly by the last sitting day in August 2015 the final costs for rebranding of ACTEW Corporation Limited. This should include a detailed reconciliation of the cost components and the means by which recognition of the new brand will be evaluated.</p> <p>The Government agreed.</p>	<p>The Government tabled the information in the Legislative Assembly on 13 August 2015.</p>	Complete.
<p>13. The Committee recommended that ACT Government Directorates and agencies should ensure recordkeeping procedures and guidance material address the business activities specific to their operations.</p> <p>The Government agreed stating that the <i>Territory Records Act 2002</i> requires directorates and agencies to have in place a Records Management Program that sets out their policies, procedures and other arrangements for managing the records of their business activities and complying with the Act. The Territory Records Office provides a model records management program that can help directorates and agencies to develop their own programs. It is expected that agencies will adapt the model program to reflect their own business activities and recordkeeping requirements.</p> <p>The Territory Records Office is currently reviewing its suite of standards for records management, including its standard for producing records management programs. Compliance with these standards is mandatory for all directorates and agencies that are subject to the Act.</p>	<p>The consultation period for the Territory Records Office's new standard and guidelines for records management closed on 23 June 2016 and the final documents will be released early in the new financial year. The new standard will provide the basis on which agencies are able to develop recordkeeping procedures that address the business activities specific to their operations.</p>	In progress.

---

---

**Standing Committee on Public Accounts Report No.11 – Report on Annual and Financial Reports 2013-2014**

---

Recommendation No. and summary	Action	Status
<p>14. The Committee recommended that the ACT Government should remind all ACT Government Directorates and agencies of the importance of good records management to the functioning of the ACT Public Service.</p> <p>The Government agreed noting that the Territory Records Office provides a range of advice, guidance and tools to help directorates and agencies to meet their responsibilities under the <i>Territory Records Act 2002</i>. The Act emphasises that records are required to support open and accountable government and the management and operation of Territory agencies.</p> <p>To support directorates and agencies the Territory Records Office convenes the Records and Information Management Community of Practice. This group provides an avenue for records managers and others with an interest in records and information governance to share ideas and work towards shared solutions to common issues. The professional archives and records management community strongly emphasises the importance of good records management to the functioning of the ACT Public Service. Good records management helps to protect the rights and entitlements of citizens, to support efficient management, to account for actions and decisions and to provide a source of information about the history and development of the ACT Government and the community.</p>	<p>The Territory Records Office's revised standard and guideline will be issued early in the new financial year and will provide the basis for the Office's advice to agencies on the importance of good records management.</p>	<p>In progress.</p>

---

---

**Standing Committee on Public Accounts Report No.11 – Report on Annual and Financial Reports 2013-2014**


---

Recommendation No. and summary	Action	Status
<p>15. The Committee recommended that the ACT Government remind all ACT Public Servants of their obligation to ensure that accurate records of key decisions, discussions and events are kept and that these records are easily retrievable when required.</p> <p>The Government agreed stating that <i>the Territory Records Act 2002</i> requires an agency to make and keep full and accurate records of its activities and take the steps necessary to ensure that the information in its records continues to be accessible in accordance with the <i>Freedom of Information Act 1989</i> and the Territory Records Act.</p> <p>The Territory Records Office's standards for records management emphasise that all ACT Public Servants have responsibilities in relation to the records of the function they perform. They must make accurate records of their activities, ensure that such records are incorporated into the agency's recordkeeping system and comply with all records management procedures.</p> <p>During 2014–15 the Territory Records Office conducted a feasibility study into the development of whole of government approaches to digital recordkeeping. That study has identified a preferred approach to increasing the take-up of digital records systems within the ACT Public Service. Increasing the use of such systems will assist directorates and agencies to ensure that their records remain accurate, reliable and accessible for as long as they are required.</p>	<p>The Territory Records Office is continuing its work to deliver tools and a framework within which agencies can create and retrieve records of their key decisions, discussions and events. The digital records project is on track to deliver all specified outputs by November 2016.</p>	In progress.
<p>16. The Committee recommended that the ACT Government inform the ACT Legislative Assembly as to whether the Loose Fill Asbestos Insulation Eradication Scheme has or will be subject to consideration by the ACT Government Procurement Board.</p> <p>The Government agreed stating that representatives from the Taskforce and from Procurement and Capital Works have briefed the ACT Government Procurement Board on two separate occasions on the requirements of the pilot demolition program. These briefings have occurred despite the value of these initially proposed procurements being below the threshold for ACT Government Procurement Board endorsement. The opportunity to brief and test procurement and program risk strategies has been welcomed and has assisted the Taskforce in developing the methodology to support the demolition program. Briefings to the ACT Government Procurement Board will continue to occur as the demolition program gains momentum.</p>	<p>The Taskforce remains committed and engaged in providing ongoing updates on the delivery of the scheme to the ACT Government Procurement Board.</p>	In progress.

---

**Standing Committee of Public Accounts Report No.14 – Review of Auditor-General’s Report No.7 of 2014:  
2013-14 Financial Audits and No.7 of 2013: 2012-13 Financial Audits**

Recommendation No. and summary	Action	Status
<p>3. The Committee recommended that ACT Government Directorates and agencies should prioritise as a matter of urgency an assessment of the adequacy of controls over their respective IT systems and applications. This should include consideration of the controls that affect the reliability of all IT systems and applications (environment controls) and controls that are specific to each application (application controls). The Committee further recommended that the Government report back to the Legislative Assembly by the last sitting day in 2015 on these assessments.</p> <p>The Government agreed in principle stating that Shared Services ICT (SSICT) had commenced work to identify all ICT systems across government and categorise them based on criticality.</p> <p>SSICT is also actively engaged with agencies to identify the controls that have been put in place to protect the confidentiality, integrity, reliability and availability of the system and information being processed.</p> <p>As noted in the Government’s response to Recommendation 1, there are already numerous mechanisms in place to report on the status and progress of audit recommendations. It is therefore considered unnecessary to introduce additional reporting.</p>	<p>SSICT has completed the categorisation of business systems based on criticality. As part of its overall governance arrangements, SSICT continues to ensure each government and business critical business system has an up to date Security Plan. As at June 2016, 97 per cent (58 out of 60) government critical systems have been completed. SSICT continues to encourage agencies to complement this information with an appropriate Business Continuity Plan.</p> <p>There is an ongoing body of work to maintain the currency of this information, as business systems are added, upgraded, or removed from this list.</p>	Complete.
<p>4. The Committee recommended that ACT Government internal audit committees should: (i) review the roles and responsibilities they have in assuring data security and privacy controls and practices within their respective directorate or agencies; and (ii) regularly monitor and report on these roles and responsibilities to the Strategic Board.</p> <p>The Government agreed in principle, stating that the ACT Government’s Internal Audit Framework specifies that one of the duties of an Audit Committee is oversight of the directorate’s Control Framework. In particular, the Charter requires each such Committee to review whether "management’s approach to maintaining an effective internal control framework is sound and effective." It should be noted, however, that the roles and responsibilities of individual directorates’ Audit Committees do not extend to reporting to external bodies such as Strategic Board.</p>	<p>As part of the CMTEDD’s Internal Audit Processes the risks associated with data security and privacy are considered as part of the annual planning and development of the directorate’s Internal Audit Program.</p>	Complete.

**Standing Committee on Public Accounts Report No. 18 – Inquiry into elements impacting on the future of the ACT Clubs Sector**

<b>Recommendation No. and summary</b>	<b>Action</b>	<b>Status</b>
<p>5. The Committee recommended that the Government invite representatives of the community sector, the sport and recreation sector and arts sector to join the Community Clubs Taskforce.</p> <p>The Government agreed in principle stating that the Taskforce will take the opportunity to invite community, sport and/or arts representatives to discuss key issues relating to their industry sector on relevant matters brought forward for Taskforce consideration.</p>	Representatives will be invited to Taskforce meetings as relevant.	In progress.
<p>9. The Committee recommended that the Government continue to advocate to the Federal Government to undertake urgent work to understand online gambling and develop a legislative and regulatory framework to minimise harm to the community from online gambling. The Government agreed, noting that the ACT Minister for Racing and Gaming has written to various Australian Government Ministers (with the latest letter being to the Federal Minister for Social Services on 7 October 2015), reaffirming support for a national approach to regulating interactive gambling, as well as enforcement of harm minimisation and consumer protection measures relating to this type of gambling activity. The Government will continue to advocate for a nationally consistent approach to regulation of interactive gambling.</p> <p>The ACT Government broadly supports development and implementation of a national standard for harm minimisation and consumer protection covering all Australian-licensed online gambling activities.</p>	<p>The review of illegal offshore wagering was released by the Australian Government along with its response on 28 April 2016. The Commonwealth accepted 18 of the 19 recommendations either in full or in-principle.</p> <p>The ACT Government has already implemented aspects of the Commonwealth's proposed protection framework, including mandatory use of a self-exclusion scheme and online database for local gambling licensees; staff training in the responsible conduct of gambling and a requirement for a more highly-trained gambling contact officer; and prohibition of credit being used for gambling.</p> <p>The ACT Government is participating in a senior officials working group comprising representatives from the Commonwealth and state/territory Governments to assist in progressing recommendations.</p>	In progress.

**Standing Committee on Public Accounts Report No. 18 – Inquiry into elements impacting on the future of the ACT Clubs Sector**

Recommendation No. and summary	Action	Status
<p>11. The Committee recommended that the Government closely monitor the achievements of the Gambling and Racing Commission since its integration into Access Canberra and report to the Assembly by March 2016 on progress to reduce red tape for the community club sector</p> <p>The Government agreed stating that at its meeting of 30 July 2015, the Gambling and Racing Commission Governing Board agreed to arrangements for integration of the Commission into Access Canberra, with a formal agreement signed between the Access Canberra Deputy Director-General and the Governing Board's Chairperson in August 2015. The integration of the ACT Gambling and Racing Commission (the Commission) into Access Canberra, through operation of that agreement, is monitored closely with regular (quarterly) reviews.</p> <p>A review of Access Canberra is planned for March 2016; the results of this review will be reported to the Assembly once considered by the Government.</p> <p>The Government continues to seek ways to reduce unnecessary red tape while maintaining an effective regulatory regime.</p>	<p>The review of Access Canberra was conducted during the first quarter of 2016. A report containing review outcomes and detailing the first year of Access Canberra's operation was tabled in the Legislative Assembly on 7 April 2016 by the Chief Minister.</p>	<p>Complete.</p>
<p>12. The Committee recommended that the Government update regulations for entry to community clubs to enable contemporary access to ACT residents.</p> <p>The Government agreed in principle noting that it will work with clubs to facilitate contemporary access, where possible, while still ensuring appropriate governance and integrity controls are in place. Any changes should take into account the mutuality principle consistent with clubs being community based entities operated for their members.</p>	<p>Further consultation on this recommendation will occur with ACT clubs.</p>	<p>In progress.</p>
<p>13. The Committee recommended the Government update regulations for entry for community clubs to enable contemporary access to non-ACT residents to more easily enter community clubs.</p> <p>The Government agreed, stating while it considers the current requirements are not onerous and are consistent with the mutuality principle, it notes the differing approach to interstate visitors in New South Wales clubs.</p> <p>As per the Government's response to Recommendation 12, the Government will work with clubs to facilitate contemporary access, where possible, while still ensuring appropriate governance and integrity controls are in place. Primary consideration will be given to the status of residents in the local region such as Queanbeyan, Yass and Goulburn.</p>	<p>The Gaming and Racing (Red Tape Reduction) Legislation Amendment Bill 2016 was introduced to the Legislative Assembly in June 2016. This Bill includes reforms that will allow easier access to clubs for interstate visitors.</p>	<p>In progress.</p>



**Standing Committee on Public Accounts Report No. 18 – Inquiry into elements impacting on the future of the ACT Clubs Sector**

<b>Recommendation No. and summary</b>	<b>Action</b>	<b>Status</b>
<p>14. The Committee recommended that the Government consider increasing the Community Contribution rate from 8 per cent to 10 per cent. The Government agreed in principle, stating it will continue its ongoing dialogue with clubs regarding the quantum and distribution of Community Contributions.</p>	<p>Consultation on community contributions will continue to occur with ACT clubs.</p>	<p>In progress.</p>
<p>16. The Committee recommended that the Government ensure that recognition of the rights of prior occupants are taken into account when considering Development Applications. The Government agreed, stating that to ensure the rights of prior occupants are taken into account when considering DAs, the Territory Plan and DA process requires that the newest development demonstrate appropriate noise attenuation measures through a noise management plan. This is a different process, albeit achieving a similar outcome, to other jurisdictions who have implemented an 'order of occupancy' principle.</p>	<p>As noted in the Government response, the continuation of current assessment and approval processes will be maintained, as the Territory Plan and Development Application process requires that the newest development demonstrate appropriate noise attenuation measures through a noise management plan.</p>	<p>Complete.</p>
<p>23. The Committee recommended that the government work with the community sector to establish a screen for problem gambling when assisting clients. The government agreed in principle noting that asking a screening question for problem gambling to prompt disclosure and engagement with services is appropriate in many circumstances but not all. Such a question is not always appropriate, for example, when a person is seeking services because of sexual assault or domestic violence, or when services are for children and adolescents. Relationships Australia has developed a screening question and is disseminating it through the community sector. Relationships Australia promote the use of the one question screen "have you or anyone in your family ever had an issue with gambling" which is considered an appropriate screen for prompting further exploration with a client at a non-gambling specific help service. The Commission continues to engage with the sector to improve awareness of problem gambling, including training programs and linkages with services.</p>	<p>A screening question has been disseminated by Relationships Australia to the community sector. The government will continue to optimise the appropriate use of the screening question, including through potential projects under the Problem Gambling Assistance Fund.</p>	<p>Complete.</p>

**Standing Committee on Public Accounts Report No. 18 – Inquiry into elements impacting on the future of the ACT Clubs Sector**

Recommendation No. and summary	Action	Status
<p>27. The Committee recommended that the government discuss, through the Community Clubs Taskforce (the Taskforce), and with the Canberra Business Chamber, the potential benefit of a business diversification case manager for clubs as they diversify their business.</p> <p>The government agreed in principle noting that through the Taskforce it is providing practical help to those clubs looking to diversify their businesses away from gaming revenue. To date, the Taskforce has met with several clubs to discuss their redevelopment proposals and to provide assistance in navigating their way through government processes.</p> <p>It is not appropriate for the Government to be providing business diversification advice to clubs.</p>	<p>The Government continues its collaborative approach to assist ACT clubs, as per the Taskforce's Terms of Reference.</p>	Complete.
<p>28. The Committee recommended that the Government report to the Assembly annually on how the Government assists clubs to progress towards diversification of clubs activities and business model.</p> <p>The Government agreed stating progress reports on the activities of the Taskforce will be included in future annual reports.</p>	<p>Implementation of this agreed recommendation is underway with progress reports on the activities of the Taskforce to be included in future annual reports.</p>	In progress.
<p>29. The Committee recommended that the Government further investigate the liquor licensing system to ensure that it rewards low risk venues.</p> <p>The Government agreed stating that its current liquor licence fee structure takes a risk-based approach that is reflected in the fees for different types of licensed premises. The Government is currently consulting with community, industry and key stakeholders (including the clubs sector) on possible further reforms to the <i>Liquor Act 2010</i> to support a safer community and more efficient hospitality sector. The Government will maintain a risk-based approach to regulation and fees for licensed premises.</p>	<p>As noted in the Government response, a risk-based approach to regulation and fees for licensed premises will be maintained.</p> <p>In support of this, the Attorney-General released a Liquor Reform White Paper in April 2016 proposing to enhance the ACT's risk-based approach to liquor regulation (including licence fees). Findings of this paper are currently being analysed and will inform Government of next steps.</p>	In progress.
<p>30. The Committee recommended that the Government establish a cash input limit for Electronic Gaming Machines of \$250.</p> <p>The Government agreed stating it will move to establish a cash input limit for Electronic Gaming Machines as recommended by the Public Accounts Committee. The cash limit will be progressed simultaneously with Recommendation 31. Any costs associated with modifications to machines will be the responsibility of the licensee.</p>	<p>The implementation of a cash input limit may have significant cost implications for industry. As a result, further investigation of this recommendation is required.</p>	In progress.

**Standing Committee on Public Accounts Report No. 18 – Inquiry into elements impacting on the future of the ACT Clubs Sector**

<b>Recommendation No. and summary</b>	<b>Action</b>	<b>Status</b>
<p>31. The Committee recommended that if the cash input limit is agreed and implemented that the Government remove note denomination limits on Electronic Gaming Machines.</p> <p>The Government agreed stating in conjunction with implementation of a cash input limit, as agreed under Recommendation 30, the Government will repeal the current note denomination limit for Electronic Gaming Machines.</p>	<p>The implementation of a cash input limit may have significant cost implications for industry. As a result, further investigation of this recommendation is required.</p>	<p>In progress.</p>
<p>32. The Committee recommended that the Government move to an electronic-based system for the reporting of Electronic Gaming Machine movements and any other activities rather than the current paper-based system.</p> <p>The Government agreed in principle stating that in concert with its preliminary investigations into the feasibility of a Central Monitoring System (see Recommendation 33), the Commission is already progressing a move to greater use of electronic-based systems for its regulation of electronic gaming machines through its Gaming and Racing System Upgrade Project (the database). The database assists the Commission to electronically track and notify gaming machine movements and authorisation changes; it does not, at this stage, accommodate electronic reporting by industry. The Government will continue to investigate options for greater use of electronic-based systems for regulatory activities.</p>	<p>The use of lotteries "smart-forms" (also referred to as electronic applications) for trade promotions and raffles are now in use. Other opportunities for electronic-based systems for regulatory activities are being investigated.</p>	<p>In progress.</p>
<p>33. The Committee recommended that the Government investigate the feasibility of introducing a central, electronic, linked monitoring system for Electronic Gaming Machines.</p> <p>The Government agreed in principle noting it had already commenced preliminary investigations into the feasibility of a Central Monitoring System. Further investigations will be progressed in consultation with ClubsACT and the clubs.</p>	<p>Investigations into the feasibility of a Central Monitoring System in consultation with key stakeholders are underway.</p>	<p>In progress.</p>

**Standing Committee on Public Accounts Report No. 18 – Inquiry into elements impacting on the future of the ACT Clubs Sector**

Recommendation No. and summary	Action	Status
<p>35A. The Committee recommended the Government refer to the Independent Competition and Regulatory Commission the establishment of a community facility pricing point for water. The Government agreed in principle noting that the ICRC was about to commence a review of the tariff structure for potable water services provided by Icon Water, with an issues paper expected for release by the end of November 2015. The ICRC has already received representations seeking consideration of community facility pricing points for water, and this matter will be considered further as part of the ICRC's review. It is also important to note that if the ICRC determine a community pricing point for potable water should be introduced, the revenue that is lost by this reduction in price for community group users will ultimately need to be recouped through higher potable water prices for households.</p>	<p>The ICRC's review of the tariff structure for potable water services provided by Icon Water is continuing to progress, with the most recent step being the release of a technical paper related to Marginal Cost Pricing. Within this review, the ICRC is considering the matter of the potential introduction of a community facility pricing point for potable water use. A draft report of the Review is expected to be released by the ICRC in September 2016, which will be followed by an opportunity for the community to make submissions on the basis of the draft report. The final report of the tariff review is expected to be released by the ICRC before the end of 2016.</p>	<p>Complete.</p>
<p>36. The Committee recommended that the Government work with the clubs sector to assist with the provision of a variety of recreational activities to meet the needs of the community, such as billiard tables, table tennis tables, darts and carpet bowls. The Government agreed stating its Community Sport and Recreation Development Program provides financial assistance to eligible sport and physical recreation organisations for outcome based projects, as well as programs and initiatives to support participation in active lifestyles through the delivery of quality programs and services for the benefit of all the Canberra community. Not-for-profit organisations are welcome to apply for these grants, and all applications will be assessed on relative merit. Further information is available at <a href="http://www.sport.act.gov.au/grants/sport-and-recreation-grants-program">www.sport.act.gov.au/grants/sport-and-recreation-grants-program</a>.</p>	<p>The Sport and Recreation Grant Program (inclusive of the Community Sport and Recreation Development Program) remains available to provide financial assistance to eligible sport and active recreation organisations for programs and initiatives to support participation outcomes. Through the 2016 program a range of recreational activities were funded, including but not limited to; table tennis (provision of new tables), bowls (new participation support program - Jack Attack) and tennis (online remote access to community tennis initiative). The 2017 Sport and Recreation Grant Program opens for applications in August 2016.</p>	<p>In progress.</p>

**Standing Committee on Public Accounts Report No. 18 – Inquiry into elements impacting on the future of the ACT Clubs Sector**

Recommendation No. and summary	Action	Status
<p>39. The Committee recommended that the ACT Government should consider introducing zoning to establish entertainments precincts across Canberra, particularly around areas with clusters of multiple clubs to ensure that clubs are able to host events such as those with live music, as well as ensure that residents understand where they can expect to have slightly higher noise levels, and thus choose where to live accordingly.</p> <p>The Government agreed in principle noting the ACT already has clear noise zones with higher noise standards for city, town, group and local centres than residential areas. However, the Government recognises there is merit in reviewing the boundaries of the noise precincts to include entertainment precincts in commercial areas such as certain parts of town centres and group centres. This could mean that these areas of high-density residential development would require new developments to have better noise attenuation measures as part of the DA process. There would be no need to amend the Territory Plan.</p> <p>The Government is considering possible future actions to more clearly define mixed use/entertainment areas in the ACT and inform residents of noise and commercial activity rules in these areas, which do differ from residential zones. The clear benefit of this for the ACT is that it provides an effective communication strategy in relation to noisy activities in a mixed-use location. The Government is also cognisant that any future reforms arising from amendments to the <i>Liquor Act 2010</i> may have noise implications for commercial zones. The Government will take these considerations into account when consulting community and stakeholders on possible zoning reform options.</p>	<p>As noted in the Government response, continuation of current assessment and approval processes will be maintained as the ACT already has clear noise zones with higher noise standards for city, town, group and local centres than residential areas. The community and stakeholders will be consulted on any possible zoning reform options.</p>	<p>Complete.</p>

**Standing Committee on Public Accounts Report No. 18 – Inquiry into elements impacting on the future of the ACT Clubs Sector**

Recommendation No. and summary	Action	Status
<p>43. The Committee recommended that the Government, when reviewing all legislation and fees and charges, take into account the particular burden that legislation and fees and charges may have on small and medium clubs.</p> <p>The Government agreed stating it is committed to regulatory reform that minimises the burden of regulation on businesses including clubs, while still ensuring effective harm minimisation.</p> <p>The Government already considers the effects that legislation, fees, and charges may have on small and medium clubs. Recent reforms introduced to assist small and medium clubs include:</p> <ul style="list-style-type: none"> <li>• redesigning payment requirements to the Problem Gambling Assistance Fund (PGAF), with smaller clubs now able to pay their liability to the PGAF on an annual basis in place of making monthly payments. This enables licensees to 'opt-in' to the ability to pay in arrears and removes the burden for smaller clubs; and</li> <li>• changes to taxation rates through the <i>Gaming Machine (Reform) Amendment Act 2015</i>. The tax-free threshold on gaming machine revenue for clubs was raised from \$180,000 to \$300,000 per annum.</li> </ul>	<p>The Government will continue to consider the effects that legislation, fees and charges may have on small and medium clubs.</p>	<p>In progress.</p>
<p>44. The Committee recommended that the Government consider ways to reduce red tape for clubs such as the need to mail out ballot papers. The Government agreed, stating that it would continue to work proactively with all stakeholders to explore ways to reduce unnecessary red tape while maintaining the integrity of the regulatory regime and the existing problem gambling harm minimisation framework.</p>	<p>The Gaming Machine (Ballots) Amendment Regulation 2016 (No 1) commenced on 16 May 2016 and provides flexibility for clubs undertaking ballots of voting members. Membership ballots may now be conducted using electronic communication and clubs may engage a person or organisation to conduct ballots on their behalf.</p> <p>The Gaming and Racing (Red Tape Reduction) Legislation Amendment Bill 2016 was introduced into the Legislative Assembly on 9 June 2016. This Amendment Bill includes reforms that will allow interstate visitors to access clubs without being accompanied by a member; remove the requirement for gaming machine licensees to display licences and authorisation certificates; modify percentage payout signage requirements for gaming machines to an approved statement being displayed and clarifying arrangements to enable licensees to more easily quarantine gaming machine authorisations from use.</p>	<p>In progress.</p>

**Select Committee on Estimates 2015-2016 Report No.1 on the inquiry into Appropriation Bill 2015-2016  
and the Appropriation (Office of the Legislative Assembly) Bill 2015-16**

Recommendation No. and summary	Action	Status
<p>1. The Committee recommended that all Questions Taken on Notice, not answered within the inquiry period be provided to the Clerk within 30 days from the tabling of this report.</p> <p>The Government agreed in principle noting it endeavours to meet the 30 day timeframe to respond to Questions on Notice, in accordance with section 118A of the ACT Legislative Assembly standing orders, for the majority of the questions taken on notice. From time to time, however, circumstances arise which make this deadline unachievable.</p>	<p>In 2015-16 all answers to Questions on Notice and Questions taken on Notice were provided to the Committee prior to the Estimates report being tabled on 4 August 2015.</p>	<p>Complete.</p>
<p>27. The Committee recommended that in the event the Treasurer presents in the Legislative Assembly a bill for an Appropriation Act for the appropriation for the Office of the Legislative Assembly relating to a financial year, and the appropriation is less than the "recommended appropriation" given to the Treasurer by the Speaker in accordance with section 20 of the <i>Financial Management Act 1996</i>, the Treasurer comply with both the intent and the spirit of section 20AA(2) of that Act.</p> <p>The Government agreed stating that while it considers it met both the intent and spirit of section 20AA(2) of the <i>Financial Management Act 1996</i>, it agreed to provide further explanations of its decisions in relation to the Office of the Legislative Assembly budget requests in future budgets.</p>	<p>The Treasurer presented the paper titled <i>Budget 2015-2016 - Financial Management Act, pursuant to sections 20AA and 20AC – Statement of Reasons -Appropriation (Office of the Legislative Assembly) Bill 2015-2016 – Departure from Recommended Appropriations</i> to the Legislative Assembly on 4 June 2015.</p>	<p>Complete.</p>
<p>28. The Committee recommended that in the event the Treasurer presents in the Legislative Assembly a bill for an Appropriation Act for the appropriation for an Officer of the Legislative Assembly relating to a financial year, and the appropriation is less than the "recommended appropriation" given to the Treasurer by the Speaker in accordance with section 20AB of the <i>Financial Management Act 1996</i>, then the Treasurer comply with both the intent and the spirit of section 20AC(2) of that Act.</p> <p>The Government agreed, stating that it considers that it met both the intent and spirit of section 20AC(2) of the <i>Financial Management Act 1996</i>, it agreed to provide further explanations of its decisions in relation to budget requests from Officers of the Legislative Assembly in future budgets.</p>	<p>The Treasurer presented the paper titled <i>Budget 2015-2016 - Financial Management Act, pursuant to sections 20AA and 20AC – Statement of Reasons -Appropriation (Office of the Legislative Assembly) Bill 2015-2016 – Departure from Recommended Appropriations</i> to the Legislative Assembly on 4 June 2015.</p>	<p>Complete.</p>

**Select Committee on Estimates 2015-2016 Report No.1 on the inquiry into Appropriation Bill 2015-2016  
and the Appropriation (Office of the Legislative Assembly) Bill 2015-16**

Recommendation No. and summary	Action	Status
<p>29. The Committee recommended the ACT Government work with the Speaker to address concerns regarding the funding and administrative arrangements required to support the functions established under the Officers of the Assembly Legislation Amendment Bill 2013, including amendments to the <i>Auditor-General Act 1996</i>, and report to the Legislative Assembly on progress by the last sitting day in 2015.</p> <p>The Government agreed, noting it had recently obtained legal advice which clarifies these arrangements. In short, under the <i>Financial Management Act 1996</i>, the Speaker is able to commit public money by entering into a contract so long as there is agreement regarding which agency will make the payment from its appropriation. The Office of the Legislative Assembly is legally able to provide the Speaker with assistance in the functions established under the Officers of the Assembly Legislation Amendment Bill 2013.</p>	<p>Noting the Speaker's ability to commit public funds as described, the Speaker is able to put forward her recommendations for an appropriation for the Officers of the Legislative Assembly as part of the budget process. This input is subsequently considered by the Budget Committee of Cabinet in order to determine appropriate levels of funding for the Officers.</p>	<p>Complete.</p>
<p>32. The Committee recommended the ACT Government determine and report on how to measure the effectiveness of the 'One Government' reforms by the last sitting day of 2015 and report regularly thereafter.</p> <p>The Government agreed in principle, noting it will regularly report to the Assembly through the Annual Reports process.</p>	<p>ACT Government Directorates regularly report to the Assembly in their annual reports.</p>	<p>Complete.</p>
<p>34. The Committee recommended that the ACT Government should consider developing and launching an updated Aboriginal and Torres Strait Islander employment policy for the ACT Public Service.</p> <p>The Government agreed stating that the Employment Strategy for Aboriginal and Torres Strait Islander Peoples is being refreshed and expanded to include new whole of government initiatives that will provide directorates with increased support to reach their annual employment targets and meet the whole of government target by 2018-19.</p>	<p>Consultation is underway with directorates on the development of an Inclusion Policy for the ACTPS, taking into account individual directorates' goals and commitments along with the CMTEDD Inclusion Initiatives</p>	<p>Complete.</p>



**Select Committee on Estimates 2015-2016 Report No.1 on the inquiry into Appropriation Bill 2015-2016  
and the Appropriation (Office of the Legislative Assembly) Bill 2015-16**

Recommendation No. and summary	Action	Status
<p>35. The Committee recommended that the ACT Government provide further details on how the establishment and implementation of the iConnect platform is progressing.</p> <p>The Government agreed, stating that iConnect has three key platform components:</p> <p>Customer Transaction Portal – that will, over time, provide access to all ACT Government transactional services and provide:</p> <ul style="list-style-type: none"> <li>• customisation - enables customers to choose which ACT Government transactions they want displayed on their view of the portal home page;</li> <li>• personalisation – the Government will be able to tailor messaging to customer segments - for example, car owners can receive notices that vehicle registration is due, or parents will get notification of school specific information; and</li> <li>• digital mailbox that offers an alternative to regular post.</li> </ul> <p>Customer Identity and Access Management – users authenticated online will be able to undertake transactions that currently need to be done face to face.</p> <p>Enterprise Integration – this platform will provide integration between government business line systems to deliver end to end services.</p> <p>The iConnect program is currently undertaking procurement activities for the digital capabilities that will enable the three components outlined above.</p> <p>The iConnect program is working closely with Access Canberra and key ICT projects across government to identify transactions that will go online once the technology is in place. The first transactions are forecast to go live in the fourth quarter of 2015-16.</p>	<p>In 2015 the iConnect program conducted two key procurement activities, a Request for Proposal for three technology platforms, and a Request for Quote for system integration services for wave 1. As a result iConnect secured the required digital capabilities to be able to provide a simpler and improved customer experience that will allow users to authenticate their identity online and have access to a range of easy-to-use transactions, bill payment services, notifications and reminders. Delivery of a rolling program of new user centred online services will commence from early 2016-17. Legal advice associated with the Territory Privacy Principles has delayed the scheduled 30 June 2016 release of services to the public into the new financial year.</p>	<p>In progress.</p>

**Select Committee on Estimates 2015-2016 Report No.1 on the inquiry into Appropriation Bill 2015-2016  
and the Appropriation (Office of the Legislative Assembly) Bill 2015-16**

Recommendation No. and summary	Action	Status
<p>36. The Committee recommended that the ACT Government provide further details on how the rollout of public wifi across Canberra is progressing.</p> <p>The Government agreed stating that as at July 2015, there were 125 Wireless Access Points (external wifi transmitters) installed in central Canberra, including City East, City West, Braddon and New Acton. In addition, CBRfree is also available at over 40 wifi Hotspots in businesses across Canberra, including in locations at Weston Creek, Woden Town Centre, Tuggeranong Town Centre, Kingston Foreshore, Fyshwick and Mitchell. There have also been 25 indoor Wireless Access Points installed at EPIC for events at this venue. The town centres scheduled to receive CBRfree wifi but are currently not operating are: Belconnen, Dickson, Kingston, Manuka, Tuggeranong, Gungahlin, Weston, Woden and Bruce. Belconnen and Dickson will be completed by the end of October 2015, and Manuka will be completed in time for the Smart Parking trial scheduled for early 2016. All remaining town centres are on track to be completed by the end of the 2015-16 financial year.</p>	<p>The rollout of the CBRfree Wifi network across Canberra continued throughout 2015-16. The town centres of Dickson, Belconnen and Manuka were completed in October 2015 and Kingston, including Kingston Foreshore, was completed in March 2016. Beyond the scope of the original CBRFree Wifi footprint, the ACT Government is working closely with the Australian National Botanic Gardens to provide CBRFree Wifi at its Black Mountain site. During 2015-16 CBRfree Wifi was also made available at specific remote locations to support Floriade 2015 and Summernats 2016, and the ACT Government facilitated mobile wifi base stations to provide CBRfree coverage across Southwell Park in Lyneham to support the 2016 Kanga Cup. Remaining town centre sites in Tuggeranong, Weston Creek, Woden, Gungahlin and Bruce will be completed early in the second half of 2016.</p>	In progress.
<p>37. The Committee recommended that the ACT Government provide further details on the use of wifi for the trial of smart parking in the ACT.</p> <p>The Government agreed, noting that the manner in which the wifi network will be used in the smart parking trial is the subject of the current Request for Proposal (RFP) process (2015.25869.110). Section '7.8 Integration with CBRfree Wifi network' of the RFP's Statement of Requirements states that the Smart Parking solution should use the CBRfree Wifi network for data transmission.</p>	<p>The Manuka wifi network was commissioned in November 2015 and is providing the data transmission platform for the 12 month smart parking trial, which operates until 29 April 2017.</p>	Complete.

**Select Committee on Estimates 2015-2016 Report No.1 on the inquiry into Appropriation Bill 2015-2016  
and the Appropriation (Office of the Legislative Assembly) Bill 2015-16**

Recommendation No. and summary	Action	Status
<p>41. The Committee recommended the ACT Government consider ways to support and develop the 'sharing economy' in the ACT, including how to improve the use of underutilised assets in the household, community, business and government sector.</p> <p>The Government agreed, stating it supports innovation and improved utilisation of assets within the context of security, insurance and fiscal capacity constraints.</p>	<p>Throughout 2015-16 the ACT Government has facilitated a number of programs and initiatives that support the principles of the sharing economy. In September 2015 the ACT became the first jurisdiction in Australia to introduce regulated ridesharing, offering ACT commuters a new form of flexible on-demand transport, enhancing competition and innovation in the transport industry. Ridesharing and third party taxi booking services can now operate in the ACT under conditions and oversight by Access Canberra, and allow ACT drivers to carry passengers through services such as Uber, OnTap and GoCatch. In April 2016 the ACT Government commenced a two year trial of car-sharing involving two car-sharing companies, GoGet and Popcar, providing access to fleet of 22 vehicles parked in specially marked places around the ACT.</p> <p>The ACT Government's continued rollout of CBRfree Wifi allows Canberrans to connect and share via a free public wifi network, by providing technology that, amongst other things, allows people to connect and share ideas, information and services. CBRfree Wifi enhances Canberrans' ability to use online services such as ridesharing and smart-parking services by providing fast, free Internet connectivity across Canberra's major town centres.</p> <p>The ACT Government's CBR Innovation Network is a Canberra hub geared towards the support and development of innovation and entrepreneurial activity. By delivering initiatives such as the GRIFFIN Accelerator, the KILN Incubator and the Entry29 co-working space the CBR Innovation Network provides access to Canberra's world class higher education and research institutions and guidance from Canberra's diverse business and innovation eco-system. The Network offers resources, networking and support to encourage business and economic growth through collaboration, mentoring and innovation, and is a launching pad for local entrepreneurs to maximise the global growth in sharing economy resources and ideas. Further to this, the ACT Government's Innovation Connect program provides funding support to local early stage innovators and entrepreneurs, and is geared towards supporting local talent with ideas and business models that leverage the growing and changing global marketplace.</p>	<p>Complete.</p>

**Select Committee on Estimates 2015-2016 Report No.1 on the inquiry into Appropriation Bill 2015-2016  
and the Appropriation (Office of the Legislative Assembly) Bill 2015-16**

Recommendation No. and summary	Action	Status
45. The Committee recommended that the ACT Government provide the Legislative Assembly with an update by the last sitting day in October 2015, on progress finding suitable alternative sites for the Manuka Occasional Child Care Association (MOCCA) relocation. The Government agreed in principle, noting that it will continue to update the Assembly as this matter progresses.	The Government announced Blocks 33 and 39, Section 78 Griffith as the preferred site for MOCCA.	Complete.
46. The Committee recommended that the ACT Government update its Tourism 2020 strategy to consider the ten years to 2030 and take into account: <ul style="list-style-type: none"> <li>• accommodation;</li> <li>• attractions; and</li> <li>• events.</li> </ul> The Government agreed stating the ACT's Tourism 2020 strategy is part of the national tourism 2020 framework and will be reviewed and updated in that context.	<p>The ACT's Tourism 2020 strategy aligns with the intent of the national 2020 framework which aims to double overnight visitor expenditure from \$70 billion in 2010 to \$140 billion in 2020. The goal for the ACT is to grow the total value of overnight visitor expenditure in the Territory to \$2.5 billion by 2020.</p> <p>At the Tourism Ministers Meeting (TMM) in February 2016, Ministers noted that we're over the half way point in the Tourism 2020 strategy and need to start looking beyond 2020. A review of Tourism 2020 will be undertaken and the proposed timeline is to present preliminary findings of the review of Tourism 2020 to Tourism Ministers at the next TMM.</p>	In progress.
48. The Committee recommended that the ACT Government consider the provision of arts facilities in the Woden/Weston Creek area and Gungahlin. The Government agreed, stating it will work with community organisations in considering the provision of arts facilities across the Territory.	A Cultural Facilities Infrastructure Plan is being prepared by artsACT in consultation with the arts sector and the broader community. The Plan will review the location and distribution of existing arts facilities as well as consider demand for new facilities.	In progress.
50. The Committee recommended that the ACT Government, in conjunction with relevant stakeholders, promulgate a vision for Canberra's CBD. The Government agreed in principle, noting that the City Plan stipulated a vision for the CBD. The Government, through the Coordinator General, Urban Renewal will deliver an action plan to progress this vision and to assist in the urban renewal of the CBD.	The Government has developed a City Action Plan, which outlines the Government's vision for Canberra's City Centre. It has been developed to support the City Plan and Brand Canberra. The objective is to stimulate private, community and creative sector activity by facilitating better and more frequent use of the public realm. It will also continue existing activities such as identifying opportunities for regulatory reform and infrastructure improvements.	In progress.
52. The Committee recommended that the Minister for Urban Renewal and Minister for Housing work as closely as possible on the redevelopment of public housing to ensure that residents are provided with consistent and timely information. The Government agreed, stating that close collaboration within Government is already occurring on the redevelopment of public housing.	<p>Close collaboration within Government is continuing to occur on the redevelopment of public housing. Information is provided and services and support delivered by a small team comprised of both Public Housing Renewal Taskforce and Housing ACT staff.</p> <p>There is regular communication and coordination between the Urban Renewal and Housing Portfolios, including fortnightly briefings and meetings, inter-agency coordination through the Public Housing Renewal Steering Committee and ongoing sharing of information at an operational level.</p>	In progress.

**Select Committee on Estimates 2015-2016 Report No.1 on the inquiry into Appropriation Bill 2015-2016  
and the Appropriation (Office of the Legislative Assembly) Bill 2015-16**

<b>Recommendation No. and summary</b>	<b>Action</b>	<b>Status</b>
56. The Committee recommended that the ACT Government provide further information to the Legislative Assembly on the status of reported asbestos contamination at the dump site under Nudurr Drive Extension between Crace and Palmerston within 90 days of this report being tabled in the Assembly. The Government agreed.	The report on asbestos contamination at the former Palmerston/Crace landfill site was tabled in the Legislative Assembly on 7 April 2016.	Complete.
57. The Committee recommended the ACT Government closely monitor the first 12 months of Access Canberra and report to the ACT Legislative Assembly in March 2016 on its first 12 months of operation, including community awareness, engagement and satisfaction levels, organisational change and staff issues, and collaboration across ACT Government. The Government agreed in principle, stating Access Canberra is supportive of closely monitoring community awareness, engagement and satisfaction levels, and work has commenced on establishing baseline data to assist with this monitoring. The Government will report to the Assembly through the Annual Reports process.	The report on the first twelve months of operation of Access Canberra was tabled in the Legislative Assembly on 7 April 2016.	Complete.

**Select Committee on Estimates 2015-2016 Report No.1 on the inquiry into Appropriation Bill 2015-2016  
and the Appropriation (Office of the Legislative Assembly) Bill 2015-16**

Recommendation No. and summary	Action	Status
<p>58. The Committee recommended that the ACT Government establish performance indicators for the number of Working with Vulnerable People checks to be carried out each year. The Government agreed, stating that indicators regarding annual checks of Working With Vulnerable People registrations are currently captured as part of an existing Access Canberra performance indicator "Number of inspections conducted by Access Canberra".</p>	<p>The <i>Working with Vulnerable People (Background Checking) Act 2011</i> (the Act) commenced on 8 November 2012 and aims to reduce the risk of harm or neglect to vulnerable people in the ACT. This law requires individuals working in specific regulated activities and services to hold a registration with Access Canberra. The Act is being implemented over a 6 year period and as of November 2015 the following are deemed as regulated activities: Coaching and tuition; vocational and education training; clubs, associations and movements; migrants, refugees and asylum seekers.</p> <p>Access Canberra's compliance inspection program includes a range of both proactive and reactive activities to ensure that individuals and organisations comply with the law affecting the relevant sectors mentioned. In 2015-16 Access Canberra completed 177 site inspections where 590 individual registrations were checked. This resulted in 20 contraventions being identified. These contraventions consisted predominantly of a failure by a registered person to produce their registration card and a small number of unregistered persons were identified. A further 58 desktop audits of employer organisations were conducted where 26,542 individual registrations were checked resulting in 519 contraventions being identified. These contraventions consisted predominantly of a failure to provide updated details of registered persons e.g. failure to provide details of married name to Access Canberra. Access Canberra applies a risk based compliance approach to ensure that resources are targeted to where the risks of harm are greatest therefore enabling proportionate compliance responses. Access Canberra encourages compliance through education and will apply escalating enforcement actions to those that demonstrate a disregard for the law and whose conduct has or is likely to cause harm. In this regard, of the contraventions identified during the compliance inspection program, Access Canberra through education and engagement obtained 100 per cent compliance.</p>	Complete.

**Select Committee on Estimates 2015-2016 Report No.1 on the inquiry into Appropriation Bill 2015-2016  
and the Appropriation (Office of the Legislative Assembly) Bill 2015-16**

Recommendation No. and summary	Action	Status
<p>61. The Committee recommended that the ACT Government consider sensible and well-timed divestment of its holdings in fossil fuels. The Government agreed, stating it has an ongoing commitment to increase renewable energy sources, reduce the reliance on fossil fuels and reduce carbon emissions over time. In line with this, direct investment exposures will also be reduced over time. The Government will continue to periodically consider the responsible investment policy framework as part of examining all investment exposures. The framework will be adjusted as appropriate, with changes to exposures made progressively and prudently over time. This will be an ongoing program.</p>	<p>During the September quarter 2015, the Responsible Investment Policy framework was enhanced to incorporate new carbon risk criteria to reduce exposure to fossil fuel reserves, carbon emissions and carbon intensity in the Superannuation Provision Account shares portfolios. The framework will be adjusted as appropriate, with changes to exposures made progressively and prudently over time. This will be an ongoing program.</p>	Complete.
<p>80. The Committee recommended that the ACT Government update the Legislative Assembly on the outcomes of actions that are being taken to find suitable alternative accommodation for Gudan Gulwan. The Government agreed stating that the ACT Property Group has been working with Gudan Gulwan to gain a clear understanding of the group's requirements. Four property options have been discussed with Gudan Gulwan since 2011; however, none of these sites were considered suitable by Gudan Gulwan. In reviewing the current available properties, the ACT Property Group has not been able to identify any properties that would meet Gudan Gulwan's requirements that are likely to become available in the next few years. However, the organisation will continue to be considered when suitable properties become available.</p>	<p>Gudan Gulwan Aboriginal Youth Corporation operates from a former youth centre in Erindale, with space of 500m<sup>2</sup>. The ACT Government has completed a number of improvements to their tenancy to support Gudan Gulwan at their existing centre.</p> <p>Accommodation Offers: Spaces offered at Pearce Community Centre, former Health Centre at Calwell and Erindale Business Park were not accepted as they were a shared tenancy. Sole occupancy at Tharwa Neighbourhood Hall was rejected because of distance and transport concerns and because of existing relationships in the area.</p> <p>The ACT Government is continuing to work closely with Gudan Gulwan to find suitable accommodation with particular focus on the south side of Canberra which is their preferred location.</p>	In progress.
<p>83. The Committee recommended that the ACT Government write to those public housing tenants affected by the public housing renewal program clearly detailing timeframes for their relocation. The Government agreed stating that the Public Housing Renewal Taskforce and Housing ACT have published relocation timeframes at <a href="http://www.act.gov.au/housingrenewal">www.act.gov.au/housingrenewal</a>. Public housing tenants are being advised regularly of updates through notices and events.</p>	<p>All public housing tenants affected by the public housing renewal program have been contacted. Tenants are regularly advised of updates and events through notices. In addition relocation timeframes remain available at <a href="http://www.act.gov.au/housingrenewal">www.act.gov.au/housingrenewal</a>. Housing ACT and the Public Housing Renewal Taskforce work closely with all public housing tenants to identify the most appropriate replacement housing for each of them, and to develop individual support plans.</p>	Complete.
<p>84. The Committee recommended that the ACT Government guarantee that tenants in a public housing asset included in the Asset Sales agreement with the Federal Government are able to be relocated into suitable replacement public housing prior to the sale of the asset. The Government agreed, noting that the proposed action is already included in Schedule A of the National Partnership Agreement with the Commonwealth Government on Asset Recycling.</p>	<p>No tenant will be made homeless as a result of the public housing renewal program. Housing ACT and the Public Housing Renewal Taskforce work closely with all public housing tenants to identify the most appropriate replacement housing for each of them, and to develop individual support plans. Tenants are supported to move home, and financial assistance is provided.</p>	Complete.

**Select Committee on Estimates 2015-2016 Report No.1 on the inquiry into Appropriation Bill 2015-2016  
and the Appropriation (Office of the Legislative Assembly) Bill 2015-16**

<b>Recommendation No. and summary</b>	<b>Action</b>	<b>Status</b>
85. The Committee recommended that the ACT Government explain to the Legislative Assembly its criteria for selecting the location of new public housing and social housing properties by the last sitting day in October 2015. The Government agreed in principle, stating it will regularly update the Assembly on the housing renewal program.	Regular updates have been provided to the Legislative Assembly during 2015 and 2016. In particular, a detailed Ministerial statement was tabled on 19 November 2015, providing details about the replacement housing being developed as part of the public housing renewal program.	Complete.
86. The Committee recommended that the ACT Government identify to the Legislative Assembly the standard costings they use for a public housing property replacement cost by the last sitting day in October 2015. The Government agreed in principle, stating it will regularly update the Assembly on the housing renewal program.	Regular updates have been provided to the Legislative Assembly during 2015 and 2016. In particular, a detailed Ministerial statement was tabled on 19 November 2015, providing details about the replacement housing being developed as part of the public housing renewal program.	Complete.
87. The Committee recommended that the ACT Government identify to the Legislative Assembly how many one, two, three or four or other bedroom properties they are planning to build under the public housing renewal program, by the last sitting day in October 2015. The Government agreed in principle, stating it will regularly update the Assembly on the housing renewal program.	Regular updates have been provided to the Legislative Assembly during 2015 and 2016. In particular, a detailed Ministerial statement was tabled on 19 November 2015, providing details about the replacement housing being developed as part of the public housing renewal program.	Complete.
88. The Committee recommended that the ACT Government guarantee that the total stock of public housing in the ACT will not fall below the level as at 30 June 2014 of 10,848 dwellings, as per the Asset Sales agreement. The Government agreed, noting it has committed to maintaining public housing stock numbers over the life of the program under the Asset Recycling Initiative Agreement with the Commonwealth Government; this is outlined in Schedule A of the National Partnership Agreement on Asset Recycling.	The ACT Government has committed to maintaining public housing stock numbers over the life of the public housing renewal program under the Asset Recycling Initiative. 1,288 replacement housing dwellings will be developed to contribute to the public housing portfolio. Housing ACT and the Public Housing Renewal Taskforce work closely with all public housing tenants to identify the most appropriate replacement housing for each of them, and to develop individual support plans. Some tenants may choose to stay in their current community or to move to an area which better matches their needs and preferences. The new public housing will be available for all eligible tenants, and will not be limited to those who are moving from the current multi-unit properties.	Complete.



**Select Committee on Estimates 2015-2016 Report No.1 on the inquiry into Appropriation Bill 2015-2016  
and the Appropriation (Office of the Legislative Assembly) Bill 2015-16**

Recommendation No. and summary	Action	Status
<p>93. The Committee recommended the ACT Government consult more closely with the affected parties in the Telopea Park/Manuka Occasional Child Care Association (MOCCA) land swap, to investigate in detail what other options might be available.</p> <p>The Government agreed, stating that a significant number of alternate options have been considered over the past few years and reconsidered in the past few months. The Government will continue to progress investigations into alternative locations. The two sites identified for detailed investigations are Block 5 Section 36 Forrest and Block 33 and 39 and part Block 34, Section 78 Griffith. The Government will consult with stakeholders of the site that is decided to be the most suitable for the Telopea Park/ MOCCA, including on any public realm changes such as road, parking and traffic arrangements.</p> <p>The key considerations in continuing investigation of these sites are development parcel size, traffic, access and parking options, and location compared to the existing MOCCA site.</p>	<p>The Government has announced that MOCCA will not need to move until 2020. Work is continuing with MOCCA on preparing for their relocation and further community consultation will occur as the move becomes closer.</p>	<p>In progress.</p>
<p>110. The Committee recommended that the ACT Government provide clear definitions for counting staff numbers including head count, fulltime employees, fulltime employees (ACT funded) and fulltime employees (externally funded) and fulltime employees (all funding sources), full time equivalents and agreed abbreviations.</p> <p>The Government agreed in principle, noting the only term used in relation to staffing in the Budget papers is "Full-Time Equivalents" and this is defined in the on-line Readers Guide to the 2015-16 Budget (see page 43) <a href="https://apps.treasury.act.gov.au/data/assets/pdf_file/0005/733838/2015-16-Readers-Guide-to-the-Budget.pdf">apps.treasury.act.gov.au/ data/assets/pdf file/0005/733838/2015-16-Readers-Guide-to-the-Budget.pdf</a>. Other definitions and abbreviations are also contained in the Glossary which is at Attachment B to the Readers Guide.</p>	<p>Definitions of these key terms have been consistently reported in the annual State of the Service Report: Workforce Profile section.</p>	<p>Complete.</p>
<p>127. The Committee recommended the ACT Government develop a policy to address recruitment issues, such as lateral transfers and advertising of positions, to ensure the most equitable outcomes for applicants and to obtain the best staffing outcomes for the Government. The Government agreed in principle, stating that in February 2015, a project reviewing service wide human resources policies commenced. Existing recruitment policies are being reviewed as part of this project.</p>	<p>The ACT Public Service Recruitment Guidelines were reviewed and updated in 2015 to reflect the current ACT Public Service (ACTPS) recruitment context and address recommendations arising from the 2013 Auditor-General's report no. 8 of 2012: Australian Capital Territory Public Service.</p>	<p>Complete.</p>

**Standing Committee on Public Accounts Report No.16 - Review of Auditor-General's Report No.4 of 2013  
National Partnership Agreement on Homelessness**

Recommendation No. and summary	Action	Status
8. The Committee recommended that the ACT Government, in recognition of the relationship between homelessness and housing affordability, further exercise its discretion over land release and planning as part of its response to homelessness. The Government agreed stating the response to be led by CMTEDD. Ensuring access to affordable, public and supportive housing is a key priority in framing the ACT Government's four year indicative land release program. Work is currently underway to ensure the 2016-17 to 2019-20 program facilitates the provision of affordable housing choices. This includes identifying Community Facilities sites which may be suitable for public and supportive housing.	The current indicative land release program identifies a range of sites to be released over the next four years for affordable housing. These sites include opportunities for the development of new public housing stock, new community rental properties, and affordable home purchase. Additional public housing stock and community rental opportunities play an important role in providing pathways out of homelessness.	In progress.
9. The Committee recommended that the ACT Government should make representations in inter-governmental forums, such as those provided under the COAG, that present arrangements providing for negative gearing to be considered so as to improve housing affordability. The Government agreed noting response led by CMTEDD. Within the intergovernmental forums, a range of options to address housing affordability are being reviewed that focus on greater access to affordable housing, increasing supply and better access for vulnerable people to social housing. These options are being considered in the broader context of the national debate on economic reform, taxation and revenue issues ensuring a fair and equitable outcome for jurisdictions.	CMTEDD is represented at the COAG working group and work is being progressed in relation to attracting institutional investment in affordable rental housing.	In progress.

**Standing Committee on Public Accounts Report No.17 Review of Auditor-General's Report No.8 of 2013:  
Management of Funding for Community Services**

Recommendation No. and summary	Action	Status
4. The Committee recommended that the CMTEDD Audit Committee should conduct an internal audit on community services funding management within the next 12 months and create a schedule for future internal audits. The Government agreed in principle, stating the CMTEDD Audit and Risk Committee will consider conducting an internal audit of CMTEDD community services funding management arrangements as part of its regular six monthly review of the current audit work program for 2015-16 and the out-year internal audit programs. The decision will be based on the assessed risk and impact to the directorate and ACT Government.	There have been considerable changes to the directorate since this report was completed in 2013 and some of the identified risks have been addressed. The CMTEDD Audit and Risk Committee has considered the review of community services funding and based on the assessed risks and impact has included it on the 2016-17 internal audit program.	Complete.

**Standing Committee on Public Accounts Report No.17 Review of Auditor-General's Report No.8 of 2013:  
Management of Funding for Community Services**

Recommendation No. and summary	Action	Status
5. The Committee recommended that the Government update the Assembly before the conclusion of the Eighth Assembly and provide a current status, and plan for future developments, on each directorate's progress towards managing grant processes online. The Government agreed to provide an update on the rollout of online grants management systems before the end of the Eighth Assembly.	The Minister for Economic Development updated the Assembly on 9 August 2016.	Complete.

**Standing Committee on Public Accounts Report No.21 – Review of the Auditor-General's Report No.5 of  
2014: Capital Works Reporting**

Recommendation No. and summary	Action	Status
1. The Committee recommended that the ACT Government provide the Legislative Assembly with an update on the implementation of all recommendations made by the Auditor-General no later than the last sitting day in May 2016. The Government agreed to the recommendation of the Standing Committee on Public Accounts Report No 21.	The Government tabled the <i>Legislative Assembly Implementation Update on the recommendations from the Auditor-General's Report No.5. Capital Works Reporting</i> on 3 May 2016.	Complete.

**Standing Committee on Public Accounts Report No.22 – Review of the Auditor-General’s Report No.1 of  
2015: Debt Management**

Recommendation No. and summary	Action	Status
<p>2. The Committee recommended that the ACT Government inform the ACT Legislative Assembly by the last sitting day in May 2016 as to the parameters for its review of existing debt management processes—with particular reference to:</p> <p>(i) whether the discussion paper being developed by Shared Services for the purposes of ‘commencing dialogue on the matter with the directorates’ is complete—and if not, expected completion date;</p> <p>(ii) detail on specific review milestones; and</p> <p>(iii) expected timeline for completion.</p> <p>The Government agreed stating dialogue on this matter has commenced in a number of governance forums. External debt collectors/ purchasers and regulators have also been consulted.</p> <p>The discussion paper referred to in the recommendation has been evolving during the course of these discussions and will now be in the form of a paper for consideration by the ACT Public Service Strategic Board in June 2016. The paper will provide options for a targeted, sequenced and cost effective implementation of a more centralised model of end-to-end debt management within the ACT Government. The paper will take into consideration the complexities and constraints associated with the implementation of the proposed strategies, for an informed decision. Debts managed by the ACT Revenue Office will not be covered within the scope of this paper.</p>	<p>An agenda paper will be included on the Strategic Board’s forward rolling agenda prior to the end of 2016.</p> <p>Shared Services is proposing to undertake a limited scope, phased pilot program with a number of directorates. The pilot program will help shape the development of a model to deal with external general debt management and underpin a future debt management framework. This will include exploring arrears management and debt recovery management for ACT Government entities.</p>	<p>In progress.</p>

# AUDITOR-GENERAL REPORTS

## Auditor-General Report No.1 of 2015 – Debt Management

Recommendation No. and summary	Action	Status
<b>3 Consideration of better practice initiatives (Chapter 4)</b> ACT Government entities who manage non-ACT Government debts, and do not have a low risk with respect to the collection of this revenue, should assess their debt management practices against better practice, and modify their practices accordingly. The Government agreed stating it will require agencies to review their debt management practices once the guidance on the general principles of debt management is made available by CMTEDD. Agencies will be required to consider the principles outlined in the guidance as well as relevant inter-jurisdictional best practices to determine whether changes are required to their Director-General Financial Instructions. The potential application of better practice models must be analysed by agencies from a number of perspectives including risk, cost, IT capabilities and impact on efficiency, to determine whether it is worth pursuing. The review will also be influenced by any underlying policy or legislation and social sensitivities.	Preliminary research into a broader debt management framework for ACT Government has been included in a paper and CMTEDD is also considering current debt management practices against a better practice model at the whole-of government level. This paper will be presented to the Strategic Board for endorsement of the road map for the overall improvement of the collection level of external debts.	In progress.
<b>5 Financial Reporting of non-ACT Government Debts (Chapter 4)</b> The Chief Minister, Treasury and Economic Development Directorate (Shared Services Finance) should enhance their debt management reporting to ACT Government entities by separately reporting on debts owed by non-ACT Government entities. The government agreed in principle noting that under the existing arrangements Shared Services report on a monthly basis to a collaborative forum between Shared Services and directorates, on debt management. Shared Services will explore the technical feasibility of providing enhanced debt management reporting from within the government's financial management systems to include relevant information, whether within the existing Oracle system or a possible future upgrade.	Shared Services Finance has enhanced debt management reporting to ACT Government entities by separately reporting the debts owed by non-ACT Government entities. These reports are sent to the Strategic Finance areas within the directorates on a monthly basis.	Complete.

## Auditor-General Report No.4 of 2015 – ACT Government Support to the University of Canberra

Recommendation No. and summary	Action	Status
<p>1. The ACT Government should require the University of Canberra (UC) to provide an independent credit rating from a recognised credit rating agency before considering any further financial or other support for the UC.</p> <p>The government agreed in principle stating that any future loans or credit facilities offered by the ACT Government would be dependent on UC's future financial plans, and associated extent of the potential increase in financial liabilities.</p> <p>A credit rating is one tool available in the overall due diligence/risk assessment process, and attainment by UC of a high credit rating would not necessarily be the sole basis for support of a new borrowing or borrowing limit. Any future assessment by the ACT Government (subject to the specific details) will likely warrant the utilisation of specialist external advice.</p>	No further action required at this time.	Complete.
<p>2. The ACT Government should review the UC's performance in providing affordable accommodation to students against objectives and outcomes sought by the provision of ACT Government funding.</p> <p>The government agreed in principle noting the short period that much of the accommodation has been operating for, it is considered premature to review the projects at such an early stage. Nonetheless, the government will continue to monitor performance and undertake reviews at an appropriate time.</p>	<p>The government considers that the timing is now appropriate to review the impact of National Rental Affordability Scheme (NRAS) on student rental affordability. This review will include analysis of average rents on pre-NRAS UC student accommodation and the 600 new dwellings now in operation under the scheme.</p> <p>To be undertaken and completed by 30 June 2017.</p>	In progress.
<p>3. The Chief Minister, Treasury and Economic Development Directorate should monitor risks to the Territory associated with the UC's debts and its capacity to repay its debts and brief the Chief Minister and Treasurer on the effectiveness of the UC's strategies to address the potential risks.</p> <p>The government agreed stating the current remaining loan agreement with the ACT Government imposes a range of reporting obligations on UC for the objective of assessing financial risks and capacity to repay debt.</p>	<p>In December 2015 the UC repaid in full all of its outstanding Territory loans. At that time the Treasurer approved a new borrowing limit and funding source arrangements for the UC. A condition of the borrowing limit approval is a requirement for the UC to continue to provide reporting twice a year in relation to its financial capacity, outstanding debt and capacity to meet its debt servicing obligations to support the ongoing monitoring requirement.</p>	Complete.
<p>4. The ACT Government and UC should assess the level of ACT Government support that has been provided for the purpose of the NRAS and make any necessary adjustments should a shortfall occur in the provision of student accommodation against the target.</p> <p>The government agreed.</p> <p>Given NRAS is a 10 year scheme with contributions determined by a number of variables over time, the ACT Government will assess the level of support that has been provided and whether adjustments are required, at the end of the NRAS period.</p>	No further action required at this time.	Complete.

## Auditor-General Report No.10 of 2015 – 2014-15 Financial Audits

Recommendation No. and summary	Action	Status
<b>Recommendation 1 – System Vendor Support For Operating Systems</b> <p>The Chief Minister, Treasury and Economic Development Directorate should develop and foster the implementation of a whole of government strategy to guide the upgrading of operating systems for which vendor support has ceased. This should include specifying when upgrades are to occur.</p> <p>The Government agreed stating Shared Services ICT (SSICT) has a funded program underway to upgrade servers that are currently on end of life operating systems. This is being done in consultation with directorate representatives of the business systems hosted on those servers, to ensure an upgrade path for those business systems is in place.</p> <p>SSICT has arranged ongoing vendor patching for any security vulnerabilities for its end of life operating systems.</p>	<p>SSICT maintains lifecycle information relating to currency of operating systems and hardware. The strategy to reduce the number of unsupported operating systems has currently resulted in a significant reduction in the number of servers from 265 to 55.</p> <p>SSICT will continue to work proactively with directorates to further reduce unsupported operating systems, although some constraints will continue to exist due to compatibility issues between legacy software and newer operating systems. In these cases, SSICT will work closely with the specific business units to offer alternate solutions where possible.</p>	Complete.
<b>Recommendation 2 – Externally Hosted Websites</b> <p>The Chief Minister, Treasury and Economic Development Directorate should develop and foster the implementation of a whole of government strategy for managing security vulnerabilities relating to externally hosted websites.</p> <p>The Government agreed noting three separate documents were developed in line with the Cloud Policy to replace the 'Website Development and Management Standard'. These documents reflect the requirement for vendor agreements to allow the ACT Government, or its representatives, to conduct security assessments, including penetration testing.</p> <p>SSICT Security continues to offer penetration testing services for all externally hosted systems at no cost. Going forward, future service level agreements within vendor agreements will have a clause which states that ICT Security is permitted to perform security testing, including penetration testing.</p>	<p>The whole of government ICT security policy and strategy has been updated to reflect the need for security plans for Internet facing systems and Procurement Capital Works are aware of the need for security involvement in outsourced ICT investments.</p> <p>SSICT works proactively with the directorates to ensure the use of externally hosted facilities meets requisite security levels.</p> <p>This approach is working well for new websites, however many legacy websites have not been addressed. To address this exposure, SSICT are working with directorates to undertake vulnerability assessments of these legacy websites. Additionally, the Australian Government's Cyber Security Operations Centre regularly scan all .gov.au domains and provide alerts to SSICT if they identify an exposure.</p>	Complete.

Recommendation No. and summary	Action	Status
<p><b>Recommendation 3 – Alternative Information Technology Infrastructure Arrangements</b></p> <p>The Chief Minister, Treasury and Economic Development Directorate should develop and foster the implementation of a whole of government strategy for alternative information technology infrastructure arrangements for critical systems.</p> <p>The Government agreed in principle noting all new government critical and business critical systems include redundant infrastructure. Some older systems were not designed or funded for redundancy and Shared Services is working with directorates to ensure redundancy is included in the next upgrade.</p> <p>All critical business systems are identified and almost all have a business continuity/disaster recovery plan.</p> <p>Responsibility for the funding of business systems, including disaster recovery capability, lies with directorates. SSICT will endeavour to work with directorates to ensure infrastructure redundancy is addressed for all new and existing critical business systems.</p>	<p>Alternative infrastructure arrangements are being addressed by the ACT Government Cloud Computing Policy. The policy provides direction to ACT Government Directorates to consider and generally favour cloud solutions in meeting their ongoing needs for business applications. Under the Cloud Program, SSICT has implemented a Microsoft Azure (cloud) infrastructure-as-a-service environment and is in negotiation with another third party provider as an additional cloud infrastructure provider.</p> <p>In addition, SSICT continues to promote the implementation of high availability solutions leveraging existing dual data centre designs.</p>	<p>Complete.</p>
<p><b>Recommendation 5 – Business Continuity and Disaster Recovery Arrangements</b></p> <p>The Chief Minister, Treasury and Economic Development Directorate should develop and foster the implementation of a whole of government policy on business continuity arrangements, which provide assurance that critical systems are operating and available when required and restored in a complete and timely manner in the event of a disaster, disruption or other adverse event.</p> <p>The Government agreed stating SSICT is working in conjunction with directorates to identify their business critical and government critical systems, and formulate work plans to test their backups and recovery arrangements.</p> <p>SSICT has business continuity and disaster recovery plans in place with respect to ICT infrastructure - for example, servers, storage and networking equipment located in the Territory's data centres. Systems are in place which monitor infrastructure, and proactive intervention is a key support tool. In the event of an adverse occurrence affecting multiple business systems, these applications are restored as per their criticality marking.</p>	<p>SSICT have prepared a Business Continuity Plan and an ACT Government ICT Disaster Recovery Plan. Both these Plans undergo regular testing.</p>	<p>Complete</p>



Recommendation No. and summary	Action	Status
<b>Recommendation 6 – Business Continuity and Disaster Recovery Arrangements</b> ACT Government agencies should have business continuity plans and disaster recovery arrangements that are up-to-date. The Government agreed stating protocols have been thoroughly reviewed and are tested annually, with outcomes documented, reported and rectification actions suggested. Shared Services ICT has implemented a 'virtual server' data backup/restoration environment, improving business continuity for all critical systems.	The ICT Business Continuity Plan (BCP) and Disaster Recovery Plan are current and available on the Shared Services Intranet. These items are due for review at the end of 2016. Directorates are responsible for developing and testing their own BCP in the event of system failure.	Complete.

## B.4 RISK MANAGEMENT

CMTEDD identified and managed risk at the strategic and divisional levels. The CMTEDD Audit and Risk Committee and Executive Management Group had oversight of risk management within the directorate.

The directorate's approach to risk management is set out in *CMTEDD Risk Management Framework and Policy Statement* and the *CMTEDD Risk Management Plan*. Risk management in CMTEDD is based on the Australian and New Zealand Risk Management Standard (AS/NZS ISO 31000:2009) ('The Standard').

An internal review and update of the framework and plan was conducted in line with requirements of the Standard. The framework and plan will be reviewed every two years to ensure risk management is effective and continues to support organisational performance.

Existing risks were monitored and reported on utilising risk treatment action plans while emerging risks were identified, reported and reviewed to determine if they should be included in the directorate Strategic Risk Register.

Executive and Senior Managers from each Division participated in risk management reviews to ensure that all relevant risks are identified and managed. Individual Divisional risk registers are utilised to capture the risk profile of the directorate.

Training across the directorate assisted with ensuring that there was a consistent, appropriate application of the risk framework and plan, and assisted in increasing the risk management maturity across CMTEDD

During the year a comprehensive review and updating program of CMTEDD's Business Continuity Plans (BCP) continued. CMTEDD also maintains a BCP testing schedule and tests plans utilising scenario walkthrough exercises and emergency simulations, eight BCPs were tested during 2015-16.

The top level BCP developed at the directorate level is a directional document providing centralised operational functions, guidance, management and oversight of the business unit level BCPs if activated.

For further information contact:

Sue Hall  
Executive Director  
Corporate  
+61 2 62070569  
[Sue.Hall@act.gov.au](mailto:Sue.Hall@act.gov.au)

## B.5 INTERNAL AUDIT

The CMTEDD Audit and Risk Committee (the Committee) assisted the Director-General in fulfilling her oversight and governance responsibilities. The Committee's functions were governed by an Audit and Risk Committee Charter. Membership of the Committee included an independent Chair, John Gordon, an independent Deputy Chair, Carol Lilley, an executive from another ACT Government agency and three appointees from within the directorate.

The Shared Services Audit, Risk and Security Committee established to provide oversight of specific Shared Services risks was discontinued in November 2015 and responsibility for the oversight was moved to the Committee. Part of the process of transferring responsibility of Shared Services saw the Deputy Chair of the Shared Services Audit Risk and Security Committee move to the Deputy Chair position of the Committee to provide continuity.

A representative from the ACT Audit Office and advisors regularly attended meetings. The Executive Director, Corporate and the Chief Finance Officer attended as observers.

Four general meetings were held during the year. The number of general meetings attended by committee members is as follows:

Name of Member	Position	Duration	Meetings Attended
John Gordon	Independent Member and Chair	July 2015 to June 2016	4/4
Carol Lilley	Independent Member and Deputy Chair	November 2015 to June 2016	3/3
Geoffrey Rutledge	Member	July 2015 to June 2016	4/4
Karen Doran	Member	July 2015 to February 2016	3/3
Leanne Cover	Independent Directorate Member	July 2015 to February 2016	1/3
Gary Rake	Member	July 2015 to August 2015	0/1
Sam Engele	Member	October 2015 to November 2015	1/1
Louise Gilding	Member	January 2016 to March 2016	1/1
Ian Thompson	Independent Directorate Member	March 2016 to June 2016	0/1
Peter Murray	Member	March 2016 to June 2016	0/1

Internal audit services were provided by private audit firms. Internal audits were selected from an internal audit program developed by the directorate after identifying areas of operational and financial risk. The proposed internal audit program was then approved by the Director-General and overseen by the Committee.

Seven audits were completed in the 2015-16 financial year as follows:

- > Land Supply Strategy;
- > ACT Property Group - Property Management Operations;

- > Asbestos Response Taskforce Review;
- > Public Housing Renewal Taskforce;
- > Shared Services Human Resources Review;
- > Shared Services Accounts Payable; and
- > ACT Revenue Management Office.

Field work was completed for a further six audits, all of which are expected to be presented to the Committee in August 2016. These audits are as follows:

- > Data Integrity Review;
- > COBIT Review;
- > Invoice Automation - Project Assurance/ System Under Development;
- > Long Service Leave;
- > Compliance with Audit Office Recommendations – Shared Services; and
- > Staff Entitlements.

For further information contact:

Sue Hall  
Executive Director  
Corporate  
+61 2 6207 0569  
[Sue.Hall@act.gov.au](mailto:Sue.Hall@act.gov.au)

## B.6 FRAUD PREVENTION

The ACT Integrity Policy requires ACT Government Directorates to prepare a *Fraud and Corruption Prevention Plan* and *Fraud Risk Assessment* every two years. As part of the review process, an integrity risk assessment must be undertaken assessing changes to the organisation's operations and environment since the last plan.

The *CMTEDD Fraud and Corruption Prevention Plan* was reviewed and updated in January 2016 as part of the required review program. A review of the fraud risk assessment commenced in May 2016 and is due for finalisation early in the 2016-17 financial year. High fraud risk issues will continue to be monitored and compliance auditing completed through the internal audit program with oversight through the Audit and Risk Committee, and Executive Management Group, while medium and low fraud risks will be monitored through a newly developed compliance, review and assurance program.

Fraud awareness and ethics were key themes for training and development within CMTEDD, including induction programs for new staff. Fraud awareness education programs will continue to be made available to all employees in 2016-17.

### INCIDENTS OF FRAUD REPORTED IN 2015-16

The Senior Executive Responsible for Business Integrity and Risk made no findings in regard to fraudulent behaviour during 2015-16.

For further information contact:

Sue Hall  
Executive Director  
Corporate  
+61 2 62070569  
[Sue.Hall@act.gov.au](mailto:Sue.Hall@act.gov.au)

## B.7 WORK HEALTH AND SAFETY

Work Health and Safety (WHS) is a priority for CMTEDD and it is managed in accordance with the statutory provisions of the *Work Health and Safety Act 2011* (the Act) and supported by a range of whole of government work health and safety and return to work policies and initiatives. CMTEDD Corporate People and Capability team and the CMTEDD Safety Support team provided guidance and support to CMTEDD in implementing the requirements under the Act.

During the reporting period the CMTEDD was not issued (under Part 10 of the Act) with any improvement, prohibition or non-disturbance notices, nor did the Agency fail to comply with any enforceable undertakings under Part 11 or Part 2 (Divisions 2.2, 2.3 and 2.4) of the Act.

### HEALTH AND SAFETY STRUCTURES AND CONSULTATION ARRANGEMENTS

CMTEDD operates under a tiered Health and Safety Committee structure. Tier 2 Committees include Chief Minister's and Treasury, Access Canberra, Economic Development and Shared Services which report to the CMTEDD Tier 1 Health and Safety Committee. Both Tier 1 and Tier 2 Committees met on a quarterly basis to provide a mechanism for consultation, coordination and communication between employees, represented unions and management. The Committees monitored the effectiveness of the safety management system, considered injury prevention initiatives and programs, and promoted the achievement of improved health and safety outcomes. The Chief Minister, Treasury and Economic Development Directorate, Safety Support Team attended Committee meetings to provide safety advice.

The Executive Management Group received quarterly Work Health and Safety updates and copies of the Health and Safety Committee meetings were uploaded to the staff intranet. There are 43 elected Health and Safety Representatives and one elected Deputy Health and Safety Representative for the directorate.

During the reporting period:

- > work commenced on the development of the CMTEDD specific WHS Management System (WHSMS) that will align with the *Whole of Government WHSMS Framework*;
- > all CMTEDD WHS risk registers have been completed, with the exception of Access Canberra for which consultation had commenced;
- > the Riskman Accident and Incident Reporting Tool continued to be promoted to staff across CMTEDD; and
- > a *WHS Risk Register Management Procedure* was developed.

### INJURY PREVENTION AND HEALTH AND WELLBEING

CMTEDD implemented a range of injury prevention and health and wellbeing initiatives and continued to promote a culture where health, safety and wellbeing are a part of everyday business. Initiatives implemented included:

#### Safety Promotion initiatives:

- > promotion of WorkSafe ACT's Safety Month with a range of activities held during the month to help reduce the risk of accidents and incidents within the office; and
- > development of Work, Health and Safety policies.

#### Health and Wellbeing initiatives:

- > 'Health and Wellbeing' reimbursement initiative (not exceeding \$100 per annum) to financially support employees to participate in health and wellbeing activities;
- > representation on the whole of government Health and Wellbeing Network and Work Health and Safety Working group through CMTEDD Corporate People and Capability Branch representation;
- > user pays fitness classes such as yoga and pilates;
- > influenza vaccinations offered onsite to staff;
- > mental health awareness promotion activities;
- > healthy weight week held in February was promoted across the directorate including the delivery of a range of health promotion activities. For example, cooking demonstrations by Nutrition Australia;
- > representation on the whole of government health and wellbeing network; and
- > staff participated in a 10,000 steps a day challenge during healthy weight week to improve health and wellbeing.

#### Health and Safety training initiatives:

- > induction sessions that include work health and safety information;
- > management of workplace psychological illness in the workplace program for supervisors;
- > respect, equity and diversity training;
- > representation on the whole of government Work Health and Safety Working Group through Corporate People and Capability Branch representation;
- > Executive Refresher Work Health and Safety training; and
- > First Aid Officer and Health and Safety Representative training.

#### Early intervention and injury management initiatives:

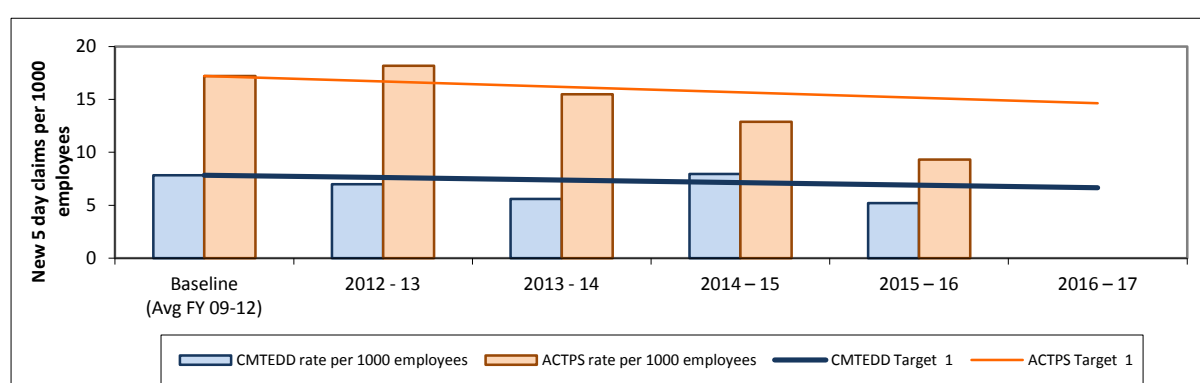
- > ongoing provision of work station assessments;
- > engagement of rehabilitation providers for both compensable and non-compensable injuries/illnesses to support employees to an early, safe and supported return to the workplace;
- > provision and promotion of professional and confidential counselling services available to staff and their families through the Employee Assistance Program provided by Converge International;
- > provision and promotion of the Employee Assistance Program Manager Assist Program; and
- > NewAccess early intervention services information sessions were provided for staff.

## NOTIFIABLE INCIDENTS

There were 17 serious injury or illness and dangerous incidents that required notification to the regulator in accordance with Part 3 Section 38 of the *Work Safety Act 2011*.

**Target 1 – reduce the incidence rate of claims resulting in one or more weeks off work by at least 30 per cent.**

Financial year	# new 5 day claims	Rate per 1000 employees	Agency Target	ACTPS # new 5 day claims	Rate per 1000 employees	ACTPS Target
2012 - 13	16.00	6.99	7.61	371	18.17	16.69
2013 - 14	13.00	5.60	7.37	326	15.48	16.18
2014 – 15	20.00	7.95	7.14	280	12.89	15.66
2015 – 16	13.00	5.21	6.90	205	9.33	15.14
2016 – 17			6.67			14.63

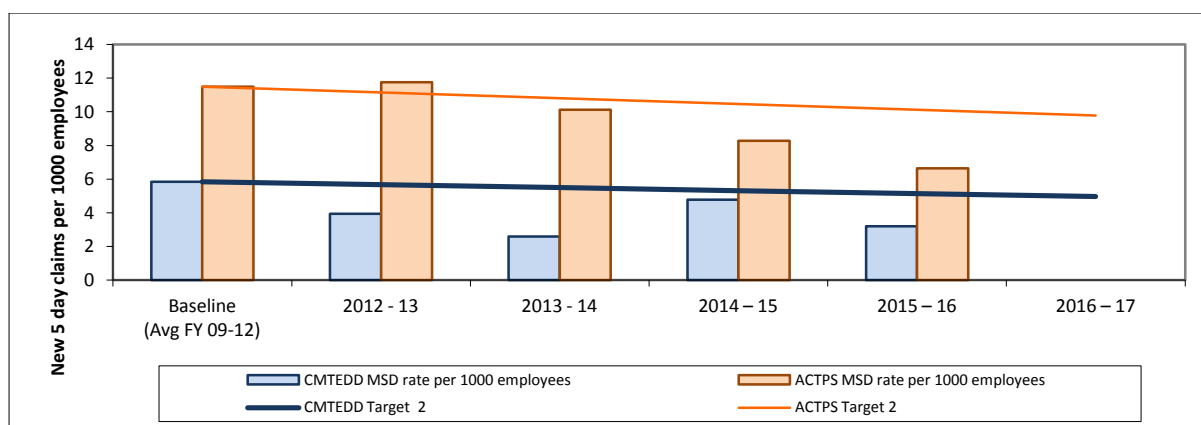


**Notes:**

1. Dates are based on those claims received by Comcare in each financial year.
2. Past years' claim numbers may differ from results published in previous annual reports due to maturation of claims data.
3. The report includes accepted claims which result in one or more weeks off work.
4. Data includes claims up to 30 June 2016.

**Target 2: reduce the incidence rate of claims for musculoskeletal disorders (MSD) resulting in one or more weeks off work by at least 30 per cent.**

Financial year	# new 5 day MSD claims	Rate per 1000 employees	Agency Target	ACTPS # new 5 day MSD claims	Rate per 1000 employees	ACTPS Target
2012 - 13	9.00	3.93	5.67	240	11.76	11.15
2013 - 14	6.00	2.59	5.49	213	10.11	10.81
2014 – 15	12.00	4.77	5.32	180	8.28	10.46
2015 – 16	8.00	3.21	5.14	146	6.64	10.12
2016 – 17			4.97			9.77



**Notes:**

1. Dates are based on those claims received by Comcare in each financial year.
2. Past years' claim numbers may differ from results published in previous annual reports due to maturation of claims data.
3. The report includes accepted claims which result in one or more weeks off work.
4. Data includes claims up to 30 June 2016.

For further information contact:

Sue Hall  
Executive Director  
Corporate  
+61 2 62070569  
[Sue.Hall@act.gov.au](mailto:Sue.Hall@act.gov.au)

## B.8 HUMAN RESOURCES MANAGEMENT

During 2015-16, the directorate's human resource priorities were guided by the CMTEDD Corporate Framework, and as specified within the CMTEDD *Strategic People Plan 2015-2017*, centred around:

- > culture: to develop and maintain a positive workplace culture that positions us as a collaborative workplace that optimises retention and engagement;
- > capability: to identify, develop and maintain a workforce with the skills and capabilities required to meet organisational goals now and into the future; and
- > accountability: to maximise relevant legislative and policy compliance and contribution to the One Government approach.

The directorate continued to work collaboratively across government at all levels, including participation in senior bodies for consideration of workforce related issues in the ACTPS, being the HR Collaboration Forum, HR Directors and the People Performance Council.

### CULTURE

A continued focus for 2015-16 was change management support to managers, employees and the organisation more broadly, in response to the multiple Administrative Arrangements affecting the directorate in the previous and current reporting periods. This ongoing body of work included development of directorate policies and processes that supported the larger and more diverse workforce and sought to create an organisational culture that was aligned to the ACTPS values, RED Framework and Code of Conduct.

The directorate continued to embed a high performance culture through the ongoing promotion of the ACTPS Performance Framework and recognition of values-aligned excellence through the CMTEDD Staff Awards.

CMTEDD demonstrated its ongoing commitment to workplace inclusion through the Workforce Diversity Strategy. The Strategy was framed around building cultural awareness and understanding, in addition to supporting attraction and retention of a diverse workforce. Specific initiatives were incorporated in relation to Aboriginal and/or Torres Strait Islander peoples; People with Disability; people from Culturally and Linguistically Diverse backgrounds; Women; and those who identify as a Lesbian, Gay, Bisexual, Transgender, Intersex and/or Queer person.

Key initiatives progressed during the reporting period include:

- > commencement of a workplace accessibility review of multiple CMTEDD workplaces to assess physical barriers to inclusion;
- > commencement of a workforce diversity survey to assess cultural barriers to inclusion;
- > establishment of an Inclusion Traineeship Program for identified people with Autism Spectrum Disorder;
- > promotion of key significant dates such as Harmony Day; International Day of People with Disability; Reconciliation Week; NAIDOC Week; and International Women's Day;
- > reaccreditation as a Breastfeeding Friendly Workplace through the Australian Breastfeeding Association; and
- > continued development of a Reconciliation Action Plan (RAP), with an active RAP Working Group strongly engaged in progressing the organisation's reconciliation journey.

The directorate also made use of whole of government activities to increase workforce diversity including:

- > engagement of three employees with Disability through the 2016 ACTPS Graduate Program;
- > engagement of two employees through the ACTPS Indigenous Traineeship; and
- > placement of five individuals through the Work Experience Support Program (Culturally and Linguistically Diverse).

## **CAPABILITY**

CMTEDD continued to strengthen its workforce, build organisational capability, encourage retention and enhance ongoing performance. The CMTEDD Core Capability Framework was developed to complement the ACTPS Shared Capability Framework. The CMTEDD Framework was designed to assist staff and managers to identify key behaviours, skills and knowledge needed for development and career pathways.

Employees were provided with access to a range of in-house learning and development opportunities in addition to utilisation of the ACT Public Service training calendar, attendance at conferences and various other specialist programs.

Learning and development activities offered in-house included, but were not limited to, the programs outlined below.

### **In-house Training**

*Respect, Equity and Diversity* (General and Managers): These training programs were designed to increase awareness and understanding of the ACT Public Service Respect, Equity and Diversity



Framework. The manager training looked specifically at managerial responsibilities, particularly their role in bullying prevention.

*Cultural Awareness:* This program increased staff understanding and awareness of Aboriginal and Torres Strait Islander cultures, and assisted in the development of effective communication and engagement with Aboriginal and Torres Strait Islander people.

*Disability Awareness:* A half-day session developed an understanding of issues experienced by people with disability, knowledge of key disability legislation, and increased confidence in how to relate appropriately to people with disability.

*Work Health and Safety:* A diverse range of WHS training is provided as outlined in Section B.7.

*Information Privacy:* Training provided staff with a sound understanding of the *Information Privacy Act 2014* and Territory Privacy Principles, and the specific legal obligations of ACT public sector agencies and contracted service providers when collecting and handling personal information.

*Freedom of Information:* The ACT Government Freedom of Information training introduced the operations of the *Freedom of Information Act 1989* and Freedom of Information processing and the exemption provisions.

*Fraud and Ethics Awareness:* This training is available to all staff and aims to raise the awareness of Ethics, Fraud and Corruption. The course provides attendees with an understanding of acceptable behaviour standards within CMTEDD, the relevant legislative framework and consequences of non-compliance and the process for reporting and what to do if staff suspect fraud has occurred.

*Authorised Person – Training pursuant to Crimes Act 1990:* Authorised Person training is provided to directorate staff that have been authorised by the Director-General CMTEDD to act as an Authorised Person under the *Crimes Act 1900*. Information is provided about the responsibilities that the Authorised Person has under the *Crimes Act 1900* and how to actively use those powers. Training also covers de-escalation methods and dealing with difficult and abusive clients.

*Managing Psychological Illness in the Workplace:* This program provided managers and supervisors with the knowledge and skills to manage workers who experience psychological ill health.

*Leading Strategic Change:* This assisted managers to provide direction and support in a dynamic environment.

*Emotional Intelligence Training:* This was for customer focused areas to improve relationship management capability.

### **Other internally facilitated in-house Learning and Development**

*Staff Induction:* The induction program was divided into two half day sessions, with the first providing new employees with an overview of the functions of CMTEDD and an understanding of expectations in the workplace, conditions of service and workplace health and safety. The second session provided greater detail of business units and their objectives, local WHS and staff consultative arrangements.

*Executive Assistants Network:* A formal network was established to support the professional development of Executive Assistants and related administrative professionals in CMTEDD. Network members were able to participate in quarterly information sessions, including participation in the ACTPS Executive Assistance and Business Support Conference in August 2015, coordinated by CMTEDD. Seven members also completed a Certificate IV in Government, made available through the Network.

*Graduate Network:* CMTEDD had 23 participants in the 2016 ACTPS Graduate Program. A directorate network was established to support their transition into the workplace, and involved quarterly forums to enhance skills in leadership, networking and goal-setting.

*Employee Mobility Program:* The program was designed to contribute to workforce agility and employee engagement through the provision of opportunities to gain experience beyond current roles. A pilot program involving the Senior Officer Grade A cohort was undertaken.

*Recruiting a Diverse Workforce:* This program introduced participants to the CMTEDD Workforce Diversity Strategy, barriers to employment, pathways available to recruit people from diverse groups, and information on the Australian Government's Employment Assistance Fund.

*Risk Management Information Sessions:* This training is tailored to the individual needs of the business unit which includes an overview of risk management principles based on the *AS/NZS ISO 31000:2009 Risk Management Standard*, *CMTEDD Risk Management Framework* and *Risk Management Plan*.

*Total Records Information Management (TRIM) Training:* This training develops the skills of staff who use the TRIM dataset and provides the skills necessary to register documents and how to use the action tracking capabilities.

*Dissemination Limiting Marker Information Sessions:* This training session introduces staff to the change in information security and how to apply the dissemination limiting markers to emails and documents.

*Performance Series:* This training consisted of three modules to support the ACTPS Performance Framework. These modules included: Talking about Performance and Development, Managing Underperformance and Coaching.

## **Shared Services Training**

Shared Services Training Calendar was promoted to staff with approximately 503 staff attending training with an estimated cost of \$194,047.

## **Studies Assistance**

CMTEDD continued its support for staff through the Studies Assistance Program, by providing paid and unpaid leave and payment of course costs. In 2015-16 CMTEDD invested approximately \$176,026 towards studies assistance for 107 staff.

## **Other Whole of Government Learning and Development**

During the year, CMTEDD continued its commitment to whole of government learning and development activities, including participation in the Executive Professional Development Presentation series and the Institute of Public Administration Australia mentoring program.

## **WORKPLACE RELATIONS**

Conditions of employment for CMTEDD employees are provided by four stream based enterprise agreements including the *ACT Public Service Administrative and Related Classification Enterprise Agreement 2013-2017* (the Administrative Agreement), the *ACT Public Service Legal Professionals Enterprise Agreement 2013-2017*, the *ACT Public Service Infrastructure Services Enterprise Agreement 2013-2017* (Infrastructure Services Agreement) and the *ACT Public Service Technical and*

*Other Professionals Enterprise Agreement 2013-2017 (the Technical and Other Professionals Agreement)*. These agreements all continued operation throughout the 2015-16 reporting period.

The Technical and Other Professionals Agreement introduced a new classification structure for Infrastructure Officers, being engineering, architecture and project management professionals engaged in major or significant infrastructure projects. A second stage transition as per the terms of the agreement, allowed for eligible employees to translate to Infrastructure Manager/Specialist classifications. Approximately 20 CMTEDD employees translated to this classification structure in May 2016.

Throughout the 2015-16 reporting period, CMTEDD utilised attraction and retention incentives under the terms of the ACTPS enterprise agreements to attract and maintain a skilled and diverse workforce.

Description	No. of Individual ARIns
Number of ARIns at 30 June 2016	51
Number of employees who transferred from Special Employment Arrangements during the period	0
Number of ARIns entered into during period	10
Number of ARIns terminated during period	27
Number of ARIns providing for privately plated vehicles as at 30 June 2016	0

	Classification Range	Remuneration as at 30 June 2016
Individual and Group ARIns	SOGB – SOGA	\$137,975 - \$194,205
	GSO7 - GSO8	\$66,330 - \$66,330
	IO4 – IO5	\$147,748 - \$170,206

## STAFFING PROFILE

The staff numbers provided below are as at the last payday in 2015-16. The figures exclude board members, people on leave without pay and personnel seconded from other organisations or directorates. Staff members who separated from the directorate, but received a payment in June 2016 have been included, as have staff who are working in other directorates and whose costs are recovered.

### FTE and Headcount by Division/Branch

Division/branch	FTE	Headcount
Graduate Program	23.0	23
<b>Chief Minister</b>		
Access Canberra	565.4	596
Asbestos Response Taskforce	41.6	44
Corporate	31.0	32
Culture and Communications	20.5	21
Workforce Capability and Governance	41.1	42
Office of the Chief Digital Office	9.9	10
Office of the Director General	4.0	4

Division/branch	FTE	Headcount
Policy and Cabinet	46.7	48
Strategic Finance	16.5	17
<b>Treasury</b>		
Default Insurance Fund	0.8	1
Economics and Financial Group	35.1	36
Expenditure Review Division	9.5	10
Finance and Budget Division	43.0	44
Infrastructure Finance and Advisory Division	8.0	8
Office of the Under Treasurer	4.9	5
Revenue Management	108.4	113
Shared Services	834.4	850
Workplace Safety and Industrial Relations	58.0	60
<b>Economic Development</b>		
Enterprise Canberra	226.7	241
Land Development	139.5	143
Office of the Director-General Economic Development	17.4	20
Procurement and Capital Works	137.1	141
<b>Total</b>	<b>2,422.5</b>	<b>2,509</b>

### FTE and Headcount by Gender

	Female	Male	Total
FTE by Gender	1,183.9	1,283.6	2,422.5
Headcount by Gender	1,251	1,258	2,509
% of Workforce	49.9%	50.1%	100.0%

### Headcount by Classification Group and Gender

Classification Group	Female	Male	Total
Administrative Officers	793	430	1,223
Executive Officers	21	52	73
General Service Officers & Equivalent	2	74	76
Information Technology Officers	23	109	132
Legal Officers	2	2	4
Professional Officers	13	19	32
Rangers	0	4	4
Senior Officers	392	530	922
Technical Officers	3	22	25
Trainees and Apprentices	2	16	18
<b>Total</b>	<b>1,251</b>	<b>1,258</b>	<b>2,509</b>

## Headcount by Employment Category and Gender

Employment Category	Female	Male	Total
Casual	10	8	18
Permanent Full-time	880	1,012	1,892
Permanent Part-time	162	20	182
Temporary Full-time	181	211	392
Temporary Part-time	18	7	25
Total	1,251	1,258	2,509

## Headcount by Diversity Group

	Headcount	Percentage of agency workforce
Aboriginal and/or Torres Strait Islander	27	1.1%
Culturally & Linguistically Diverse	434	17.3%
People with a disability	77	3.1%

\*NB: Employees may identify with more than one of the diversity groups.

## Headcount by Age Group and Gender

Age Group	Female	Male	Total
Under 25	107	74	181
25-34	334	308	642
35-44	339	306	645
45-54	292	309	601
55 and over	179	261	440

## Average Length of Service by Gender

	Female	Male	Total
Average years of service	8.1	8.3	8.2

## Recruitment and Separation Rates by Stream

Stream	Recruitment Rate	Separation Rate
Chief Ministers	11.1%	12.3%
Treasury	5.6%	6.3%
Economic Development	14.8%	7.5%
Total	12.1%	9.3%

\*NB: Recruitment and separation are defined as commencing or departing the ACT Public Service respectively for permanent employees. Internal transfers between or within directorates are not included.

## Recruitment and Separation Rates by Classification Group

Classification Group	Recruitment Rate	Separation Rate
Administrative Officers	18.2%	11.7%

Classification Group	Recruitment Rate	Separation Rate
Executive Officers	14.1%	5.6%
General Service Officers & Equivalent	11.2%	2.8%
Information Technology Officers	12.7%	6.8%
Legal Officers	27.0%	0.0%
Professional Officers	0.0%	7.7%
Rangers	0.0%	0.0%
Senior Officers	5.6%	8.0%
Technical Officers	0.0%	0.0%
Trainees and Apprentices	55.5%	0.0%
TOTAL	12.1%	9.3%

**\*NB: Recruitment and separation are defined as commencing or departing the ACT Public Service respectively for permanent employees. Internal transfers between or within directorates are not included.**

For further information contact:

Sue Hall  
Executive Director  
Corporate  
+61 2 62070569  
[Sue.Hall@act.gov.au](mailto:Sue.Hall@act.gov.au)

## B.9 ECOLOGICALLY SUSTAINABLE DEVELOPMENT

### COMMISSIONER FOR SUSTAINABILITY AND THE ENVIRONMENT

Although CMTEDD has no direct policy responsibilities for areas such as climate change, biodiversity and carbon neutrality in the ACT, the directorate is involved in the ongoing implementation of the *Carbon Neutral Government Framework*, and the directorate's Intergovernmental Relations and Regional Unit facilitates engagement between relevant NSW and ACT Government Directorates on environmental issues. The directorate provided information to the Commissioner for Sustainability and the Environment on actions against the relevant recommendations of the *2011 State of the Environment Report*.

### CONTRIBUTION TO ECOLOGICALLY SUSTAINABLE DEVELOPMENT

During the reporting year CMTEDD updated its Resource Management Plan to incorporate Administrative Arrangements changes and updated its Action Plan. As the ACT Government moves towards carbon neutrality in 2020, CMTEDD identified resource reduction targets in the Resource Management Plan, and actively monitored progress against set targets.

#### Summary

The directorate has reduced its total energy use (electricity and gas) by 3 per cent in 2015-16 (not including the new entities of the National Arboretum Canberra and Skills Canberra). Excluding the new entities, total electricity use has reduced by 3.3 per cent, from 12,843,106 kWh to 12,432,206 kWh, and main gas use has reduced by 1.9 per cent, from 8,613,002 MJ to 8,449,489 MJ.

During 2015-16 CMTEDD, reduced its total electricity use by 18 per cent for the top ten emitters, from 9,411,792 kWh to 7,741,840 kWh. The largest reductions were from Callam Offices

(-50 per cent) due to the relocation of the Shared Services ICT data centre and staff, the Canberra Stadium (- 8 per cent) due to reduced events and improved energy efficiency measures, and the Canberra Nara Centre (-19 per cent) due to the LED lighting upgrades. However, the reduction by the top ten emitters was offset by the energy used in new locations such as Hume Data Centre and Winyu House.

## **Actions to improve ecologically sustainable development performance**

Individual business units within the directorate have undertaken a range of activities to support ecological sustainable development. These activities are detailed below.

### **Electricity**

Actions taken for electricity efficiency during the reporting period included:

#### *Building upgrades within the CMTEDD portfolio*

- > the public housing renewal program (by the Public Housing Renewal Taskforce) will improve the overall quality and energy efficiency of the public housing portfolio;
- > National Arboretum Canberra secured a loan from the Carbon Neutral Government Fund to enable the works depot to be powered off-grid by a solar-battery system;
- > LED lighting roll out and new smart metering at GIO Stadium continued;
- > Actsmart Energy and Water Assessment for GIO Stadium was completed;
- > 69 street lights were replaced with LEDs, along with six flood lights and numerous entry lights to buildings at Exhibition Park in Canberra;
- > sensor lights in public toilets and showers were installed at Stromlo Forest Park;
- > installation of a timing unit for controlled switching of heating units at Manuka Oval;
- > a Building Management Committee (Green Lease Meeting) at the Canberra Nara Centre was established to monitor energy use and improve ongoing sustainability performance; other achievements for Nara included:
  - following the installation of LED lights in March/April 2015, a 19 per cent reduction in electricity use was realised from the previous year;
  - the reduction in the standard operating hours of the lighting controls from 12 hours (7am to 7pm) to 10 hours (8am to 6pm) in the majority of office areas commenced from June 2016, with the results to be reviewed with potential implementation to other areas;
  - base Building National Australian Built Environment Rating System (NABERS) Rating reassessment in April 2016 achieving an energy rating of 4.5 star;
  - hand basin maximum water temperatures reduced to 50°C; and
  - investigations into installation of sensor lighting controls in common areas commenced;
- > lighting upgrade at 255 Canberra Avenue, replacing of current lamps with LEDs in the workshop area;
- > the installation of LED lighting in the Revenue Management Division tenancies of 220 Northbourne Avenue was investigated, with an expected 30 per cent reduction in electricity usage (installation occurred in July 2016); and
- > lighting upgrades are undertaking during office fit-out where feasible.

### *ACT Government's purchase of Renewable Energy*

ACT Property Group, on behalf of the ACT Government purchased Renewable Energy (GreenPower) Certificates equivalent to the estimated ACT Government's 2015-16 electricity consumption. This is in line with the ACT Government's commitments in Weathering the Change and the Carbon Neutral ACT Government Framework. In 2015-16 7,700 Renewable Energy Certificates (GreenPower) were purchased representing 7,700 MWH of electricity, as 5 per cent of the ACT Government's electricity consumption.

### *Community Energy Efficiency Program Upgrades*

ACT Property Group has completed an energy efficiency upgrade program at 12 community facilities under the Australian Government's Community Energy Efficiency Program. The upgrades included improvements in energy efficient lighting, lighting control systems, mechanical upgrades and smart energy management systems across the identified community facility sites. As part of the implementation, tenants and other stakeholders were engaged to ensure energy savings were maximised and that continuous improvement is achieved over the longer term.

Under this program the ACT Government contributed \$3.274 million and the Australian Government contributed \$3.145 million. Overall, the works resulted in a 29 per cent reduction in energy consumption, having an estimated annual financial saving of \$129,863 and a total decrease of 522 tonnes of CO<sub>2</sub> equivalent emissions. Additional information about the individual sites and outcomes can be found at [www.economicdevelopment.act.gov.au/government-property/act\\_property\\_group/ceep](http://www.economicdevelopment.act.gov.au/government-property/act_property_group/ceep).

### *Energy Efficiency Projects*

ACT Property Group hosted two Senior Energy Project Officers who, as part of a broader cross-directorate team, are responsible for implementing energy efficiency works with a whole of government perspective. The project officers work with directorates on projects that advance the ACT Government's commitments in the Carbon Neutral Government Framework. This has resulted in numerous works and advisory services provided across government agencies:

#### Energy efficiency services

- > identified, secured funding and implemented boiler burner upgrades at a variety of Territory facilities;
- > identified and rectified abnormally high gas usage at Tuggeranong Bus Depot which had doubled gas consumption at the site;
- > an ongoing building tuning program to test building analytics services and improve relations with maintenance subcontractors, enabling continual improvement of the performance of:
  - The Canberra Hospital;
  - Macarthur House; and
  - Dame Pattie Menzies House;
- > advanced the implementation of energy efficient LED lighting at ACT Government owned properties:
  - completion of phase 1 and 2 Education Directorate LED lighting upgrade programs;
  - installation in more than 20 facilities which Property Group is custodian of, or provides property management and maintenance to the custodian agency; and
  - Health Directorate for the initial phase of The Canberra Hospital LED lighting upgrade.



## Advisory Services

- > performance improvement to aid energy efficiency performance or reporting including:
  - integrating energy efficiency in core business through inclusion of energy efficiency clauses and KPIs in the following contracts:
    - Education Directorate HVAC maintenance contract; and
    - Total Facilities Management HVAC contract;
  - assisting directorates and Procurement and Capital Works to use the Enterprise Sustainability Platform (ESP) to track utility cost savings achieved via whole of government contracting and energy efficiency initiatives;
  - continued integration of energy performance and monitoring into chiller and boiler service contracts.
- > providing technical advice and input into tender processes to ensure greatest energy efficiency outcomes are achieved, including:
  - participation in University of Canberra Public Hospital tender process to maximise energy efficiency opportunities;
  - Tender Evaluation Panel and Project Consultative Group participation for an 500kW PV array at The Canberra Hospital;
  - evaluation panel for the Streetlight Request for expression of interest;
- > providing analysis, technical advice and guidance to directorates developing energy efficiency projects where funding is to be sought from the Carbon Neutral Government Fund or other funding sources;
- > review of directorates' carbon budgets, assisting relevant officers in directorates to prepare budgets, estimate potential reductions and develop KPIs to relate service delivery to energy consumption; and
- > establishment of Building Management Committees in major leased office tenancies to ensure building owners and Territory tenants work collaboratively to achieve efficient building operation.

## ICT Power Management

All computers on the ACTGOV network (unless intentionally excluded) were migrated to a centrally managed power management platform. This enables the improved management, reporting and monitoring of computer energy use.

### *Computer Energy Consumption – Reporting and Analysis*

The ICT Sustainability project implemented reports that captured device usage and power consumption data from ACT Government Computer assets. The power management tools track the usage of computers on the network and calculate the overall consumption figures based on computer activity. This data enables various opportunities for ACT Government including:

- > tracking the consumption of computers individually and by directorate grouping;
- > identifying underutilisation and inactivity of computers;
- > identifying trends in power consumption and user behaviour; and
- > identifying computer power/sleep issues or technical anomalies;

This analysis material and baseline framework enables new data to be available for other initiatives that target computer efficiency savings. Key efficiency areas that can now be supported include:

- > computer and monitor asset lifecycle management;
- > energy consumption/wastage;
- > facility and resource management; and
- > take-up and success of activity-based work initiatives.

#### *Printer Consumable and Energy Reporting*

Project work was completed to install and configure an improved printer maintenance and reporting tool. Ricoh Device ManagerNX expands on the default printer reporting features and ensures that accurate printer billing information is available from compatible printers and is therefore reflective of real printer consumable use (eg paper, prints and ink).

In addition to the improved billing and maintenance features, this installation allowed an energy reporting process to be established. Printer energy and consumable reports can be extracted to enable ACT Government to:

- > track the consumption of printers individually and by building/subnet group;
- > identify underutilisation and inactivity of printers;
- > identify trends in power consumption and user behaviour; and
- > identify printer power issues or technical anomalies.

This reporting framework enables new data to be available for other initiatives that target printer efficiency savings. Key efficiency areas that can now be supported include:

- > printer asset lifecycle management;
- > energy consumption/wastage; and
- > facility and resource management (i.e. allocation of printers per building).

#### *Water efficiency*

Actions taken for water efficiency during the reporting period included:

- > new irrigation controllers were installed by Venues Canberra at GIO Stadium and at Stromlo Forest Park;
- > Active Canberra continues to employ water minimisation strategies as part of a sustainable approach to effectively managing the ACT Government's sportsground assets, including the use of a computerised irrigation management system to better regulate watering across the asset base, the use of non-potable water sources where possible, application of synthetic turf surfaces, use of drought tolerant couch grasses and soil carbon enhancement practices;
- > National Arboretum Canberra uses non-potable water to irrigate the collection at the Arboretum; continues to follow mowing regimes that maintain adequate ground cover to reduce erosion and improve the quality of water captured in dams; and maintains the Discovery Garden at the Arboretum to educate and inform the community about managing water use in the home garden; and
- > flow restrictors were installed in all showers, basins and kitchen sinks in the Canberra Nara Centre, with an estimated minimum saving of 25 per cent in domestic water use; and a reassessment of base building NABERS Water Rating in the Canberra Nara Centre in April 2016 - the water rating improved from 3.5 to 4.5.

## *Waste minimisation*

Actions taken for waste minimisation during the reporting period included:

### *Office locations*

- > sixteen CMTEDD locations are Actsmart Business (waste) accredited;
- > all new staff are required undertake Actsmart recycling training following the CMTEDD Induction Program;
- > shared general and shared comingled waste bins have been placed within most workspaces and kitchens alongside the removal of individual waste bins; and
- > CMTEDD offices have a range of recycling options available including:
  - comingle recycling bins;
  - paper and cardboard recycling facilities;
  - organic worm bins;
  - battery recycling stations;
  - mobile phone recycling; and
  - toner recycling.

### *Events and Venues*

- > Events ACT participates in the Actsmart Public event program and works closely with them to reduce the waste generated to landfill for all events delivered by the business unit, including Floriade, the Nara Candle Festival, New Year's Eve, Australia Day, Enlighten, Canberra Day and the Balloon Spectacular;
- > Events ACT also participated in the Actsmart Business Award, with the Canberra Balloon Spectacular receiving the award for the Biggest Recycler in the Large Event Category for 2016, with over 40,000 people attending the event, over 714kg of recyclables, 153kg of organics, 148kg of cardboard and 30 litres of cooking oil were recycled;
- > the major venues (GIO Stadium, Manuka Oval, and Exhibition Park in Canberra) are Actsmart Business members and have recycling bins located around the venues during events for use by participants and attendees additionally event organisers and the general public are encouraged to reduce waste and to use recyclable and reusable packing;
- > to protect the natural environment, site users at Stromlo Forest Park are required to take all rubbish away;
- > Exhibition Park in Canberra collects and recycles straw and horse manure after equestrian events; and
- > the National Arboretum Canberra has undertaken work to develop the initial requirements for a green waste recycling facility on site.

### *Disposal of ICT assets*

The method in which the Territory disposes of ICT devices and associated consumables is crucial in minimising our environmental waste footprint.

The turnover of ICT assets (such as obsolete computer and television equipment, old cables and other ICT hardware) presents a significant waste impact. This is further compounded by the methods of disposal of e-waste, including incineration, which can pose a significant environmental pollutant.

The responsible management of asset disposal requires a lifecycle assessment approach to evaluating the potential environmental impacts of products. This includes maximising the useful life of ICT equipment, and appropriately recycling, reusing and disposing of ICT waste.

To help address this, the Territory has in place a contract with a provider for the disposal brokering of all major types of ICT equipment. Within the scope of this contract, the 'disposal' of ICT assets includes:

- > the resale or reuse so as to maximise return value to the Territory;
- > re-use as the best form of recycling;
- > donation to nominated Territory benefactors; and
- > certified max 2 per cent sent to landfill as waste.

The 2015-16 return to consolidated revenue from disposed assets is \$398,000.

### **Transport emission reduction**

Actions taken to reduce transport fuel use and associated transport emissions:

- > the directorate leases five electric vehicles, which have no direct greenhouse gas emissions and use no fuel, additionally the directorate leases three hybrid vehicles to reduce the amount of fuel used;
- > the public housing renewal program will support the renewal of Canberra's urban areas, with increased density along major transport corridors to encourage increased patronage on public transport;
- > the directorate ensures that any replaced vehicles are more fuel efficient to reduce emissions;
- > all vehicles are regularly serviced and maintained to operate at maximum efficiency;
- > staff are encouraged to walk for trips to meetings between local locations, car pool or use buses to travel to meeting locations served by ACTION buses through the availability of MyWay Cards at a number of sites;
- > a suite of technology options to assist staff connecting without the need to travel are available, this includes meet-me phone conferencing and WebEx for use with stakeholders outside the ACT Government and Jabber, teleconferencing and internet-based video conferencing for use within government; and
- > end of trip facilities are available in most facilities to encourage staff to ride, walk or run to work.

### **Procurement**

In 2015-16, Procurement and Capital Works (PCW) developed and promulgated a new *Whole of Government Sustainable Procurement Policy*, as an action under the Carbon Neutral Implementation Framework. The Policy is principles-based rather than prescriptive, and provides guidance to ACT Government Directorates and agencies to incorporate sustainability into their procurement activities.

Environmental sustainability criteria form part of many contracts procured and administered by PCW. For example, the whole of government stationery contract has a tiered pricing structure for delivery, with lower delivery charges for orders between \$100 and \$300 than for those under than \$100, and free delivery for orders over \$300.

PCW works in collaboration with directorates to develop construction project briefs that include sustainability criteria. For example, buildings may include a number of measures, such as solar

passive design, energy efficient building engineering services, solar panels, rainwater harvesting, air quality monitoring, and water efficient landscaping. Briefs for all construction projects include waste management plans. Tenderers are asked to describe what actions they will take to reduce waste, such as disposal methods and using recycled materials. Project briefs seek advice from tenderers regarding ways to decrease the use of potable water, for example by installing alternative grass mixtures (that use less water) and planting Australian natives or drought tolerant plants.

## SUSTAINABLE DEVELOPMENT PERFORMANCE

Indicator as at 30 June	Unit	Current FY 2015-16 <sup>1, 2</sup>	Previous FY 2014-15 <sup>3</sup>	Percentage change
<b>Agency staff and area</b>				
Agency staff	FTE	2,422.5	2,325.3	4.2%
Workplace floor area (office based only)	Area (m <sup>2</sup> )	34,086	32,418	5.1%
<b>Stationary energy usage</b>				
Electricity use (not incl. Arboretum and Skills Canberra)	Kilowatt hours	12,423,206 <sup>4</sup>	12,843,106	-3.3%
Electricity use (Arboretum and Skills Canberra)	Kilowatt hours	545,211	n/a	n/a
Renewable electricity use	Kilowatt hours	648,421 <sup>5</sup>	642,155	1.0%
Natural gas use (not incl. Arboretum and Skills Canberra)	Megajoules	8,449,489 <sup>6</sup>	8,613,002	-1.9%
Natural gas use (Arboretum and Skills Canberra)	Megajoules	910,627	n/a	n/a
<b>Transport fuel usage</b>				
Total number of vehicles	Number	228 <sup>7</sup>	220	3.6%
Total kilometres travelled	Kilometres	3,441,140 <sup>8</sup>	3,497,957	-1.6%
Fuel use – Petrol	Kilolitres	106 <sup>9</sup>	123	-13.8%
Fuel use – Diesel	Kilolitres	284 <sup>9</sup>	269	5.6%
Fuel use – Liquid Petroleum Gas (LPG)	Kilolitres	0	0	n/a
Fuel use – Compressed Natural Gas (CNG)	Kilolitres	0	0	n/a
<b>Water usage</b>				
Water use (not incl. Arboretum and Skills Canberra)	Kilolitres	1,307,668 <sup>10</sup>	1,106,067	18.2%
Water use (Arboretum and Skill Canberra)	Kilolitres	6,040	n/a	n/a
<b>Resource efficiency and waste</b>				
Reams of paper purchased	Reams	25,629 <sup>11</sup>	22,340	14.7%
Recycled content of paper purchased	Percentage	76.1 <sup>12</sup>	61.7	14.4%
Waste to landfill (not incl. Arboretum and Skills Canberra)	Litres	2,418,803 <sup>13</sup>	2,357,633	2.6%
Waste to landfill (Arboretum and Skills Canberra)	Litres	566,940	n/a	n/a
Co-mingled material recycled (not incl. Arboretum and Skills Canberra)	Litres	2,142,045 <sup>14</sup>	1,347,168	59%
Co-mingled material recycled (Arboretum and Skills Canberra)	Litres	230,420	n/a	n/a
Paper & Cardboard recycled (incl. secure paper) (not incl. Arboretum and Skills Canberra)	Litres	1,573,954	1,620,180	-2.9%
Paper & Cardboard recycled (incl. secure paper) (Arboretum and Skills Canberra)	Litres	223,220	n/a	n/a

Indicator as at 30 June	Unit	Current FY 2015-16 <sup>1, 2</sup>	Previous FY 2014-15 <sup>3</sup>	Percentage change
Organic material recycled (not incl. Arboretum and Skills Canberra)	Litres	243,371 <sup>15</sup>	255,199	-4.6%
Organic material recycled (Arboretum and Skills Canberra)	Litres	5,200	n/a	n/a
<b>Greenhouse gas emissions</b>				
Emissions from stationary energy use	Tonnes CO <sub>2</sub> -e	10,627 <sup>16</sup>	10,835	-2.1%
Emissions from transport	Tonnes CO <sub>2</sub> -e	1,071	1,095	-2.2%
Total emissions	Tonnes CO <sub>2</sub> -e	11,698	11,948	-2.1%

**Note:**

1. Organisational change occurred during the reporting year. National Arboretum Canberra (from Territory and Municipal Services Directorate) and Skills Canberra (previously Training and Tertiary Education, from Education and Training Directorate) were moved into CMTEDD in January 2016. The data in the 2015-16 column includes the full year 2015-16 data of the Arboretum and Skill Canberra, as listed on the separated line. The remainder of the Directorate's data (for both years' measures with the exception of FTE) includes the ACT Insurance Authority as it cannot be readily separated, while both years' figures exclude the Land Development Agency (LDA); LDA data is reported in that agency's Annual Report.
2. Energy and water data was extracted from the Enterprise Sustainability Platform (ESP) on 09 September 2016. The 2015-16 energy, water and waste data of ACT Gambling and Racing Commission is included in this report as, following their office relocation, it cannot be readily separated. 2014-15 data for the Gambling and Racing Commission is included in the Gambling and Racing Commission Annual Report.
3. The 2014-15 data reported in this table has been adjusted to recognise updates to agency occupancy and historical consumption data.
4. The reduction in electricity consumption is partly due to energy efficiency measures applied in 2015-16 at the Major Venues, the Canberra Nara Centre, Dame Pattie Menzies House, and 255 Canberra Avenue. It also includes an 8% reduction in electricity use at the Canberra Stadium, because the stadium hosted a series of Asian Cup events in January 2014 that had significantly increased energy use in the 2014-15 year.
5. ACT Property Group purchased 7,700 MWh (Megawatt hours) of GreenPower on behalf of the ACT Government, representing an indicative 5 per cent of the ACT Government's energy consumption for 2015-16. The reported renewable electricity use represents 5 per cent of the total CMTEDD electricity usage. The figures do not include the solar power generated and used onsite at GIO Stadium (72 solar panels) and Winyu House (75kW solar panels).
6. Reduction in main gas consumption is seen in Manuka Oval (-37%), Canberra Stadium (-5.6%), Callam Offices (-10%), Macarthur House (-6%), and Dickson Motor Vehicle Registry (-15%), and Woden Library (-13%). Gas use in Exhibition Park has increased by 50% due to the replacement of LPG bottle gas with main gas use in food kiosks. At the time of reporting there is also a small amount of data outstanding.
7. The increase in total vehicle numbers relates to: the inclusion of the National Arboretum Canberra and Skills Canberra (and their associated vehicles) within the Directorate; the increased number of inspectorate vehicles required to facilitate and monitor the loose-fill asbestos removal program; an additional pool vehicle resulting from an office accommodation move; an additional pool vehicle for a high-usage area customer focussed area. These increases were offset by vehicles which were ceased during the year: following the consolidation of the majority of Shared Services staff at Winyu House in Gungahlin, the Shared Services pool fleet has been reduced; and a number of executive vehicles have been handed back.
8. The slight decrease in total number of kilometres travelled relates to the reduction in the number of pool vehicles, and consequent increase in staff using alternate forms of transport or technological solutions for meetings.
9. The year on year changes to petrol and diesel fuel use reflect the acquisition of more diesel vehicles in preference to petrol vehicles for fuel efficiency reasons. The overall amount of fuel used has decreased by 0.7% (despite vehicle numbers increasing by 3.6%).
10. The 2015-16 water consumption data is not complete at the time of reporting. However the figures above include an estimation of the missing water data for certain locations, including: GIO Stadium (5 months); 255 Canberra Avenue (3 months), Macarthur House (2 months) and several sportsgrounds and ovals.  
Over 90% of the water used by the Directorate is to irrigate and maintain ACT Government sportsgrounds and ovals. Increased overall water consumption is due to an 18% increase in water usage by Active Canberra. The irrigation of sportsgrounds and ovals can vary significantly on an annual basis, subject to a number of parameters including rainfall, timing of rain events, evaporation rates, wind, maintenance activities and asset growth. Active Canberra is required to irrigate the sportsgrounds and ovals to ensure they remain fit for purpose.
11. The increase in purchase of paper relates in part to the addition of the National Arboretum Canberra and Skills Canberra to the Directorate.

12. The increase in recycled content of paper purchased reflects a consistent communication of this priority across the Directorate, and regular monitoring of purchases.
13. Waste data has been collected from most CMTEDD locations and has been calculated on a basis of Total (L) = capacity of bins (L) x No. of bins x No. of times emptied during the reporting year. All waste data is therefore considered to be overestimated as it is not known how full the bins are when emptied.
  - Waste generated from GIO Stadium, Manuka Oval, and Exhibition Park in Canberra is measured by weight (kg) and is converted to volume (L) for consolidated reporting.
  - For the National Arboretum Canberra, organic waste is collected by caterers to recycle offsite, and volume has not been calculated. All green waste generated at the National Arboretum Canberra is collected and recycled as mulch and compost for trees and gardens on site, and volume has not been calculated.
  - Waste data from other non-office locations such as sportsgrounds has not been included, as accurate and reliable data is not currently available.
  - Waste generated by major events organised by Events ACT is not included in this report.
  - GIO Stadium has undertaken three large clean-ups this year;
  - Three locations were not reported in 2014-15 (Transact House, Access Canberra Mitchell Shopfront, 221 London Circuit). 2015-16 total landfill waste would have seen a 2.7% reduction if these locations had been excluded.
  - Four locations were considered to have under-reported in 2014-15 (Telstra House, 220 Northbourne Avenue, Exhibition Park in Canberra, Dame Pattie Menzies House).
14. The significant increase in comingled recycling is due to:
  - three large clean-up activities at GIO Stadium;
  - improvement in recycling systems at Manuka Oval and EPIC;
  - improvement in recycling systems at two office sites (Canberra Nara Centre, Mitchell Depot); and
  - improved data accuracy: two sites were not reported in 2014-15 (221 London Circuit, Access Canberra Mitchell Shopfront) and three sites were considered to have under-estimated in 2014-15 (Eclipse House, Dame Pattie Menzies House, Dickson Motor Vehicle Registry).
15. The reduction in the volume of organics recycled is due to:
  - organic recycling was not in place in locations where the tenants are anticipated to be relocating in the near future (Callam Offices, Dickson Motor Vehicle Registry); and
  - some variation between reporting units used (weight (kg) vs volume (L)).
16. The reduction in emissions is largely due to the increased proportion of green energy (resulting in a lower emissions factor in calculating emissions) in the electricity grid compared to last year.  
 Greenhouse gas emissions for electricity consumption have been calculated using the following emissions factors based on the latest (April 2016) ACT electricity Emissions Factor Report:
  - In 2014-15 a factor of 0.801 kilogram (kg) CO<sub>2</sub>-e / kilowatt hour (kWh) or 0.801 tonne (t) CO<sub>2</sub>-e / megawatt hour (MWh). This is based on actual historical data and is a minor retrospective adjustment of 0.001 on the factor of 0.802 originally used for 2014-15 annual reporting.
  - In 2015-16, a factor of 0.773 kg CO<sub>2</sub>-e / kWh or 0.773 t CO<sub>2</sub>-e / MWh.
  - The emissions factors include total GreenPower purchases for the ACT calculated in the third quarter of the respective financial years and are specific to the ACT. These emissions factors (Scope 2 + Scope 3) reflect the increasing contribution of renewable electricity generated under the ACT's 90% Renewable Energy Target (RET). Consequently they are lower than those reported in the latest National Greenhouse Accounts (NGA) Factors. Emissions factors will be recalculated to account for the ACT's 100% RET after 2015-16 annual reporting. It is expected that the emissions factors reported here are unlikely to be altered.







## **PART C:** FINANCIAL MANAGEMENT REPORTING



## C.1 FINANCIAL MANAGEMENT ANALYSIS

Details of the directorate's 2015-16 Financial Management Analysis is included in Volume 2 of the 2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report.

## C.2 FINANCIAL STATEMENTS

The directorate's 2015-16 Financial Statements are included in Volume 2 of the 2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report.

## C.3 CAPITAL WORKS

### CAPITAL WORKS TABLE

Projects	Estimated Completion Date	Original Project Value (\$'000)	Revised Project Value (\$'000)	Prior Year Expenditure (\$'000)	2015-16 Actual Expenditure (\$'000)	Total Expenditure to Date (\$'000)
<b>New Projects</b>						
Urban Renewal Program – Better Public Housing – Allawah Court	Mar-17	45,110	45,110	-	15,727	15,727
Urban Renewal Program – Better Public Housing – Karuah	Mar-17	17,661	17,661	-	5,686	5,686
Urban Renewal Program – Better Public Housing – Owen Flats	Jun-17	13,120	13,120	-	9,743	9,743
Urban Renewal Program – Better Public Housing – Red Hill housing precinct	Mar-17	56,148	56,148	-	25,747	25,747
Urban Renewal Program – Better Public Housing	Jun-17	1,236	1,236	-	870	870
Urban Renewal Program – City to the Lake – West Basin infrastructure	Jun-17	10,098	10,098	-	740	740
Urban Renewal Program – Civic and Braddon public realm improvements	Jun-17	1,500	1,500	-	118	118
Urban Renewal Program – Melrose football precinct	Dec-17	6,653	6,653	-	214	214
Urban Renewal Program – Phillip Oval upgrade	Dec-17	4,613	4,613	-	93	93
Urban Renewal Program – Molonglo 3 infrastructure	Jun-18	2,970	2,970	-	366	366

Projects	Estimated Completion Date	Original Project Value (\$'000)	Revised Project Value (\$'000)	Prior Year Expenditure (\$'000)	2015-16 Actual Expenditure (\$'000)	Total Expenditure to Date (\$'000)
Better Roads for Gungahlin – Enhanced Town Centre road network	Dec-16	13,959	10,006	-	3,833	3,833
Better Roads for Gungahlin – Horse Park Drive duplication	Jun-17	17,127	14,983	-	937	937
Canberra Regional Visitors Centre Relocation	Jul-16	-	5,294	-	556	556
GIO Stadium amenity upgrades	CUP	440	440	-	254	254
Manuka Oval amenity upgrades	CUP	513	513	-	478	478
Stromlo Forest Park amenity upgrades	CUP	200	200	-	191	191
National Arboretum Canberra - Demountable Upgrades	CUP	-	137	-	16	16
Facilities Improvement Program 2015-16	CUP	1,476	1,476	-	565	565
Pools Improvement Program 2015-16	CUP	764	764	-	743	743
Water management system upgrades	CUP	528	528	-	201	201
Upgrading infrastructure for land release	CUP	281	281	-	14	14
Community facilities upgrades of public amenity	CUP	551	551	-	547	547
Exhibition Park Amenity Upgrades	CUP	566	566	-	566	566
<b>Works in Progress</b>						
Government Office Accommodation and Relocation Fitout	Jun-17	5,270	7,170	6,432	-	6,432
Narrabundah Long Stay Park – Symonston	Jun-17	5,000	6,023	5,194	-	5,194
Office Accommodation	Jun-17	432,196	2,500	1,405	643	2,048

Projects	Estimated Completion Date	Original Project Value (\$'000)	Revised Project Value (\$'000)	Prior Year Expenditure (\$'000)	2015-16 Actual Expenditure (\$'000)	Total Expenditure to Date (\$'000)
Woden Bus Interchange Redevelopment – Stage 1	Jun-17	3,250	3,840	-	1,520	1,520
Replacement of Canberra Seniors Centre (Design)	Jun-17	650	650	198	30	228
Woden/Weston Creek Community Hub (Feasibility and Forward Design)	Jun-17	550	550	264	35	299
Motorsports Fund – Capital Improvements to Fairbairn Park (Design)	Jun-17	500	500	173	-	173
New Stadium Feasibility Study	Jun-17	-	300	230	90	320
Stromlo Forest Park – Implementation of bushfire management plan	Dec-17	1,650	1,650	-	310	310
Stromlo Forest Park Planning and Infrastructure	Jun-17	2,800	2,800	1,594	96	1,690
Stromlo Forest Park Soil Conservation Works	Jun-17	200	200	84	86	170
Grant for Development of a New Basketball Centre and Player Amenities	Jun-17	3,000	3,000	1,491	8	1,499
Lyneham Precinct Redevelopment Stage 3	Jun-17	4,200	4,600	4,528	82	4,610
Melrose Synthetic Football Facility (Design)	Jun-17	-	200	120	80	200
Narrabundah Ball Park – Stage 2 – Design	Jun-17	-	500	21	15	36
Narrabundah Velodrome Upgrade	Jun-17	-	1,500	1,393	6	1,399
Netball Infrastructure Upgrades (Design)	Dec-16	-	200	-	-	-
Stromlo Forest Park – Enclosed Oval (Feasibility)	Jun-17	200	200	-	-	-
Throsby Multisport Complex (Design)	Jun-18	500	500	315	-	315

Projects	Estimated Completion Date	Original Project Value (\$'000)	Revised Project Value (\$'000)	Prior Year Expenditure (\$'000)	2015-16 Actual Expenditure (\$'000)	Total Expenditure to Date (\$'000)
NAC - Events Terrace	Jun-17	-	1,185	-	273	273
National Arboretum Canberra - Water Security	Jun-17	-	198	-	56	56
City to Lake - West Basin Public Waterfront (Design)	Jun-17	-	3,120	2,486	395	2,881
City to the Lake - New Canberra Theatre (Feasibility)	Jun-17	-	170	2	118	120
City to the Lake Arterial Roads Concept Design	Dec-16	2,750	2,750	265	876	1,141
Cravens Creek Water Quality Control Pond	Dec17	21,000	11,273	644	113	757
Dickson Group Centre Intersections – Upgrade	Dec-16	3,380	3,103	246	1,978	2,224
Gungahlin Town Centre Roads (Design)	Jun-17	1,000	795	791	342	- 449
Isabella Weir Spillway – Upgrades	Jun-18	10,100	10,100	638	37	675
John Gorton Drive Extension to Molonglo 2 and Group Centre	Jun-17	34,000	56,577	55,787	778	56,565
Majura Parkway to Majura Road – Link road	Jun-17	9,856	14,756	374	5,659	6,033
Molonglo 2 – Uriarra Road Upgrade	Jun-17	17,000	12,601	11,633	-	11,633
Molonglo 2 – Water Quality Control Ponds, Sewers and Cycle Path (Design)	Jun-17	1,000	1,000	239	2	241
Molonglo 2 – Water Supply, Trunk Sewer and Stormwater Infrastructure – Stage 1	Jun-17	10,000	7,942	5,884	1,453	7,337
Molonglo 2 Sewer and Pedestrian Bridge over Molonglo River	Jun-16	12,400	12,400	10,792	1,290	12,082
Molonglo 3 – Hydraulic Services Concept Master planning (Feasibility)	Jun-17	450	450	147	287	434

Projects	Estimated Completion Date	Original Project Value (\$'000)	Revised Project Value (\$'000)	Prior Year Expenditure (\$'000)	2015-16 Actual Expenditure (\$'000)	Total Expenditure to Date (\$'000)
Molonglo 3 – Major Electrical Infrastructure Relocation (Feasibility)	Jun-17	350	350	287	100	387
Molonglo Infrastructure Investment	Jul-16	17,000	15,738	4,571	9,833	14,404
Molonglo Valley – Environmental Impact Statement for Deferred Area (Feasibility)	Jun-18	200	200	-	-	-
Throsby – Access Road - design	Jun-17	1,000	868	590	241	831
Throsby – Access road and Western intersection	Jun-17	5,300	5,300	4	4,167	4,171
West Belconnen – Roads and Traffic (Feasibility)	Jun-17	325	325	298	6	304
Woden Valley Stormwater Retardation Basins (Design)	Jun-17	400	400	- 809	134	-675
Molonglo – North-South Arterial Road Bridge and Pedestrian Bridge (Feasibility)	Jun-17	300	300	138	-	138
Belconnen Arts Centre Stage 2 (Feasibility and Forward Design)	Jun-17	300	300	275	22	297
Kingston Visual Arts Hub (Feasibility)	Dec-16	300	300	203	61	264
Megalo Print Studio Relocation	Jun-17	-	814	814	21	835
Public Art Scheme	Jun-17	7,571	7,348	6,937	175	7,112
Fyshwick Depot – Fuel storage tanks removal and site remediation	Jun-17	1,500	1,500	3	358	361
Conservation Management Plans for Heritage Buildings (Feasibility) - GPO	Jun-17	800	657	567	16	583
Holt Preschool Refurbishment	Jun-17	500	500	432	7	439
More Men's Sheds	Jun-17	200	200	27	40	67

Projects	Estimated Completion Date	Original Project Value (\$'000)	Revised Project Value (\$'000)	Prior Year Expenditure (\$'000)	2015-16 Actual Expenditure (\$'000)	Total Expenditure to Date (\$'000)
Improve operational efficiency and public amenity at GIO Stadium	CUP	460	460	200	11	211
Improve operational efficiency and public amenity at Stromlo Forest Park	CUP	40	40	-	17	17
Improve operational efficiency and public amenity including upgrades to media facilities at Manuka Oval	CUP	625	625	624	-	624
Infrastructure Planning and Design (Land Release)	CUP	270	270	277	16	293
Land release infrastructure design for earthworks, roads, stormwater, sewers, water supply, utilities and landscaping	CUP	276	276	-	-	-
Major Venues – Facilities Upgrades - Minor Upgrades to Improve Operational Efficiency and Public Amenity at Manuka Oval	CUP	450	450	308	48	356
Remediation of Fuel Storage Facilities	CUP	1,000	2,010	1,843	204	2,047
Yarralumla – Canberra Brickworks Site Remediation	CUP	2,900	2,900	1,581	805	2,386
Improving Arts Facilities - Safety Upgrades	Jun-17	496	496	-	249	249
North Building - Upgrade of HVAC system	Jun-18	4,941	4,941	-	327	327
Refurbishment of the National Convention Centre	Jun-17	5,381	5,381	-	2,780	2,780
Temporary Seating for Manuka Oval and other Venues	Jun-17	2,500	2,500	2,413	-	2,413
Smart Parking – stage 1	Jun-17	2,100	2,101	1,908	135	2,043
Smart Parking – stage 2	Jun-17	1,363	1,363	63	1,186	1,249
Land Title Business System Modernisation	Jun-17	1,790	1,790	-	136	136



Projects	Estimated Completion Date	Original Project Value (\$'000)	Revised Project Value (\$'000)	Prior Year Expenditure (\$'000)	2015-16 Actual Expenditure (\$'000)	Total Expenditure to Date (\$'000)
Government Budget Management System	Dec-16	5,302	5,302	-	1,206	1,206
Rego ACT - Ongoing Investment	Jun-18	2,661	2,661	1,383	1,036	2,419
Working With Vulnerable People Checks	Jun-17	3,952	2,297	691	416	1,107
iConnect	Jun-18	15,875	17,146	-	3,297	3,297
Revenue Collection Transformation	Jun-18	30,202	30,202	2,182	10,636	12,818
Employee Self-service and Automated Help Desk Tools	Aug-16	180	180	-	72	72
Human Resources Information Management System Upgrade	Sep-16	3,605	2,155	305	1,123	1,428
ICT Sustainability - Desktop computer and printer energy management	Jun-17	249	249	-	78	78
ICT Transformation - Hybrid Cloud Computing	Jun-18	6,080	6,080	-	-	-
Invoice Automation	Dec-16	2,190	2,190	220	434	654
Data Storage Infrastructure	Jun-17	5,066	5,066	3,756	44	3,800
Whole of Government Digital Network	Aug-16	10,887	10,887	8,627	1,799	10,426
National Arboretum Canberra - Circuit Trail	Jun-16	-	24	-	26	26
National Arboretum Canberra - Safety Improvements Pod Playground	Jun-16	-	196	-	161	161
Isabella Weir Spillway Upgrades (Feasibility)	Jun-16	300	300	291	145	436
Kingston Foreshore – Structured Car Park (Feasibility)	Jun-16	100	100	235	-	235
Kingston Foreshore Parking (Design)	Jun-16	200	200	75	6	81

Projects	Estimated Completion Date	Original Project Value (\$'000)	Revised Project Value (\$'000)	Prior Year Expenditure (\$'000)	2015-16 Actual Expenditure (\$'000)	Total Expenditure to Date (\$'000)
Coppins Crossing Road and William Hovell Drive Intersection and road Upgrades (Feasibility)	Jun-16	900	900	549	76	625
Horse Park Drive Water Quality Control Pond	Jun-16	7,500	3,433	3,300	1,737	5,037
Molonglo 2 – East-West Arterial Road and Services Extension to Cravens Creek (Design)	Jun-16	500	500	516	3	519
Molonglo 3 – Preliminary Geotechnical Investigation (Feasibility)	Jun-16	275	275	246	9	255
West Belconnen – Stormwater, Hydraulic and Utility Services (Feasibility)	Jun-16	350	350	283	-	283
Australia Forum – Investment ready	Jun-16	200	200	-	214	214
Upgrade of Commonwealth Park (Floriade)	Jun-16	983	774	774	-	774
Electronic Tendering	Jun-16	110	110	67	43	110
Mitchell – Capital Linen – Replacement of HVAC System	Jun-16	2,537	2,537	2,402	104	2,506
CBRFree Wifi	Jun-16	-	700	-	514	514
Arts Facilities	Jun-16	315	315	-	310	310
Government buildings fire system upgrades	Jun-16	150	150	-	150	150
Government building hazardous material removal	Jun-16	343	343	-	344	344
Government building safety upgrades	Jun-16	500	500	-	467	467
Heritage buildings upgrades	Jun-16	150	150	-	150	150
Namadgi Visitors Centre upgrades	Jun-16	175	175	-	207	207

Projects	Estimated Completion Date	Original Project Value (\$'000)	Revised Project Value (\$'000)	Prior Year Expenditure (\$'000)	2015-16 Actual Expenditure (\$'000)	Total Expenditure to Date (\$'000)
Upgrades to tenanted facilities	Jun-16	120	120	-	96	96
Blaxland Centre Upgrades	Jun-16	500	500	-	500	500
Community facilities landscaping upgrades	Jun-16	250	250	-	250	250
Community facilities, including energy efficiency	Jun-16	704	704	-	715	715
Childcare facilities upgrades	Jun-16	457	457	-	463	463
Australia Forum – Investment ready	Jun-16	1,300	1,300	592	543	1,135
Canberra CBD Upgrade Program	Jun-16	12,000	12,000	11,657	-	11,657
Canberra CBD Upgrade Stage 2 – Merry-go-round and Veterans' Park	Jun-16	4,300	4,300	3,998	-	3,998
City Action Plan Stage 1 – Edinburgh Avenue Improvements	Jun-16	2,500	1,387	1,386	-	1,386
Woden Bus Interchange - Early Works	Jun-16	-	1,750	1,465	308	1,773
Woden Bus Interchange Redevelopment	Jun-16	-	500	377	199	576
Motorsport Funding	Jun-16	500	500	205	-	205
Wright Outer Asset Protection Zone – Stromlo Forest Park	Jun-16	250	250	151	-7	144
Franklin – Community Recreation Irrigated Park Enhancement	Aug-15	500	500	2	500	502
Greenway Oval Improvements (Design)	Sep-15	40	40	37	-	37
Gungahlin Enclosed Oval (Sports Complex)	Jun-16	6,000	5,725	5,653	-	5,653
Gungahlin Leisure Centre (Design)	Jun-16	1,460	1,460	1,032	-	1,032

Projects	Estimated Completion Date	Original Project Value (\$'000)	Revised Project Value (\$'000)	Prior Year Expenditure (\$'000)	2015-16 Actual Expenditure (\$'000)	Total Expenditure to Date (\$'000)
Gungahlin Wellbeing Precinct – Infrastructure Works	Jun-16	6,500	6,500	6,500	-	6,500
Lyneham Sports Precinct – Central Amenities (Design)	Jun-16	500	500	79	27	106
Lyneham Sports Precinct – Stage 4 tennis facility enhancement	Aug-15	3,000	3,000	2,500	500	3,000
Lyneham Sports Precinct Development – Stage 1	Jun-16	8,600	8,600	5,626	750	6,376
Supporting Our Local Sporting Clubs – Redevelopment of Kippax District Playing Fields	Jun-16	2,000	2,450	2,405	-	2,405
“Where Will We Play” Outdoor Facilities Water Reduction Strategies	Aug-16	8,000	16,000	15,999	52	16,051
Casey – Clarrie Hermes Drive Extension to the Barton Highway	Jun-16	21,000	17,969	17,986	-	17,986
City to the Lake Assessment (Feasibility)	Jun-16	800	800	833	-	833
Coombs – Water Quality Control Ponds	Jun-16	17,000	16,918	16,918	7,924	24,842
Forde – Horse Park and Gundaroo Drives Intersection Upgrade	Jun-16	4,000	4,000	4,240	-	4,240
Horse Park Drive Extension from Burrumarra Avenue to Mirrabai Drive	Jun-16	11,500	9,469	9,335	1,205	10,540
Horse Park Drive Extension from Burrumarra Avenue to Mirrabai Drive (Design)	Jun-16	600	436	436	-	436
Horse Park Drive Extension to Moncrieff Group Centre	Jun-16	24,000	17,889	18,776	14	18,790
Kenny – Floodways, Road Access and Basins (Design)	Jun-16	500	9	9	33	42
Kenny Contamination Remediation	Jun-16	400	120	120	-	120
Majura Parkway Estate Development (Design)	Jun-16	600	600	598	-	598

Projects	Estimated Completion Date	Original Project Value (\$'000)	Revised Project Value (\$'000)	Prior Year Expenditure (\$'000)	2015-16 Actual Expenditure (\$'000)	Total Expenditure to Date (\$'000)
Molonglo 2 – Trunk Sewer and Stormwater Infrastructure from Holden's Creek	Jun-16	3,500	1,885	1,884	-	1,884
Molonglo Valley – Implementation of Commitments in the NES Plan	Jun-16	1,400	600	134	146	280
North Weston – Road Intersection Reconstruction	Jun-16	14,000	28,500	25,714	206	25,920
Revitalisation of Civic and Braddon (Design)	Jun-16	750	750	705	47	752
The Valley Avenue Extension to Gundaroo Drive (Design)	Jun-16	400	400	238	-	238
Woden Stormwater Infrastructure (Design)	Jun-16	460	2	2	-	2
Gungahlin Enclosed Oval – Construction of a Grandstand	Jun-16	6,500	6,075	5,961	-	5,961
Restoration of Sportsgrounds – Bonython, Watson and Weetangera	Nov-15	4,000	4,000	3,582	529	4,111
Tuggeranong Lakeside Leisure Centre – Water play park	Jan-16	500	500	154	345	499
Ainslie Music Hub	Jun-16	1,500	1,500	1,486	14	1,500
Gorman House Multi-Art Hub	Jun-16	1,000	1,000	325	675	1,000
Childcare Centre Upgrades – Stage 3	Jun-16	1,391	1,391	394	974	1,368
Childcare Centre Upgrades – Stage 2	Jun-16	2,000	2,900	1,354	761	2,115
Holder Early Childhood Centre	Jun-16	-	6,209	5,703	135	5,838
Upgrade of Early Childhood Facilities	Jun-16	-	7,716	7,213	479	7,692

Projects	Estimated Completion Date	Original Project Value (\$'000)	Revised Project Value (\$'000)	Prior Year Expenditure (\$'000)	2015-16 Actual Expenditure (\$'000)	Total Expenditure to Date (\$'000)
Facilities Improvement Program 2014-15 – upgrades to ageing Infrastructure and enhancement of existing facilities including improvements at Greenway Oval	Sep-15	1,440	1,440	2,054	- 609	1,445
Pools Improvement Program 2014-15 – including Lakeside Leisure Centre water play park design	Sep-15	745	745	101	649	750
Sports Facilities – Facility Improvement program 2013-14	Jun-15	1,400	1,200	1,096	104	1,200
Sports Facilities – Pools Improvement program 2013-14	Jan-15	726	726	352	10	362
Water Demand Management Program	Jan-16	515	515	264	435	699
Fire services upgrades at various government buildings in North Canberra	Jun-15	150	150	158	-	158
Hazardous material removal Government Depot Mitchell	Jun-15	320	320	242	-	242
Roof and Building Safety Upgrades at Government Depots – various locations in North Canberra	Jun-15	500	500	238	-	238
2013-14 Childcare Capital Upgrades	Jun-15	425	425	301	-	301
Childcare Capital Upgrades	Jun-15	436	436	560	-	560
Traffic Cameras Replacement	Jun-16	1,555	1,555	1,360	182	1,542
Work cover Integration (ISIS) - OHS IBS System	Jun-16	416	416	337	120	457

## RECONCILIATION SCHEDULES

Reconciliation of current year capital works program financing to Capital injection as per cash flow statement

Original Capital Works Financing	248,100
Add: Instruments and Transfers	3,813

Less: 2014-15 expenditure adjustments and year end accruals	-1,293
Less: Reprofiting of funding from 2015-16 to future years	-41,059
Less: Savings returned to Budget	-33,122
<b>Revised Capital Works Financing</b>	<b>176,439</b>
Add: Total revised financing for ICT and PPE projects	29,675
Less: Financing for projects funded by Controlled Recurrent Payments	-11,072
Add: Capital injection financing for Asbestos Eradication Scheme	110,643
Less: Provision for capital injection rollovers to 2016-17	-19,978
<b>Capital injection financing</b>	<b>285,707</b>
Capital Injections as per cash flow statement	285,707
<b>Reconciliation of Current Year Expenditure to Capital Injection</b>	
<b>Total Current Year Capital Works Expenditure</b>	<b>172,873</b>
Add: Expenditure for ICT and PPE projects (non-capital works)	25,403
Less: Expenditure for projects funded by Controlled Recurrent Payments	-6,959
Add: Expenditure for non-capital works including Asbestos Eradication Scheme	94,390
<b>Total Capital Expenditure</b>	<b>285,707</b>
Capital Injections as per cash flow statement	285,707
<b>Reconciliation to Current Year Expenditure to Purchases of Property, Plant and Equipment</b>	
Total Current Year Property Plant and Equipment Financing	46,180
Total Property Plant and Equipment Expenditure	46,180

Further information can be obtained from:

Paul Ogden  
Chief Finance Officer  
Strategic Finance  
+61 2 6207 9114  
[Paul.Ogden@act.gov.au](mailto:Paul.Ogden@act.gov.au)

## C.4 ASSET MANAGEMENT

### ASSETS MANAGED

The directorate managed assets with a total value of \$1,978.9 million as at 30 June 2016 comprising \$368.2 million of Loose Fill Asbestos Insulation Eradication Scheme Land, \$1,227.8 million of property, plant and equipment, \$368.4 million of capital works in progress and \$14.5 million of intangible assets.

Assets managed by the directorate are shown in the table below.

Asset Type	Value (\$,000)
Loose Fill Asbestos Insulation Eradication Scheme Land	368,246
Land	245,153
Land Improvements	165,084
Buildings	433,984
Leasehold Improvements	16,485

Asset Type	Value (\$,000)
Plant and Equipment	70,487
Community and Heritage Assets	251,276
Infrastructure Assets	45,295
Capital Works in Progress	368,430
Intangible Assets	14,504
Total	1,978,944

## ASSET ADDITIONS

During 2015-16 the following main assets were added to CMTEDD's asset register:

- > land purchases of asbestos affected properties under the Loose Fill Asbestos Insulation Eradication Scheme;
- > additions from the progression of the capital works program; and
- > the transfer of National Arboretum Canberra and Vocational Education Training assets into the directorate from the Territory and Municipal Services Directorate and the Education and Training Directorate respectively following the Administrative Arrangement of 22 January 2016.

## ASSET DISPOSAL

During 2015-16 a total of \$46.3 million assets were removed from the CMTEDD's asset register, comprising \$38.9 million transferred out to other ACT Government Directorates and \$7.4 million disposed of in the ordinary course of business.

## ASSET MAINTENANCE AND UPGRADES

Asset maintenance and upgrades (not including works funded and reported through the capital works program) completed during 2015-16 totalled \$39.9 million, comprising mainly of office buildings, sports grounds, stadiums and arts facilities.

Further information can be obtained from:

Paul Ogden  
Chief Finance Officer  
Strategic Finance  
+61 2 6207 9114  
[Paul.Ogden@act.gov.au](mailto:Paul.Ogden@act.gov.au)

## OFFICE ACCOMMODATION

As at 30 June 2016 Chief Minister, Treasury and Economic Development Directorate occupied a total of 34,086 square metres of office space across 13 office locations.

The average area occupied by each employee is 14.5m<sup>2</sup>.

Location	Address	Staff numbers	Area occupied (m <sup>2</sup> )
Winyu House	125 Gungahlin Place, Gungahlin	612	7,350
Canberra Nara Centre	1 Constitution Avenue, Canberra City	439	6,974
Eclipse House	197 London Circuit, Canberra City	86	2,315



255 Canberra Avenue	255 Canberra Avenue, Fyshwick	223	2,698
Macarthur House	12 Wattle Street, Lyneham	133	2,424
Dame Pattie Menzies House	16 Challis Street, Dickson	109	1,999
Callam Offices	Easty Street, Woden	125	1,718
Dickson Motor Registry	13-15 Challis Street, Dickson	148	1,541
221 London Circuit	221 London Circuit, Canberra City	94	1,524
220 Northbourne Avenue	220 Northbourne Avenue, Braddon	185	2,491
TransACT House	470 Northbourne Avenue, Dickson	73	1,095
40 Allara Street	40 Allara Street, Canberra City	65	1,059
Telstra House	490 Northbourne Avenue, Dickson	62	898
		2,354	34,086

## Other locations

The table above outlines measures for the 13 office based locations for the directorate. The directorate's facilities also include a number of non-office based locations including:

- > Record Services mailroom, Mitchell;
- > The Canberra and Region Visitors Centre (the building at 330 Northbourne Avenue closed on 30 June 2016 for relocation to new premises at Regatta Point);
- > Exhibition Park in Canberra;
- > GIO Stadium Canberra;
- > Manuka Oval;
- > Stromlo Forest Park;
- > National Arboretum Canberra;
- > Holt sportsground depot;
- > Waramanga sportsground depot;
- > ACT Academy of Sport (at the Lyneham Hockey Centre);
- > Access Canberra shopfronts:
  - Mitchell;
  - Fyshwick;
  - Gungahlin;
  - Belconnen;
  - Dickson;
  - Civic;
  - Woden; and
  - Tuggeranong;

## Changes from previous report

During 2015-16 the office space occupied by the directorate increased. Due to Administrative Arrangements changes (January 2016) an additional floor of 220 Northbourne Avenue is now attributed to CMTEDD (Skills Canberra) that was previously attributed to the Education Directorate.

Other changes include the relocation of the ACT Revenue Office from the Canberra Nara Centre to 220 Northbourne Avenue (also an additional floor that was previously attributed by Education Directorate), and the occupation of additional space within Callam Offices to accommodate the consolidation of functions of Access Canberra from other buildings.

## Notes

The staffing numbers reflected in the table above are not the same as the staffing numbers (either FTE or headcount) listed in section B.8 Human Resource Management. The numbers above reflect the workpoints occupied at CMTEDD's office locations and include seconded officers, contractors, consultants or volunteers, as well as employees, but do not include staff located at non-office based locations (as outlined above) nor embedded staff within other directorates (such as Shared Services ICT staff).

Further information can be obtained from:

Sue Hall  
Executive Director  
Corporate  
+61 2 6207 0569  
[Sue.Hall@act.gov.au](mailto:Sue.Hall@act.gov.au)

## C.5 GOVERNMENT CONTRACTING

The directorate undertakes procurement activities for a range of goods, services and works. Details of those contracts on the Contracts Register valued at \$25,000 or more, with an execution date between 1 July 2015 and 30 June 2016, listed against the Chief Minister Treasury and Economic Development Directorate are provided in Appendix 1.

## C.6 STATEMENT OF PERFORMANCE

The directorate's 2015-16 Statement of Performance is included in Volume 2 of the 2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report.



## **PART D:** NOTICES OF NON COMPLIANCE



## **D.1 DANGEROUS SUBSTANCES**

No infringement notices against the *Dangerous Substances Act 2004* were served on the directorate during 2015-16.

## **D.2 MEDICINES, POISONS AND THERAPEUTIC GOODS**

No notices of noncompliance were served against the directorate during 2015-16.





# AGENCY SPECIFIC ANNUAL REPORT REQUIREMENTS





## E. EDUCATION AND TRAINING

The Chief Minister, Treasury and Economic Development Directorate has no items to report against this section.

## F. HEALTH

The Chief Minister, Treasury and Economic Development Directorate has no items to report against this section.

## G. GAMBLING AND RACING

The Chief Minister, Treasury and Economic Development Directorate has no items to report against this section.

## H. MINISTERIAL AND DIRECTOR-GENERAL DIRECTIONS

The Chief Minister, Treasury and Economic Development Directorate has no items to report against this section.

## I. PUBLIC LAND MANAGEMENT PLANS

Under the *Planning and Development Act 2007* the custodian of land designated as public land is required to develop a Plan of Management for that land.

CMTEDD and City Services (Territory and Municipal Services Directorate, TAMS) are jointly responsible for Public Land Management Plans for land zoned as Urban Open Space under the Territory Plan.

The types of use of Urban Open Space of Public Land include:

- > Town Parks;
- > District Parks;
- > Neighbourhood Parks;
- > Laneway, Road Verges and Medians;
- > District Sportsground;
- > Pedestrian Parkland;
- > Neighbourhood Sportsground;
- > Informal Use Oval;
- > Native Grassland Sites;
- > Heritage Parks;
- > Semi- natural Open Space;
- > Special Purpose Areas;
- > Lakes and Water Features; and
- > Cemeteries.

Listed below are the current Public Land Management Plans and year of commencement under CMTEDD and City Services (TAMS) responsibility.

Note: A review of public land management plans is currently underway.

- > Woden and Weston Creek Urban Parks and Sportsgrounds – 1998;
- > Belconnen Urban Parks and Sportsgrounds and Lake Ginninderra – 1998;
- > Urban Open Space and Public Access Sportsgrounds in the Gungahlin Region – 2007;
- > Inner Canberra’s Urban Parks and Sportsgrounds – 2000; and
- > Tuggeranong’s Urban Parks and Sportsgrounds – 2000.

All of the plans of management listed are disallowable instruments and are available on the ACT legislation register [www.legislation.act.gov.au/a/2007-24/di.asp](http://www.legislation.act.gov.au/a/2007-24/di.asp). Copies of the Public Land Management Plans can also be found at local ACT libraries.

Note: Enclosed ovals and Territory owned public pools are also public Land and are zoned as Restricted Access Recreation under the Territory Plan. Active Canberra is principally responsible for this Public Land Management Plan which is currently in draft format and under review.

Additionally the *Land Management Plan for the Albert Hall 2016* was approved by the Minister for Planning and Land Management on 6 June 2016. The Disallowable Instrument commenced on 7 June 2016. The Land Management Plan for the Albert Hall is available on the Albert Hall website at [www.economicdevelopment.act.gov.au/venues/albert-hall](http://www.economicdevelopment.act.gov.au/venues/albert-hall) or by contacting ACT Property Group at [alberthall@act.gov.au](mailto:alberthall@act.gov.au).

## J. THIRD PARTY INSURANCE

The Chief Minister, Treasury and Economic Development Directorate has no items to report against this section. Information on this subject is included in the ACT Compulsory Third Party Insurance Regulator Annual Report, annexed to this report.

## K. VICTIMS OF CRIME

The Chief Minister, Treasury and Economic Development Directorate has no items to report against this section.

## L. WASTE MINIMISATION CONTRAVENTIONS

The Chief Minister, Treasury and Economic Development Directorate has no items to report against this section.



# WHOLE OF GOVERNMENT REPORTING



As part of the focus on the one-ACT Public Service some specific matters are reported at a whole of government level within the Annual Report of one directorate. Details of these matters are provided below.

## **M. COMMUNITY ENGAGEMENT AND SUPPORT**

The Chief Minister, Treasury and Economic Development Directorate is responsible for reporting on all community engagement or support provided by the ACT Public Service during 2015-16. Details are provided in Volume 3 of the 2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report.

## **N. JUSTICE AND COMMUNITY SAFETY**

The Chief Minister, Treasury and Economic Development Directorate has provided input to the Justice and Community Safety Directorate in relation to bushfire risk management, freedom of information, human rights and legal services directions for inclusion in the 2015-16 Justice and Community Safety Directorate Annual Report.

## **O. PUBLIC SECTOR STANDARDS AND WORKFORCE PROFILE**

The Chief Minister, Treasury and Economic Development Directorate has provided input to the Commissioner for Public Administration in relation to the directorate's culture and behaviours, Public Interest Disclosures and workforce profile for inclusion in the 2015-16 State of the Service Report.

## **P. TERRITORY RECORDS**

The Chief Minister, Treasury and Economic Development Directorate has provided input to the Director of Territory Records on the directorate's records management program for inclusion in the 2015-16 Director of Territory Records Annual Report, which is annexed to this report.





# APPENDIX 1 – CMTEDD CONTRACTS

## CMTEDD CONTRACTS

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Acquisition and Installation of ONESOURCE GST Software	Single Select	Services (non-consultancy)	Yes	Ernst & Young	313,831.00	16/05/2016	30/06/2017	No
ACT Aboriginal and Torres Strait Islander Business Development and Entrepreneurship Support Model Proposal	Single Select	Community-Based Services	Yes	CBR Innovation Network Limited	108,900.00	16/10/2015	16/06/2016	Yes
ACT Law Courts PPP Project.	Public	Consultancy	No	Juris Partnership ABN 92 932 968 563 comprised of Juris Partnership MCHPL Project Co Pty Ltd ACN 609 122 901 as trustee of the Juris Partnership MCHPL Project Trust and Juris Partnership LOR Project Co Pty Ltd ACN 609 052 324 as trustee of the Juris Partnership LOR Project Trust	Value of \$250.5 million over 25 years	14/12/2015	28/08/2043	No
ACT Legislative Assembly Audio Broadcasting System Upgrade and Expansion	Public	Services (non-consultancy)	No	The P.A. People Pty Ltd	204,977.00	11/03/2016	31/12/2016	No
ACT Public Transport Reform - Communications and Messaging Research	Single Select	Consultancy	Yes	The Civic Group	188,870.00	17/07/2015	28/08/2015	No
ACTPS Indigenous Traineeship Program	Single Select	Services (non-consultancy)	Yes	Habitat Training Solutions Pty Ltd	150,000.00	17/08/2015	30/07/2016	No



Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Actuarial Services to the Office of the Nominal Defendant of the ACT	Quotations	Services (non-consultancy)	No	KPMG Actuarial Pty Ltd	150,000.00	14/12/2015	13/12/2020	No
Agreement for the Retail of Natural Gas to Small ACT Government Sites and Other Arrangements	Select	Services (non-consultancy)	No	ActewAGL Retail a partnership of AGL ACT Retail Investments Pty Ltd and ACTEW Retail Ltd	Whole of Government Contact	17/08/2015	31/12/2017	No
Alfred Deakin High School - Painting	Quotations	Works	No	Horizon Coatings (ACT) Pty Ltd	35,178.00	18/11/2015	18/02/2016	Yes
Arcadia House - Supply and Install Demountable	Quotations	Works	No	Ostendorf Management Pty Ltd	216,150.00	14/12/2015	14/03/2016	Yes
Assistance to ACT Community Providers Preparing for the National Disability Insurance Scheme (NDIS)	Public	Consultancy	No	National Disability Services Limited	660,000.00	19/10/2015	31/12/2016	Yes
Australia Day Pyrotechnics Display	Quotations	Services (non-consultancy)	No	Fireworks Australia Importers Pty Ltd	149,600.00	07/08/2015	26/01/2017	Yes
Backbase End User License Agreement and Expert Services Agreement	Public	Services (non-consultancy)	No	Backbase Europe B.V.	3,500,000.00	30/09/2015	30/06/2018	No
Basin Priority Project - Commercial Advisor	Select	Consultancy	No	Ernst & Young	121,427.00	29/01/2016	30/03/2016	No
Blaxland Centre - Window Replacement	Quotations	Works	No	Monarch Building Solutions Pty Ltd	462,000.00	05/11/2015	05/02/2016	Yes
BSMImpact	Quotations	Services (non-consultancy)	No	BSMImpact	65,010.00	15/04/2016	20/08/2016	No

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Budget base data cleansing	Quotations	Consultancy	No	KPMG	43,761.00	13/04/2016	27/07/2016	No
Canberra Prospectus	Single Select	Consultancy	Yes	Arup Pty Ltd	101,030.00	14/01/2016	31/03/2016	No
Canberra Region Visitors Centre Relocation and Regatta Point Refurbishment	Single Select	Consultancy	Yes	AMC Architecture Pty Ltd	65,538.00	08/04/2016	31/12/2016	Yes
Caroline Chisholm Senior Campus - Insulation Install Pods 1,2,3,4, and 10	Quotations	Works	No	Aris Building Services Pty. Ltd.	70,534.00	08/12/2015	08/03/2016	Yes
Caroline Chisholm Senior School - Door and Window Replacement	Quotations	Works	No	Mindal Constructions	43,795.25	15/12/2015	15/03/2016	Yes
Caroline Chisholm Senior School - Library Upgrade	Quotations	Works	No	AHI - Carrier	94,623.68	02/12/2015	02/03/2016	Yes
Chapman Primary School – UST Removal & associated works	Quotations	Works	No	Robson Environmental	57,665.30	16/03/2016	16/04/2016	No
Chapman Primary School - Window and Door Replacement	Quotations	Works	No	Mindal Constructions	26,421.65	15/12/2015	14/03/2016	Yes
Chifley Health & Wellbeing Hub – Supply & Install disability ramp	Quotations	Works	No	Aris Building Services Pty Ltd	58,176.00	10/03/2016	10/04/2016	No
Chiller Systems Maintenance Services	Public	Works	No	Canberra Air Conditioning Services Pty Ltd	198,720.03	01/07/2015	30/06/2018	Yes
Construction of Cravens Creek Water Quality Control Pone - Superintendency Services	Single Select	Consultancy	Yes	Cardno (NSW/ACT) Pty Ltd	811,156.50	04/09/2015	30/10/2017	No

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Consultancy to Assist Aboriginal and Torres Strait Islander Community Organisations to Prepare for The National Disability Insurance Scheme (NDIS)	Public	Consultancy	No	NOUS Group Pty Ltd	484,000.00	21/10/2015	31/12/2016	No
Contract for Government Budget Management System Provision and Implementation	Public	Services (non-consultancy)	No	Excelerated Consulting Pty Ltd	2,247,231.00	09/07/2015	08/07/2018	Yes
Cranleigh School - Installation of hot water rads	Quotations	Works	No	King Air Pty Ltd	27,060.00	16/12/2015	16/03/2016	Yes
CSC Australia Ordering Document	Public	Services (non-consultancy)	No	CSC Australia Pty. Ltd	1,078,000.00	02/10/2015	30/06/2018	No
Customer Relationship System	Single Select	Services (non-consultancy)	Yes	Oracle Corporation Australia Pty Ltd	932,113.32	24/09/2015	23/09/2018	No
Database Support and Maintenance for the Asbestos Response Taskforce	Quotations	Services (non-consultancy)	No	Link Corporate Services Pty Ltd	150,000.00	13/10/2015	26/10/2018	Yes
Deep Creek Corridor Master Planning & Trunk Sewer & Stormwater Rehabilitation - Detailed Design & Tender Phase Services	Public	Consultancy	No	GHD Pty Ltd	417,456.80	28/04/2016	30/06/2018	No
Delivery of Key Strategic Initiatives and Activities	Single Select	Services (non-consultancy)	Yes	Canberra Business Chamber Ltd	1,723,000.00	02/10/2015	30/06/2017	Yes
Delivery of Key Strategic Initiative and Activities	Single Select	Services (non-consultancy)	Yes	Canberra Business Chamber Ltd	1,255,999.80	02/10/2015	30/06/2017	Yes

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Delivery of the Road Ready Learner Licence Course and Optional Road Ready Plus Course	Public	Services (non-consultancy)	No	Ascent Training Services Pty Ltd	360,000.00	04/05/2016	03/05/2018	Yes
Design and Supply of the Night Lighting Display for Floriade NightFest	Public	Services (non-consultancy)	No	Mandylights Pty Ltd	981,360.00	08/07/2015	07/07/2018	No
Development Applications for the demolition of (1) 61A Ebdon Street, Ainslie and (2) Unit 1, 99 Hopetoun Circuit, Yarralumla	Single Select	Consultancy	No	Blak Plan Pty Ltd t/a Knight Frank Town Planning	28,820.00	07/03/2016	17/02/2017	No
Dickson Community Hub – Design and Feasibility Study	Quotations	Consultancy	No	Clarke Keller Pty Ltd ATF Clarke Keller Unit Trust	30,591.00	11/05/2016	30/06/2016	Yes
Dickson Group Centre and Precinct Flood Study	Select	Consultancy	No	Calibre Consulting (ACT) Pty Ltd	93,247.00	15/12/2015	29/04/2016	No
Early Works Package 1 - Temporary Bus Interchange Access	Public	Works	No	Acclaim Contractors Pty Ltd	181,870.98	14/07/2015	17/09/2016	Yes
Erindale College - Window Replacement	Quotations	Works	No	Radmo Constructions	36,190.00	02/12/2015	02/03/2016	Yes
Event Evaluation Services Floriade 2015, 2016 and Enlighten 2016, 2017	Quotations	Services (non-consultancy)	No	Repucom Pty Ltd	149,556.00	02/07/2015	02/07/2017	No
Expenditure Review Panel of Consultants	Public	Consultancy	No	37 Mary Street Pty Ltd & Others t/a McGrathNicol Advisory Partnership	Panel Contract	10/09/2015	10/09/2019	No

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Expenditure Review Panel of Consultants	Public	Consultancy	No	KPMG	Panel Contract	10/09/2015	10/09/2019	No
Expenditure Review Panel of Consultants	Public	Consultancy	No	PricewaterhouseCoopers	Panel Contract	10/09/2015	10/09/2019	No
Expenditure Review Panel of Consultants	Public	Consultancy	No	Deloitte Touche Tohmatsu	Panel Contract	10/09/2015	10/09/2019	No
Expenditure Review Panel of Consultants	Public	Consultancy	No	International Economics Pty Ltd t/a Centre for International Economics	Panel Contract	10/09/2015	10/09/2019	Yes
Expenditure Review Panel of Consultants	Public	Consultancy	No	Birdanco Nomiees Pty Ltd	Panel Contract	10/09/2015	10/09/2019	No
Expenditure Review Panel of Consultants	Public	Consultancy	No	Resolution Consulting Services Pty Ltd	Panel Contract	10/09/2015	10/09/2019	Yes
Expenditure Review Panel of Consultants	Public	Consultancy	No	LSI Consulting Pty Ltd	Panel Contract	10/09/2015	10/09/2019	No
Expenditure Review Panel of Consultants	Public	Consultancy	No	Total Decision Support Pty Ltd	Panel Contract	10/09/2015	10/09/2019	Yes
Expenditure Review Panel of Consultants	Public	Consultancy	No	Noetic Solutions Pty Ltd	Panel Contract	10/09/2015	10/09/2019	Yes

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Expenditure Review Panel of Consultants	Public	Consultancy	No	ACIL Allen Consulting Pty Ltd	Panel Contract	10/09/2015	10/09/2019	Yes
Expenditure Review Panel of Consultants	Public	Consultancy	No	Grosvenor Management Consulting Pty Ltd	Panel Contract	10/09/2015	10/09/2019	No
Expenditure Review Panel of Consultants	Public	Consultancy	No	Urbis Pty Ltd	Panel Contract	10/09/2015	10/09/2019	No
Expenditure Review Panel of Consultants	Public	Consultancy	No	Protiviti Pty Ltd	Panel Contract	10/09/2015	10/09/2019	No
Expenditure Review Panel of Consultants	Public	Consultancy	No	Synergy Group Australia Ltd	Panel Contract	10/09/2015	10/09/2019	Yes
Expenditure Review Panel of Consultants	Public	Consultancy	No	PwC Strategy& (Australia) Pty Ltd	Panel Contract	10/09/2015	10/09/2019	No
Expenditure Review Panel of Consultants	Public	Consultancy	No	Callida Pty Ltd	Panel Contract	10/09/2015	10/09/2019	Yes
Expenditure Review Panel of Consultants	Public	Consultancy	No	Paxton Consulting Pty Ltd	Panel Contract	10/09/2015	10/09/2019	No
Expenditure Review Panel of Consultants	Public	Consultancy	No	Ernst & Young	Panel Contract	29/03/2016	10/09/2019	No

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Financial Accounting and Reporting Advice relating to the development of an ACT Government policy for Service Concession Arrangements	Single Select	Consultancy	Yes	Ernst & Young	35,630.00	16/02/2016	30/04/2016	No
Florey Primary School	Quotations	Works	No	Horizon Coating (ACT) Pty Ltd	50,914.60	17/12/2015	17/03/2016	Yes
Floriade & Floriade Nightfest Marquee & Fitout Services	Public	Services (non-consultancy)	No	Masher Pty Ltd	1,009,305.78	02/07/2015	02/07/2018	Yes
Floriade and Floriade NightFest Event Signage	Public	Services (non-consultancy)	No	Sold Out National Event Management Pty Ltd	413,737.80	08/07/2015	07/07/2018	No
Garran Primary School - Asbestos eave removal	Quotations	Works	No	International Asbestos Removal Pty Ltd	37,334.00	17/12/2015	17/03/2016	Yes
Gold Creek School - External Painting	Quotations	Works	No	Anasson Painting & Maintenance Pty Ltd	28,908.00	09/12/2015	09/03/2016	Yes
Gordon Childcare - Fencing	Quotations	Works	No	Mindal Constructions	48,784.00	18/11/2015	18/11/2016	Yes
Grant Cameron Community Centre - 160 Mounted Radiator Valve Replacement	Quotations	Works	No	LC Huges and Co	35,691.98	02/12/2015	02/03/2016	Yes
Greenway Childcare - Fencing	Quotations	Works	No	Mindal Constructions	46,391.35	18/11/2015	18/02/2016	Yes
GST Advice	Quotations	Consultancy	No	PricewaterhouseCoopers - Australian Firm	38,500.00	24/08/2015	24/12/2015	No
Headley Beare Centre – Remediation Works	Quotations	Works	No	F.M.S (ACT) Pty Ltd t/a FMS Consultancy Services	33,830.50	10/03/2016	10/04/2016	No

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Home Energy Assessments for Low-Income Households	Public	Community-Based Services	No	Society of St. Vincent De Paul Pty. Ltd	605,000.00	18/09/2015	17/09/2016	Yes
Hughes Primary School – UST Removal & associated works	Quotations	Works	No	Robson Environmental Pty Ltd	50,883.80	16/03/2016	16/04/2016	No
ICT Services Agreement Provision of System Integration Services – Customer Experience and Customer Identity and Access Management	Quotations	Services (non-consultancy)	No	CSC Australia Pty. Ltd	1,692,400.00	29/03/2016	01/01/2016	No
Identity Access Management (IAM) SafeSign Management Server (SSMS) & Hardware Server Management (HSM)	Single Select	Services (non-consultancy)	Yes	Salt Group Pty Ltd	436,748.85	22/12/2015	21/12/2017	No
IKEA Northern Access Road Design	Select	Consultancy	No	Calibre Consulting (ACT) Pty Ltd	137,958.33	20/01/2016	15/01/2017	No
Independent Living Centre – Replace existing air conditioner units	Quotations	Works	No	Hirtech Maintenance Pty Ltd	152,130.00	08/04/2016	08/05/2016	No
Isabella Weir Wetlands Design Services	Single Select	Consultancy	No	Alluvium Consulting Australia Pty Ltd	172,480.00	13/01/2016	13/07/2016	Yes
Kaleen Community Hall - Floor Works	Quotations	Works	No	A.J RALPH & J RALPH	29,519.00	12/02/2016	12/03/2016	Yes
Lanyon High School - Install steel framed doors	Quotations	Works	No	Quay Corporation Australia Pty Ltd	37,803.70	16/12/2015	16/04/2016	Yes
Latham Primary School – UST Removal & associated works	Quotations	Works	No	SMEC	58,357.75	16/03/2016	16/04/2016	No



Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Legal Services for the Majura Parkway Project	Quotations	Consultancy	No	Clayton Utz	250,000.00	20/10/2015	31/12/2016	No
Lollipops Childcare Centre - HVAC Upgrade	Quotations	Works	No	LC Hughes & Co	93,817.68	06/11/2015	06/02/2016	Yes
Lyneham High School – UST Removal & associated works	Quotations	Works	No	SMEC Australia Pty Ltd	79,432.10	18/03/2016	18/04/2016	No
Macquarie Primary School – UST Removal & associated works	Quotations	Works	No	SMEC Australia Pty Ltd	63,404.00	17/03/2016	17/04/2016	No
Majura Road Widening (Majura Link Road Stage 3)	Single Select	Consultancy	Yes	SMEC Australia Pty. Ltd	376,354.00	03/09/2015	28/04/2017	No
Mawson Primary School - UST Removal and Associated Works	Quotations	Works	No	Robsons Environmental Pty Ltd	71,787.23	12/04/2016	12/05/2016	No
Melrose Football Precinct Development	Public	Works	No	ABA Construction Managers (Aust) Pty Ltd	4,123,196.54	09/05/2016	23/12/2016	Yes
Melrose Football Precinct Development - Sports Pavilion and Hardcourt Upgrade	Public	Works	No	ABA Construction Managers (Aust) Pty Ltd	1,536,600.00	29/06/2016	23/12/2016	Yes
Melrose High School - Ceiling Replacement	Quotations	Works	No	Scenic Group Pty Ltd	48,200.00	09/12/2015	09/03/2016	Yes
Melrose High School – Top floor, Removal all ACM	Quotations	Works	No	AGH Demolition & Asbestos Removal	96,756.00	21/04/2016	21/05/2016	No
Miles Franklin Primary School - UST Removal & associated works	Quotations	Works	No	SMEC Australia Pty. Ltd	49,899.85	17/03/2016	17/04/2005	No
Molonglo 3 - Assessment of the MVIC Ventilation Strategy	Single Select	Consultancy	Yes	CEE Pty Ltd t/a Consulting Environmental Engineers	64,218.00	18/04/2016	30/09/2016	Yes

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Molonglo 3 Stage 1 Infrastructure - John Gorton Drive (Nth) & Intersections with William Hovell Drive & Estate Entrance Road	Public	Consultancy	Yes	Calibre Consulting (ACT) Pty Ltd	382,027.55	17/11/2015	19/02/2018	No
Mount Ainslie Centenary Upgrade – Trail Upgrade	Quotations	Works	No	MakinTrax Australia	45,515.00	13/04/2016	13/05/2016	No
Mount Arawang – Walking Trial	Quotations	Works	No	MakinTrax Australia Pty Ltd	66,000.00	11/04/2016	11/05/2016	Yes
Mt Rogers Community College - UST Removal	Quotations	Works	No	SMEC	51,120.30	03/12/2015	03/03/2016	Yes
Nara Centre Level 3 - Furniture Supply	Quotations	Goods	No	Schiavello Systems (ACT) Pty Ltd	85,400.70	14/12/2015	14/03/2016	Yes
Nara Centre Level 3 - Office Fitout Refurbishment	Quotations	Works	No	All in One Building Services	108,108.00	15/12/2015	15/03/2016	Yes
Nara Centre Level 4 - Fit Out	Quotations	Works	No	All In One Building Services	481,569.00	19/11/2015	19/02/2016	Yes
Narrabundah College - Carpet Replacement	Quotations	Works	No	Tri-Delt Pty Ltd trading as Quay Building Group	65,954.00	09/12/2015	09/03/2015	Yes
National Convention Centre - Construction Works	Quotations	Works	No	Monarch Building Solutions Pty Ltd	495,789.00	24/11/2015	24/02/2016	Yes
National Convention Centre - Fire Suppression to Kitchen	Quotations	Works	No	Tyco Australia	64,317.00	24/09/2015	24/12/2015	Yes
National Convention Centre - Floor Covering Replacement	Quotations	Works	No	Canberra Floorcraft Pty Ltd	534,570.30	08/12/2015	18/03/2016	Yes

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
National Convention Centre - Hearing Loops Upgrades	Quotations	Works	No	Canberra Visuals Pty Ltd	99,631.70	09/12/2015	09/03/2016	Yes
New Year's Eve Pyrotechnic Services 2015	Quotations	Services (non-consultancy)	No	Fireworks Australia Importers Pty Ltd	115,500.00	18/08/2015	01/02/2017	Yes
New Year's Eve Sound and Lighting Services 2015	Quotations	Services (non-consultancy)	No	Eclipse Lighting and Sound	115,500.00	12/08/2015	01/02/2017	Yes
North Building Level 2 - Supply and Install Carpet and Vinyl	Quotations	Works	No	Pike's Flooring Pty Ltd	28,840.00	27/10/2015	27/01/2016	Yes
Online Engagement Platform – Harvest Digital Planning	Quotations	Services (non-consultancy)	No	Harvest Digital Planning	145,000.00	20/04/2016	20/04/2019	No
Panel for Silvicultural Services	Public	Services (non-consultancy)	No	Environmental and Agricultural Services Pty Ltd	Panel Contract	07/09/2015	07/09/2018	No
Panel for Silvicultural Services	Public	Services (non-consultancy)	No	Eden Brae Services Pty Ltd	Panel Contract	07/09/2015	07/09/2018	No
Panel for Silvicultural Services	Public	Services (non-consultancy)	No	Southern Weed Management Pty Ltd	Panel Contract	07/09/2015	07/09/2018	No
Panel for Silvicultural Services	Public	Services (non-consultancy)	No	FTJ Forestry Services Pty Ltd	Panel Contract	07/09/2015	07/09/2018	No

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Panel for Silvicultural Services	Public	Services (non-consultancy)	No	CJC Contracting Services Pty Ltd	Panel Contract	14/09/2015	14/09/2018	No
Panel for Silvicultural Services	Public	Services (non-consultancy)	No	Wild Rivers Environmental Management Pty Ltd	Panel Contract	14/09/2015	14/09/2018	No
Panel of Providers for Administrative Reviews, Investigations and Related Services	Public	Consultancy	No	Robinson, Heidi	Panel Contract	01/09/2015	30/06/2018	Yes
Panel of Providers for Administrative Reviews, Investigations and Related Services	Public	Consultancy	No	J.M Kamira & C.L. Sams	Panel Contract	01/09/2015	30/06/2018	Yes
Panel of Providers for Administrative Reviews, Investigations and Related Services	Public	Consultancy	No	Lee, Warren Douglas	Panel Contract	01/09/2015	30/06/2018	Yes
Panel of Providers for Administrative Reviews, Investigations and Related Services	Public	Consultancy	No	Birdanco Nominees Pty Ltd	Panel Contract	01/09/2015	30/06/2018	Yes
Panel of Providers for Administrative Reviews, Investigations and Related Services	Public	Consultancy	No	Williams Love & Nicol Lawyers Pty Ltd as Trustee for WLBT Trust	Panel Contract	01/09/2015	30/06/2018	Yes

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Panel of Providers for Administrative Reviews, Investigations and Related Services	Public	Consultancy	No	HBA Consulting Pty Ltd	Panel Contract	01/09/2015	30/06/2018	Yes
Panel of Providers for Administrative Reviews, Investigations and Related Services	Public	Consultancy	No	CPM Reviews Pty Ltd	Panel Contract	01/09/2015	30/06/2018	Yes
Panel of Providers for Administrative Reviews, Investigations and Related Services	Public	Consultancy	No	Ashurst Australia	Panel Contract	21/09/2015	30/06/2018	Yes
Panel of Providers for Administrative Reviews, Investigations and Related Services	Public	Consultancy	No	Quality Management Solutions Pty Ltd	750,000.00	21/09/2015	30/06/2018	No
Panel of Providers for Administrative Reviews, Investigations and Related Services	Public	Consultancy	No	Oakton Services Pty Ltd	Panel Contract	03/02/2016	30/06/2018	Yes
Panel of Providers for Administrative Reviews, Investigations and Related Services	Public	Consultancy	No	KPMG Forensic Pty Ltd	Panel Contract	01/09/2015	30/06/2018	No
Panel of Recruitment Agencies for Executive Search Services	Public	Services (non-consultancy)	No	Ford Kelly Executive Connection Pty Ltd	Panel Contract	04/03/2016	03/03/2018	No

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Panel of Recruitment Agencies for Executive Search Services	Public	Services (non-consultancy)	No	Hudson Global Resources (Aust) Pty Ltd	60,700.00	04/03/2016	03/03/2018	No
Panel of Recruitment Agencies for Executive Search Services	Public	Services (non-consultancy)	No	Amanda O'Rourke & Associates Pty Ltd t/a Amanda O'Rourke Executive Search	Panel Contract	04/03/2016	03/03/2018	No
Panel of Recruitment Agencies for Executive Search Services	Public	Services (non-consultancy)	No	Cantlie Recruitment Services Pty Ltd	Panel Contract	04/03/2016	03/03/2018	No
Panel of Recruitment Agencies for Executive Search Services	Public	Services (non-consultancy)	No	KPMG	Panel Contract	04/03/2016	03/03/2018	No
Panel of WHS Active Certification Auditors	Public	Consultancy	No	Australian Quality Assurance & Superintendence Pty Ltd	54,040.00	02/07/2015	31/08/2018	Yes
Panel of WHS Active Certification Auditors	Public	Consultancy	No	Noel Arnold & Associates Pty. Ltd.	41,400.00	04/08/2015	31/08/2018	Yes
Phillip Oval Upgrade - Design and Consultancy Services	Public	Consultancy	No	Clarke Keller Pty Ltd The Trustee for Clarke Keller Unit Trust t/a Clarke Keller Pty Ltd	433,834.50	27/01/2016	27/07/2017	Yes
Phillip Oval Upgrade - Technology Enhancement Strategy	Single Select	Consultancy	Yes	PMY Group Pty. Ltd.	22,000.00	22/12/2015	22/12/2016	Yes
Preparing the Workforce for Person Centred Service Delivery	Public	Community-Based Services	No	Julia Farr Association Inc	396,000.00	02/11/2015	31/12/2016	No
Procurement Reform Industry Engagement Workshop	Quotations	Consultancy	No	ORIMA Research Pty Ltd	35,000.00	14/01/2016	30/06/2016	No

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Provision and Implementation of an Accounts Payable Invoice Automation Solution (APIAS)	Public	Services (non-consultancy)	No	Converga Pty Ltd	2,000,000.00	13/04/2016	12/04/2019	No
Provision of a Smart Parking Service Trial in the ACT	Public	Services (non-consultancy)	No	Smart Parking Limited	335,995.00	04/11/2015	31/03/2017	Yes
Provision of After Hours Contact Centre	Quotations	Services (non-consultancy)	No	Contact Centres Australia Pty Ltd	180,000.00	06/05/2016	08/05/2017	No
Provision of Asset Consulting Services	Public	Consultancy	No	Willis Towers Watson	2,572,973	10/05/2016	10/05/2021	No
Provision of Audit and Consultancy Support Services	Single Select	Consultancy	Yes	Ironbark P/L Group	78,457.00	20/07/2015	31/12/2016	No
Provision of Consultancy Support for the Process to Consider Future Management of ACT's Streetlight Assets	Quotations	Community-Based Services	No	AECOM Australian Pty Ltd	30,000.00	14/10/2015	12/04/2016	No
Provision of Executive Job Sizing and Evaluation Services	Single Select	Services (non-consultancy)	Yes	Mercer Consulting (Australia) Pty Ltd	500,000.00	29/03/2016	31/03/2017	No
Provision of Heritage Consultancy Services on behalf of the Asbestos Response Taskforce	Quotations	Consultancy	No	Philip Leeson Architects Pty Ltd	41,382.00	22/09/2015	31/08/2018	Yes
Provision of Leisure Facility Management Services for the Lakeside Leisure Centre	Public	Services (non-consultancy)	No	Young Men's Christian Association Of Sydney	182,120.40	26/08/2015	30/06/2020	No
Provision of Services as Workers' Compensation Insurance Policy Advisor to the Territory	Quotations	Consultancy	No	Marsh Pty Ltd	100,000.00	07/08/2015	31/12/2015	No

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Provision of Software Implementation, Maintenance and Support Services for the ACT Revenue Office Revenue Collection and Management System	Public	Services (non-consultancy)	No	DB Results Pty Ltd	Panel Contract	06/11/2015	08/11/2019	No
Provision of Waste Services for GIO Stadium, Manuka Oval & Stromlo Forest Park	Quotations	Services (non-consultancy)	No	J.J. Richards & Sons Pty Ltd	180,000.00	03/02/2016	03/02/2019	No
Public Transport Research	Quotations	Consultancy	No	Tobumo Pty Ltd	185,900.00	18/02/2016	30/06/2016	No
Queue Flow Management System	Single Select	Goods	Yes	NEXA Group Pty Ltd	517,000.00	04/02/2016	21/05/2020	No
Revitalisation of Haig Park & Braddon Mixed Use Area	Select	Consultancy	No	SMEC Australia Pty. Ltd	169,766.73	28/09/2015	21/07/2017	No
Security Patrol Services	Select	Services (non-consultancy)	No	Southern Cross Protection Pty Ltd	19,102.04	25/09/2015	01/11/2017	Yes
Seeking Residential Properties for Public Housing Renewal	Public	Works	No	Shance Constructions Pty Ltd	1,620,000.00	08/01/2016	24/12/2017	Yes
Seeking Residential Properties for Public Housing Renewal	Public	Works	No	Naffran Investments Pty Ltd t/a Brighter Building Solutions	539,000.00	08/01/2016	24/12/2017	Yes
Seeking Residential Properties for Public Housing Renewal	Public	Works	No	Naffran Investments Pty Ltd t/a Brighter Building Solutions	1,617,000.00	08/01/2016	24/12/2020	Yes



Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Services Panel Deed for the provision of legal services to the Default Insurance Fund and Nominal Defendant	Public	Services (non-consultancy)	No	The Martinez HWL Practice Trust & The Gardini HWL Practice Trust & The East HWL Practice Trust & The Warat HWL Practice Trust & The Marin HWL Practice Trust & Others Trading As HWL Ebsworth Lawyers	Panel Contract	26/02/2016	26/02/2019	No
Services Panel Deed for the provision of legal services to the Default Insurance Fund and Nominal Defendant	Public	Services (non-consultancy)	No	Minter Ellison	Panel Contract	26/02/2016	26/02/2019	No
Shared Services ICT Operation Group: Workforce Planning 2015 - 18	Quotations	Consultancy	No	BSM Impact Pty Ltd	219,060.51	22/10/2015	22/04/2016	No
Shared Services ICT Operation Group: Workforce Planning 2015 - 18	Quotations	Consultancy	No	BSM Impact Pty Ltd	219,060.51	22/10/2015	22/04/2016	No
Site Survey Conveyance Services	Quotations	Consultancy	No	P.J. Shaw and Associates Pty Ltd	35,000.00	11/12/2015	30/06/2016	Yes
Smart City Opportunity Assessment	Quotations	Consultancy	No	ARUP Pty Ltd	60,500.00	18/08/2015	12/02/2016	No
Software Supply, Installation and Support Mobilex - Diary Management Software	Single Select	Goods	Yes	Random Computing Services Pty Ltd	132,396.00	10/08/2015	10/08/2016	Yes
Southside Community Centre – Rectify Roof	Quotations	Works	No	Tri-Delt Pty Ltd t/a Quay Building Group	39,650.00	26/02/2016	26/03/2016	No

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Stromlo High School - Asbestos Removal	Quotations	Works	No	Ozbestos Pty Ltd	29,185.20	03/12/2015	03/12/2016	Yes
Stromlo High School - Internal Wall Eave Replacement	Quotations	Works	No	Aris Building Services	59,159.00	03/12/2015	03/03/2016	Yes
Supply of Natural Gas to ACT Government Large Sites	Public	Services (non-consultancy)	No	ACTEWAGL Retail	Whole of Government Contact	24/11/2015	31/12/2017	No
Supply, Installation and Removal of Audio Visual Services for Floriade and Floriade NightFest	Public	Services (non-consultancy)	No	Nova Topstage Pty Ltd	453,918.10	07/07/2015	06/07/2018	No
Supply, Production, Installation, Removal of Parking Signage and Road Markings - Smart Parking Stage 2	Quotations	Goods	No	Locktons Traffic Solutions Pty Ltd	37,055.98	08/12/2015	08/03/2016	Yes
TCH Building 2 - Upgrade Fire and Evac System	Quotations	Works	No	Tyco Australia	175,954.90	05/11/2015	05/02/2016	Yes
TCH Building 7 - Fire System Upgrade	Quotations	Works	No	SMI Group Pty Ltd	44,770.00	05/11/2015	05/02/2016	Yes
TCH Building 8 - Fire System Upgrade	Quotations	Works	No	Pyrosolve Pty Ltd	27,742.00	06/11/2015	06/02/2016	Yes
TCH Building 9 - Fire System Upgrade	Quotations	Works	No	Pyrosolve Pty Ltd	34,584.00	06/11/2015	06/02/2016	Yes
TCH Buildings 1, 2 and 12 - Design and Construct 2x Generators and 4x Connection Boxes	Quotations	Works	No	Martin Donnelly Pty Ltd	1,854,298.60	24/09/2015	11/03/2016	Yes

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
TCH Outpatients - Refurbishment	Quotations	Works	No	Complete Constructions Aust Pty Ltd	925,100.00	16/11/2015	16/02/2016	Yes
Telopea Park School - External Painting of School	Quotations	Works	No	Glendening Commercial Painting and Maintenance Pty Ltd	42,250.01	17/12/2015	17/03/2016	Yes
Theodore Primary School – Supply & Install insulation & cladding to Mareki Building	Quotations	Works	No	Canberra Building Services (ACT) Pty Ltd	193,179.80	08/04/2016	08/05/2016	No
Throsby Access Roads Stage 1	Select	Works	No	BMD Constructions Pty Ltd	3,810,438.98	07/09/2015	30/06/2016	Yes
TOKU Public Artwork Remediation	Select	Works	No	Art & Archival Pty Ltd	86,350.00	22/07/2015	22/10/2016	Yes
Torrens Primary School – UST Removal & associated works	Quotations	Works	No	Robson Environmental	56,361.25	16/03/2016	16/04/2016	No
Totum House Childcare Centre Refurbishment	Public	Works	No	Cercol Construction Services Pty Ltd	528,550.82	14/07/2015	01/12/2016	Yes
Traffic Services GIO Stadium & Manuka Oval	Quotations	Services (non-consultancy)	No	CARE Traffic Pty Ltd	150,000.00	21/01/2016	21/01/2017	Yes
Training Clothing and Casual/Team Wear for ACTAS	Quotations	Goods	No	Canterbury International (Australia) Pty Ltd	180,000.00	21/07/2015	20/07/2018	No
Transport Canberra Brand Development	Quotations	Consultancy	No	ED Digital Pty Ltd	51,788.00	01/05/2016	30/06/2016	Yes
Various Schools North Zone - Tree Assessments	Quotations	Works	No	Treeworks (ACT/NSW) Pty Ltd	38,550.00	15/10/2015	15/01/2016	Yes
Various Schools South Zone - Tree Assessments	Quotations	Works	No	Treeworks (ACT/NSW) Pty Ltd	39,649.50	15/10/2015	15/01/2016	Yes

Contract Title	Procurement Methodology	Procurement Type	Exemption from Quotation and Tender Threshold requirements	Contractor Name	Contract Amount	Execution Date	Expiry Date	Small to Medium Enterprise (SME)
Wanniassa Hills Primary School - Carpet Replacement	Quotations	Works	No	Tri-Delt Pty Ltd trading as Quay Building Group	51,976.00	09/12/2015	09/03/2016	Yes
Wanniassa Hills Primary School - Classroom Upgrade	Quotations	Works	No	Colda Constructions Pty Ltd	32,668.00	09/12/2015	09/03/2016	Yes
Wanniassa Hills Primary School - Library Upgrade	Quotations	Works	No	Colda Constructions	75,283.00	10/03/2016	10/04/2016	No
Wanniassa Junior School – UST Removal & associated works	Quotations	Works	No	Robson Environmental	53,553.06	16/03/2016	16/04/2016	No
Woden Bus Interchange Public Lift Package 3	Select	Works	No	Kone Elevators Pty Ltd	182,413.00	18/12/2015	30/07/2017	No
Woden Community Hub – Design and Feasibility Study	Quotations	Consultancy	No	AMC Architecture Pty Ltd	22,242.00	08/06/2016	30/06/2016	Yes
Woden Public Realm Improvements - Works Package 1 Including Stairs and Lifts	Public	Works	No	Acclaim Contractors Pty Ltd	3,163,812.00	02/12/2015	31/08/2017	Yes
Woden School - Windows, Doors Repairs	Quotations	Works	No	Aris Building Services Pty Ltd	57,300.00	14/12/2015	14/03/2016	Yes



ANNEXED REPORTS



# ACT EXECUTIVE

## OVERVIEW

The ACT Executive consists of the Chief Minister and other Ministers and their staff. The ACT Executive has powers under the *Australian Capital Territory (Self Government) Act 1988* to govern the Territory and execute and maintain enactments and laws.

During the reporting period the responsibility for the administration of the budget appropriation for the ACT Executive rested with the Chief Minister, Treasury and Economic Development Directorate. Governance oversight, including Audit and Risk Committee, forms part of the governance structure within the directorate. The ACT Executive financial results, including asset management, and the Management Discussion and Analysis are reported in Volume 2 of the 2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report.

## BARR MINISTRY

Andrew Barr	Chief Minister Treasurer Minister for Economic Development Minister for Tourism and Events Minister for Urban Renewal
Simon Corbell	Deputy Chief Minister Attorney-General Minister for Capital Metro Minister for Health Minister for Police and Emergency Services Minister for the Environment and Climate Change
Shane Rattenbury	Minister for Corrections Minister for Education Minister for Justice and Consumer Affairs Minister for Road Safety
Mick Gentleman	Minister for Planning and Land Management Minister for Racing and Gaming Minister for Workplace Safety and Industrial Relations
Yvette Berry	Minister for Housing, Community Services and Social Inclusion Minister for Multicultural and Youth Affairs Minister for Sport and Recreation Minister for Women
Meegan Fitzharris <sup>1</sup>	Minister for Higher Education, Training and Research Minister for Transport and Municipal Services Assistant Minister for Health
Chris Bourke <sup>2</sup>	Minister for Aboriginal and Torres Islander Affairs Minister for Children and Young People Minister for Disability Minister for Small Business and the Arts Minister for Veterans and Seniors

<sup>1</sup> Meegan Fitzharris was appointed as a Minister in January 2016.

<sup>2</sup> Chris Bourke was appointed as a Minister in January 2016.

## STAFF

Staff are employed under the *Legislative Assembly (Members Staff) 1989 Act* (LAMS Act).

### Number of staff employed at 30 June 2016

Classification	Number of Staff
Executive Chief of Staff	1.0
Senior Adviser L2	8.0
Senior Adviser L1	14.7
Adviser L2	12.0
Adviser L1 (upper)	12.0
TOTAL	47.7

### Gender breakdown at 30 June 2016

LAMS – ACT Executive	Female	Male	Total
FTE by gender	21.0	26.7	47.7
Percentage of workforce	44%	56%	

Financial management and associated reporting was provided to the ACT Executive through the Chief Minister, Treasury and Economic Development Directorate. The provision of payroll services was through Shared Services.

Accommodation and building security was controlled by the Office of the Legislative Assembly, who also provided oversight of workplace health and safety and associated risk management, facilities management and workplace environmental management. Reporting on these issues is contained in the 2015-16 ACT Office of the Legislative Assembly Annual Report.

Corporate administrative and financial support, including protocol matters, awards, functions and events, were provided by the Chief Minister, Treasury and Economic Development Directorate. Administrative operations are subject to the same governance controls in relation to risk management, fraud prevention and records management as the Chief Minister, Treasury and Economic Development Directorate, and reporting is included in the relevant section of the directorate's annual report.

The Executive's legal services are provided by the ACT Government Solicitor's Office, which review any issues to ensure compliance with the Model Litigant Guidelines.

Further information may be obtained from:

Sue Hall  
Executive Director  
Corporate  
Chief Minister, Treasury and Economic Development Directorate  
+61 2 6207 0569  
[Sue.Hall@act.gov.au](mailto:Sue.Hall@act.gov.au)



# ACT ARCHITECTS BOARD



## Architects Board of the ACT

Mr Mick Gentleman MLA  
Minister for Planning and Land Management  
ACT Legislative Assembly  
London Circuit  
CANBERRA ACT 2601

Dear Minister,

### 2015-16 ACT Architects Board Annual Report

This report has been prepared under section 6(1) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the ACT Architects Board.

I certify that the attached annual report is an honest and accurate account and that all material information on the operations of the ACT Architects Board during the period 1 July 2015 to 30 June 2016 has been included.

I hereby certify that fraud prevention has been managed in accordance with Public Sector Management Standards, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you cause a copy of the Report to be laid before the Legislative Assembly within 4 months of the end of the financial year.

Yours sincerely

Ben Green  
Registrar of Architects  
21 July 2016

## COMPLIANCE STATEMENT

The ACT Architects Board Annual Report must comply with the 2015 Annual Report Directions (the Directions). The Directions are found at the ACT Legislation Register:

[www.legislation.act.gov.au/ni/annual/2015.asp](http://www.legislation.act.gov.au/ni/annual/2015.asp).

The Compliance Statement indicates the subsections, under the five Parts of the Directions, that are applicable to the ACT Architects Board Annual Report and the location of information that satisfies these requirements:

### Part 1 Directions Overview

The requirements under Part 1 of the 2015 Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The ACT Architects Board Annual Report complies with all subsections of Part 1 under the Directions.

In compliance with section 13 Feedback, Part 1 of the Directions, contact details for ACT Architects Board are provided within the ACT Architects Board Annual Report to provide readers with the opportunity to provide feedback.

### Part 2 Agency Annual Report Requirements

The requirements within Part 2 of the Directions are mandatory for all agencies and ACT Architects Board Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the ACT Architects Board Annual Report as follows:

- > A. Transmittal Certificate, see page 219;
- > B. Organisational Overview and Performance, inclusive of all subsections, see page 221;
- > C. Financial Management Reporting, inclusive of all subsections, is contained within the CMTEDD Annual report.

### Part 3 Reporting by Exception

The ACT Architects Board has nil information to report by exception under Part 3 of the Directions for the 2015-16 reporting period.

### Part 4 Agency Specific Annual Report Requirements

There are no specific annual report requirements for the ACT Architects Board.

### Part 5 Whole of Government Annual Reporting

All subsections of Part 5 of the Directions apply to the ACT Architects Board. Consistent with the Directions, the information satisfying these requirements is reported in the one place for all ACT Public Service Directorates, as follows:

M. Community Engagement and Support, see the 2015-16 Annual Report of Chief Minister, Treasury and Economic Development Directorate;

N. Justice and Community Safety, including all subsections R.1 – R.4, see the 2015-16 Annual Report of the Justice and Community Safety Directorate;

O. Public Sector Standards and Workplace Profile, see the Commissioner for Public Administration State of the Service Annual report; and

P. Territory Records, see the 2015-16 Annual Report of Chief Minister, Treasury and Economic, Development Directorate.

ACT Public Service Directorate annual reports are found at the following web address:

[www.cmd.act.gov.au/open\\_government/report/annual\\_reports](http://www.cmd.act.gov.au/open_government/report/annual_reports).

## APPOINTED MEMBERS OF THE ARCHITECTS BOARD OF THE ACT

Peak Body Representative	Catherine Townsend (Board Chair)
Academic architect representative	Annabelle Pegrum
Registered architect representative	Alan Morschel
Legal representative	Maurice Falcetta
Community interests representative	Alex Sloan

## REGISTRATIONS

Registrations from 1 July 2015 to 30 June 2016

Type of registration	No. of registrations
New architects	33
Re-issue	42
Renewed architects	275
New mutual recognition	16
Current registered architects	358

## ARCHITECT BOARD MEETINGS

The Board met on the following occasions this financial year:

Date
4 August 2015
11 August 2015
2 September 2015
14 October 2015
3 November 2015
10 November 2015
15 December 2015
19 January 2016
16 February 2016
15 March 2016
19 April 2016
10 May 2016
24 June 2016

## **BOARD FUNCTIONS**

The ACT Architects Board is part of a national network of Boards which administer the state legislations pertaining to Architectural education and the registration of Architects. The eight State and Territory architect registration Boards are Nominating Bodies of the Architects Accreditation Council of Australia (AACA). AACA was established by the Boards to ensure national consistency in the pathways that lead to registration as an Architect in Australia. The Architects Board of the ACT is represented by the Registrar and the Board Chair, as are the other State and Territory Registration Boards.

The AACA is recognised as the national organisation responsible for advocating, coordinating and facilitating national standards for the registration of architects in Australia and for the recognition of Australian architects overseas by the relevant Registration Authorities. The AACA also has the responsibility for assessment of overseas qualifications in architecture for the purposes of migration to Australia under the Australian Government's Skilled Migration program.

## **REGISTRAR FUNCTIONS**

The role of the Registrar under the Act is to manage the administration of the board and to maintain the register of Architects. In September 2015 the Registrar and Board Chair attended the AACA annual forum and Annual General Meeting in Sydney. This conference was attended by the Registrars and Board chairs from all other Australian jurisdiction. The meeting provide an opportunity for Registrars and Board Chairs to share information about what was happening in each of the jurisdictions and to look at ways to work together in the progression of architecture across Australia.

## **COMPLAINTS AND DISCIPLINARY ACTIONS**

In each State and Territory of Australia it is a legal requirement that any person using the title Architect, or offering services to the public as an Architect, must be registered with the architect registration Board in that jurisdiction. Architect legislation has been enacted to protect consumers and the public. Only people whose names appear on a State and Territory architect registration Board register can use the title 'Architect' in that jurisdiction. Therefore, it is illegal for people to use the title 'Architect' or offer architectural services if they are not on a register of architects in the State or Territory in which they are practicing.

Numerous complaints are received by Boards each year regarding offences of this kind. Non compliance with this requirement in the legislation is seen by the Board as a serious matter, and acting against all reasonable efforts to protect consumers and the public, by ensuring that individuals claiming to be architects have the qualifications and experience required by the legislation.

In 2015-2016 1 complaint was received by the Board in relation to conduct and services by registered architects. After investigation by the Board it was determined that there were insufficient grounds to take action in relation to the complaints.

## **YEAR AHEAD**

On 24 June 2016 the board held a planning day and discussed:

- > implementing digital services for Registered Architects and individuals interacting with the Board;
- > creating a better 'web presence' for the Board;

- > introducing a newsletter to be circulated to Registered Architects and individuals within the construction community;
- > undertaking a review of the current selection of examiners for the Architectural Practice Examinations; and
- > undertaking consultation in relation to the introduction of a Code of Conduct.

The Board will continue to progress improvements to the regulation of Architects and Architectural practice over the coming year.

Further information may be obtained from:

Mr Ben Green  
Registrar ACT Architects Board  
Phone: 6207 7387  
Email: [architectsboard@act.gov.au](mailto:architectsboard@act.gov.au)

# ACT COMPULSORY THIRD PARTY INSURANCE REGULATOR

## 1. ORGANISATIONAL OVERVIEW

The Australian Capital Territory Compulsory Third-Party Insurance Regulator (CTP regulator) is an independent Territory authority established under section 14 of the *Road Transport (Third-Party Insurance) Act 2008* (CTP Act) to regulate compulsory third-party (CTP) insurance in the Territory.

The CTP Act is administered by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD). Under section 14 of the CTP Act, the Minister must appoint a public servant as the CTP regulator which must be for not longer than 5 years. The Executive Director of the Economic and Financial Group, CMTEDD was appointed by the Minister as the CTP regulator for a period of 5 years commencing from 9 June 2015. The position is currently held by Ms Karen Doran.

The functions of the regulator are supported by the Financial Framework Management and Insurance Branch of the Economic & Financial Group, within CMTEDD. The regulator's stakeholders include the members of the ACT community, particularly persons injured in road crashes, motorists who are required by law to purchase CTP insurance, and the licensed insurers.

### 1.1 Principal Objectives

The role of the CTP regulator is to regulate the CTP insurance scheme in the ACT under the CTP Act. The objectives of the Act under section 5A are to:

- > continue improving the system of CTP insurance, and the scheme of statutory insurance for uninsured and unidentified vehicles operating in the ACT;
- > promote competition for CTP premiums;
- > keep the costs of insurance at an affordable level;
- > provide for the licensing and supervision of insurers;
- > encourage the speedy resolution of personal injury claims;
- > promote and encourage the rehabilitation of people injured in motor accidents;
- > maintain an accurate register of motor accident claims to help the administration of the statutory insurance scheme and the detection of fraud; and
- > promote measures directed at eliminating or reducing causes of motor accidents and mitigating their results.

### 1.2 Functions

The functions of the CTP regulator are specified in section 14A of the CTP Act and include:

- > regulating the licensing of CTP insurers;
- > monitoring the behaviour of licensed CTP insurers in relation to their obligations under the Act;
- > improving health outcomes for claimants;
- > monitoring the efficiency of the CTP scheme under the Act and identifying areas for amendment; and
- > ensuring that all premiums meet the fully funded test and are not excessive.

## 1.3 Highlights

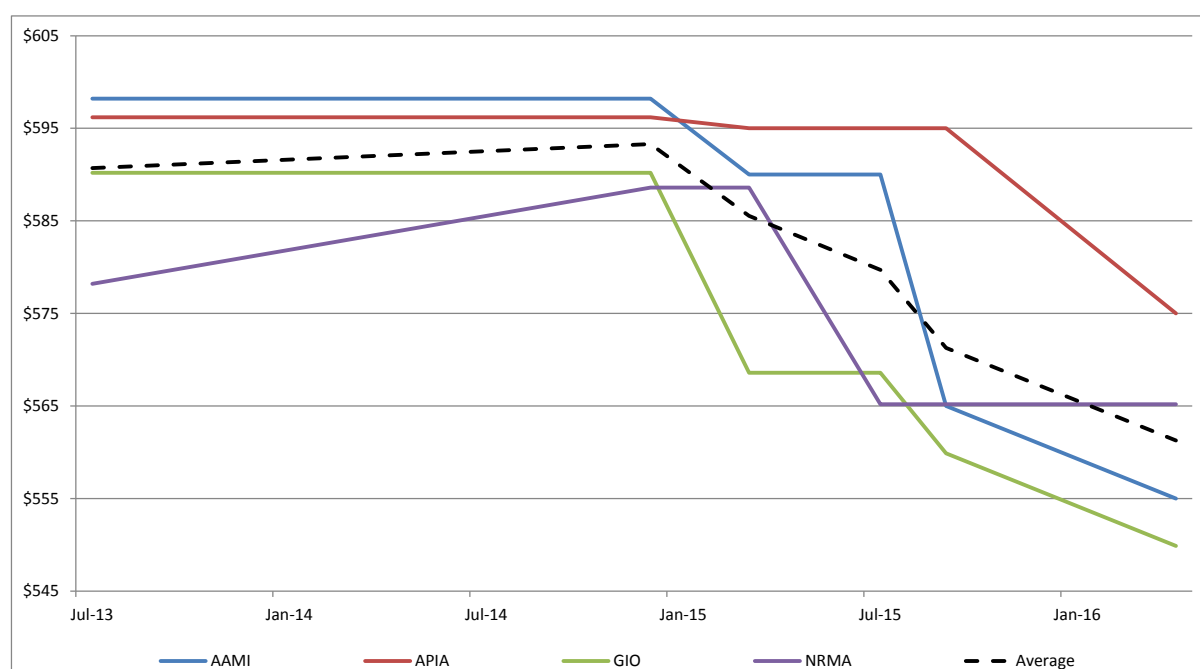
### Competition and CTP premium reductions

Since the successful introduction of competition to the ACT CTP insurance market commencing in July 2013, the three new entrants – AAMI, APIA and GIO – have cemented their position alongside NRMA insurance in the market.

During 2015-16, in addition to choice in insurance products offered, and higher quality products such as at-fault driver cover provided by a number of insurers, motorists benefited from further reductions in premiums, as shown in Figure 1. Since competition commenced in the ACT CTP market in July 2013 until 30 June 2016, the average private passenger vehicle premium has fallen by \$29.43, or 5 per cent.

Figure 1 – Fall in CTP premium prices since the introduction of competition

Figure 1 – Fall in CTP premium prices since the introduction of competition



### Review of the operation of the CTP Act

A review of the operation of the CTP Act (Review report) was presented to the Legislative Assembly on 5 April 2016 (the first sitting day available after 31 March 2016) as required by section 275 of the CTP Act. The review was performed by the scheme actuary with the factual findings of the review based on the claims and premiums experience over the 3 years to 31 December 2015.

The Review report outlines a number of areas where progress has been made in achieving and improving on the objectives of the CTP Act. These include:

- > the introduction of competition since July 2013 and reduced premiums; and
- > an increase in early payment Motor Accident Notification Form (MANF) claims from 6% of all claims in 2009 to 13% of all claims in 2015.<sup>i</sup>

The Review report found however, that the operation of the scheme is being impacted by the scheme design and its generous nature, with few qualifying thresholds or caps on some heads of damage (such as pain and suffering). This is because the scheme structure has a strong effect on claim costs, which flows through to high premiums. As a result, despite the recent decreases in premiums, the affordability of ACT CTP policies compares unfavourably with other jurisdictions.

A comparison of the 2014-15 heads of damage with NSW and Queensland (the most comparable schemes to the ACT), shows that the ACT has a relatively high proportion of claims being paid out on pain & suffering and legal costs, compared with treatment and care costs. The high pain & suffering and legal costs are to the detriment of treatment and care costs being paid to injured parties and/or to scheme premium levels, and are partly attributable to the CTP scheme design.

The Review report notes that significant premium reductions in the future would require scheme reform. A full copy of the Report can be found at: [apps.treasury.act.gov.au/compulsorytpi/ctp-publications](https://apps.treasury.act.gov.au/compulsorytpi/ctp-publications).

### Online quiz

During 2015-16, the CTP regulator conducted a short online CTP insurance quiz, consisting of a range of true or false questions, that was available on the CTP insurance website from 18 April to 15 May. The quiz targeted more than 265,000 Canberra motorists aged 17-65 and digital and printed mediums were used to raise awareness about the quiz.<sup>ii</sup>

The quiz was designed to gauge drivers' level of knowledge of the ACT CTP scheme and to improve, amongst other things, the understanding of the current arrangements, and importantly, the circumstances required to be eligible for CTP payments.

A total of 1,632 participants took part in the quiz with 79 per cent of participants answering five or more questions out of ten correctly. Despite the pass rate, the majority of participants (62 per cent) answered three to five answers incorrectly.

An analysis of the data (where there was a relatively high proportion of incorrect responses) shows that in general Canberra motorists lack knowledge about:

- > the nature and meaning of an 'at-fault' system, and the need to prove fault in order to receive compensation;
- > what a CTP policy covers in terms of insurance;
- > the relative cost of the ACT's CTP scheme compared to other jurisdictions;
- > the relative proportion of different payments by the scheme, including the relatively low proportion of scheme payments made for medical expenses for injured persons; and
- > eligibility for the Lifetime Care and Support Scheme (when injuries are catastrophic).

The results are assisting the CTP regulator in developing strategies aimed at enhancing motorists' understanding of the key features and benefits provided by the scheme.

### Other highlights

The CTP regulator also:

- > as part of the Taxi Industry Innovation Review (TIIR) reforms, amended legislation to create a rideshare CTP premium class (25A) to accommodate Uber's operations commencing in the ACT; requested the ACT CTP insurers to submit revised CTP premium filings for ridesharing; and assisted the process of insurers reviewing premiums for taxi and hire cars, relative to rideshare premiums;



- > met with the ACT CTP insurers, the ACT Nominal Defendant and the Industry Council of Australia to share information and discuss a range of topical issues, with the aim of continually refining the operation of the CTP Insurance scheme;
- > promoted public awareness of the causes of motor accidents by financially supporting speeding; texting while driving; safer cycling; and driver distraction campaigns during 2015-16 in conjunction with the Road Safety Unit of the Justice and Community Safety Directorate;
- > updated the CTP regulator website to improve transparency and understanding of CTP insurance, including: providing information on competition and ridesharing; clarifying a range of terms associated with CTP insurance; introducing simpler and clearer steps to making a claim; and introducing new frequently asked questions (FAQs) to address common misnomers and recurring issues raised by the public; and
- > maintained the CTP website and responded to feedback from the public received by way of telephone calls through Canberra Connect, via the CTP website at [apps.treasury.act.gov.au/compulsoryctpi/feedback](https://apps.treasury.act.gov.au/compulsoryctpi/feedback), and via general written correspondence.

## 1.4 Market Share

The ACT Government established competition to, amongst other things, introduce innovative CTP insurance products; place downwards pressure on premiums; encourage more direct pathways to rehabilitation and treatment; and encourage a quicker return to health while obviating as many long-term injuries as possible.

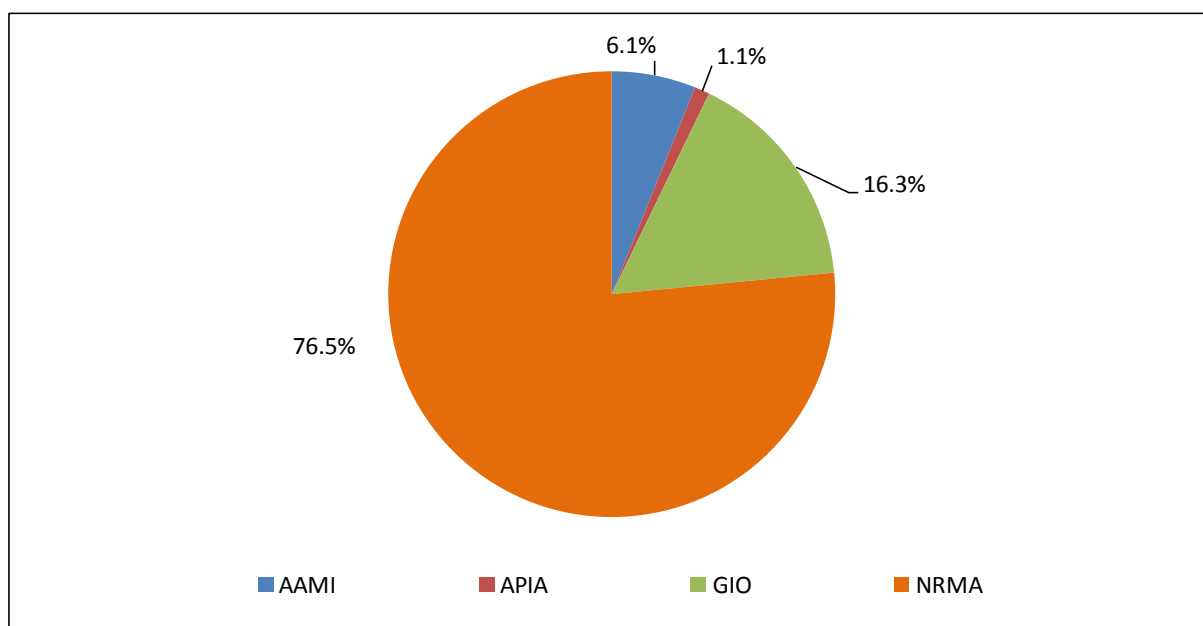
Market share indicates the proportion of the CTP market held by each insurer. It provides an indication of how the ACT community is reacting to a competitive market as well as reflecting how the new insurers are establishing themselves in the market.

Information from insurers indicates that a significant proportion of motorists are changing CTP policies based on the premiums on offer at the time of renewal. This was reinforced by the findings of the section 275 Review report which found that: “The ACT CTP market has exhibited considerable price sensitivity with relatively small reductions leading to increased market share for respective brands.”

Figures 1 and 2 show the average market share for 2014-15 and 2015-16 respectively, based on premiums collected by insurers.

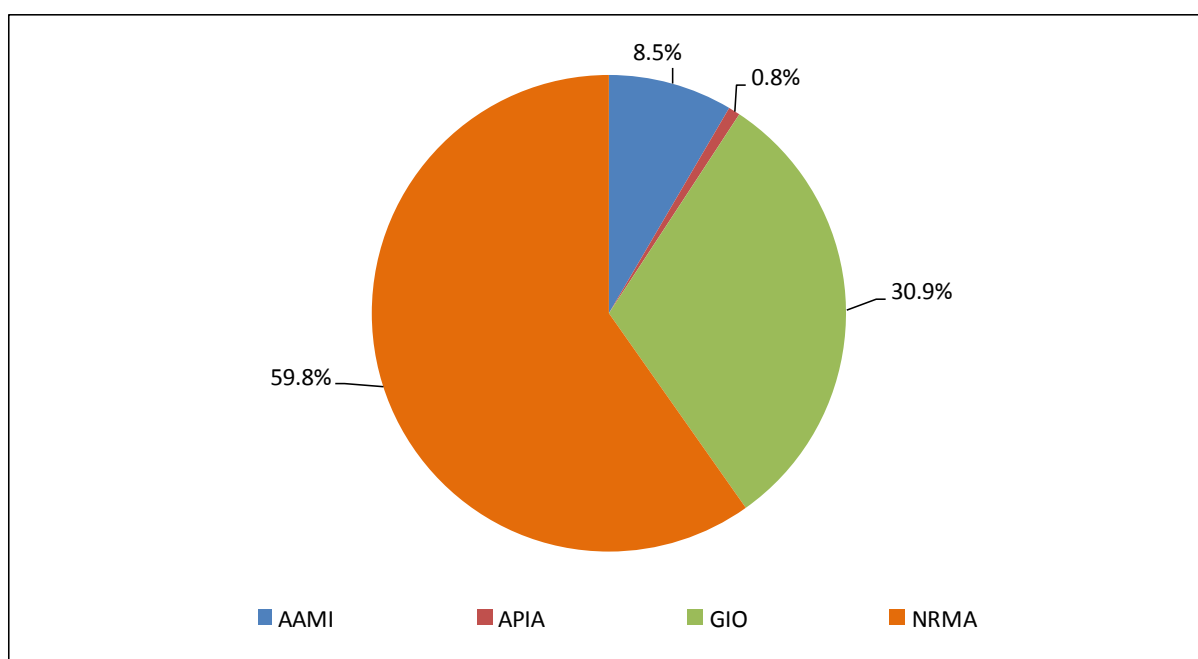
During their second year of operation in 2014-15, Suncorp (GIO, APIA and AAMI) garnered a market share of 23.5 per cent, up from an average of 10.2 per cent in the preceding year. NRMA held the balance of the market share with 76.5 per cent in 2014-15

Figure 1 - Market Share over the 2014-15 financial year



Over 2015-16, Suncorp's market share continued to increase, rising to a share of 40.2 per cent. NRMA's share declined to 59.8 per cent (a decline of 16.7 percentage points compared to 2014-15).

Figure 2 - Market Share over the 2015-16 financial year



### 1.5 Premiums and scheme affordability

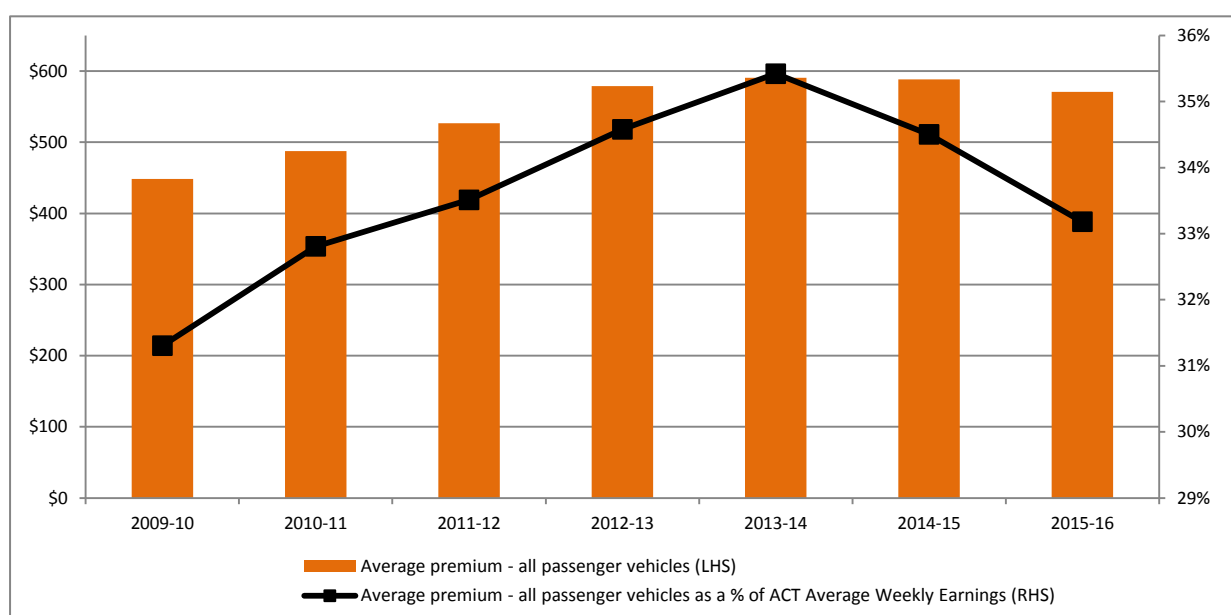
One of the objectives of the CTP Act is to keep the costs of insurance at an affordable level.

As previously highlighted in the findings of the review of the scheme, the premiums charged by insurers reflect the benefit structure underlying the ACT's CTP insurance scheme. The ACT's scheme design differs from that of other State CTP schemes which tend to contain limits on benefits. For

example, other CTP schemes limit access to common law and damages for non-economic loss (general damages and pain and suffering) to severe injuries. The ACT arrangements are reflected in the higher premiums motorists pay in the Territory and hence impacts on the relative affordability of our scheme.

Affordability, measured as premiums as a proportion of ACT average weekly earnings, declined over the period 2009-10 to 2013-14. This reflects average premiums increasing at a faster rate than the increase in average weekly earnings throughout this period. However, affordability has improved in 2014-15 and again in 2015-16 in trend terms due to recent premium reductions.

Figure 3 –Average Premiums for Private Passenger Vehicles and as a Proportion of ACT Average Weekly Earnings



## 1.6 Average cost of claims and claims frequency

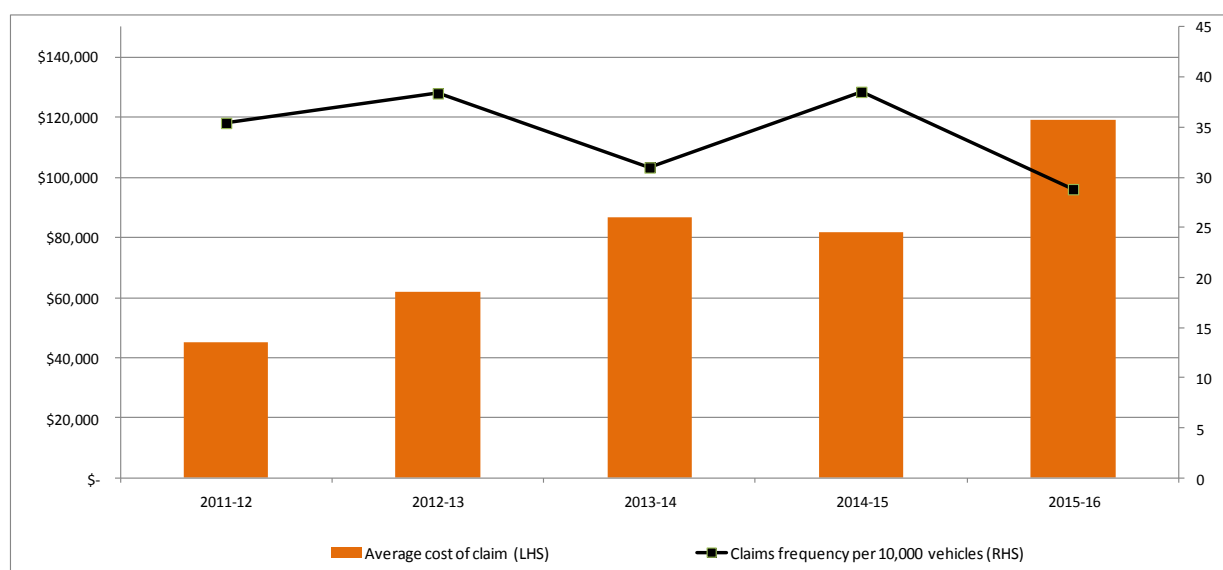
The claims frequency and average cost of a claim are important drivers of CTP insurance premiums. The higher the claims frequency and average cost per claim, the more funding insurers need to cover future claim payments and hence the need to set higher premiums.

Figure 4 demonstrates that the average claims cost for 2015-16 increased by \$37,334 or 45.7 per cent over 2014-15 to \$119,109. The ACT's claims management system indicates that in part, this large increase was due to several multi-million dollar claims being finalised in the 2015-16 year. Total payments made in the over \$1 million category during 2015-16 (which related to accidents in 2011-12 and 2012-13) were three times higher than they were during 2014-15.

Claims frequency is an important measure as it indicates the proportion of the Territory's motor vehicles that are involved in a motor vehicle accident. It is calculated by dividing the number of CTP claims by the number of registered vehicles.

The frequency of claims decreased in 2015-16 relative to the period 2011-12 to 2014-15. For the CTP Scheme overall, claims frequency has remained within a fairly tight band over the 2011-12 to 2015-16 period, hovering between a low of 29 and a high of 39 (that is, 29 to 39 in every 10,000 motor vehicles were involved in an accident).

Figure 4 – Average Claim Costs and Claims Frequency



**Notes:**

In deriving claims frequency, the number of claims are those added in the quarter and converted to a yearly basis, which are divided by the number of ACT registered vehicles with a CTP policy (excludes trailers and non-engine caravans / campervans).

The average cost per claim is based on the payments made for the number of claims finalised in the quarter and converted to a yearly basis.

## 1.7 Fraud

One of the objectives of the CTP Act is to establish and keep a register of motor accident claims to assist with the administration of the statutory insurance scheme and the detection of fraud.

The State Insurance Regulatory Authority (SIRA) which is responsible for the NSW CTP insurance scheme has noted that cold calling and the use of claims farming practices is growing and that there is evidence that the issue is emerging in other CTP schemes around Australia, however, NSW appears to be the 'epicentre'.<sup>iii</sup>

SIRA estimates that the additional cost to NSW motorists of fraudulent and exaggerated claims is as much as \$400 million per year.<sup>iv</sup> After a review of the NSW insurance industry, SIRA has identified that the problem is with a significant increase in the number of CTP minor severity, legally represented claims (the increase in minor injury, legally represented claims is estimated to be about 20% in each calendar year 2013 and 2014 and nearly 40% in 2015).<sup>v</sup>

The CTP regulator has been analysing the ACT's scheme data, and is working co-operatively with other Heads of Motor Accident Insurance Schemes in regard to fraud issues and monitoring.

The typical characteristics of fraud that have tainted the NSW CTP schemes are not currently evident on a systemic basis within the ACT CTP scheme. For example, as Figure 4 showed, claims frequency since 2011 has remained within a tight band (unlike the NSW CTP scheme with an average annual growth estimated of over 5 per cent for the same period). Further, the ACT Scheme has not experienced a spike in minor severity claims in recent years.

During 2015-16, the CTP regulator migrated the Personal Injury Register – the claims register of all motor accidents occurring in the ACT – from the Queensland Motor Accident Insurance Commission to the ACT Government's ICT platform. This provides the CTP regulator the ability to customise the

system. The CTP regulator is currently pursuing enhanced statistical analysis and fraud detection reports.

## 1.8 Claims payments

Figure 5 provides details on claim payments by heads of damage. The data shown captures payments that have been finalised and made in the relevant financial year, but which relate to earlier accident periods. So, for example, for the claims payments finalised and made in 2015-16, these data relates to claims for the accident period of 2009 to 2016.

As the bulk of the claims finalised during 2015-16 relate to the 2013 and 2014 accident periods, with some claims payments also made in regard to earlier years, this highlights the length of time taken to settle claims between parties and the access that injured persons have to the courts, where judgements take time to be finalised.

In relation to the 2015-16 CTP claim payments:

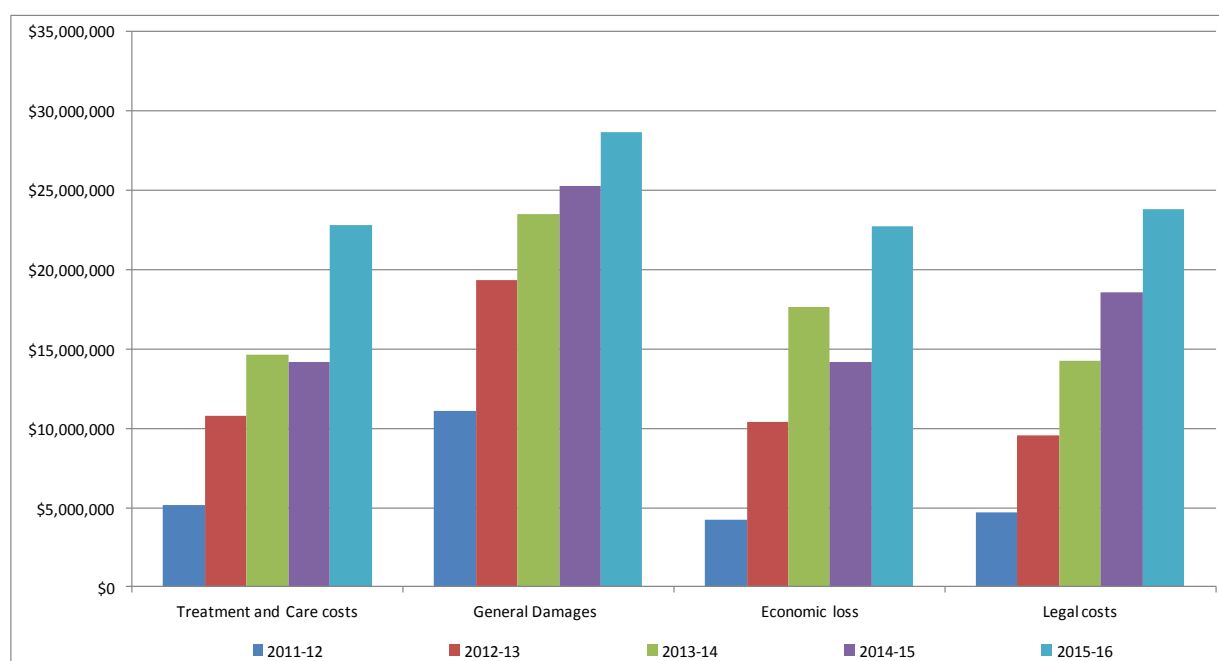
- > general damages was the largest payment type and represented 29.2 per cent of payments;
- > legal costs represented 24.3 per cent of payments (not including solicitor-client fees);
- > treatment and care costs for injured persons were \$22.8 million, or 23.3 per cent of payments; and
- > economic loss costs constituted 23.2 per cent of claim payments.<sup>vi</sup>

Over the period 2011-12 to 2015-16 the fastest growing components of claim payments continued to be for economic loss and legal costs which had average annual growth rates of 63.8 per cent per annum and 53.1 per cent per annum respectively.

However, there was a significant increase in the payment of treatment and care costs made between 2014-15 and 2015-16, which led to the average annual growth rate increasing to 50.9 per cent per annum for treatment and care over the same period. This is attributable to the larger average claim size experienced by the scheme during 2015-16 that resulted from several multi-million payments being made in the June quarter of 2016 for the 2011-12 and 2012-13 financial years. The average annual growth rate for general damages was 29.3 per cent per annum over the period 2011-12 to 2015-16.

These trends reflect both the existing CTP Scheme design as well as the percentage of claimants who choose to pursue a court settlement for their claim.

Figure 5 – Distribution of Claims Payments by Heads of Damage



**Note:**

Treatment and care costs comprise 'treatment costs' and 'past and future care costs'.

General Damages comprise 'General Damages costs' and Economic Loss costs comprise 'Economic Loss costs'.

Legal costs comprise 'Defendant legal costs', 'Investigation costs' and 'Plaintiff Legal costs', but do not include solicitor-client fees.

## 1.9 Profit Margins

Section 46 of the CTP Act requires that the CTP regulator assess the profit margin included in the CTP premium and the actuarial basis on which the profit is calculated. The assessments must be reported on annually.

In regard to the relevant filing documents of the insurers during 2015-16 (with effective dates of 1 July 2015 for NRMA; 17 September 2015 for AAMI and GIO; and 1 April 2016 for AAMI, GIO and APIA), the regulator received actuarial advice from the scheme's actuary. All the insurers' profit margins were assessed as being in a reasonable range. These profits are expected profits at the time premiums are filed.

The range for the industry as assessed by the scheme actuary in 2015-16 was 8 per cent to 12 per cent (in 2014-15 the range was 7 per cent to 12 per cent).

## 1.10 Premium Determinations

Section 38 of the CTP Act provides that insurers are only permitted to charge a premium approved by the regulator.

The regulator usually receives a premium filing from licensed insurers at least annually. The regulator makes an assessment of each premium filing, based on expert independent actuarial advice, and may approve a premium if it is assessed that it will fully fund the insurer's liabilities and is not considered to be excessive. If a premium filing is not received within a year, the regulator has to review and assess the existing premium in accordance with the same criteria.

A premium filing assessment considers claims frequency, claim size, investment returns, administrative expenses, legal expenses and insurer profit – generally elements that serve to make up the overall cost of service for an insurer participating in the ACT CTP market.

The role of the CTP scheme actuary is to provide expert actuarial advice to the CTP regulator. This role is performed by Cumpston Sarjeant Consulting Actuaries, under contract.

### **1.11 Licensed Insurers**

Under section 184 of the CTP Act, the regulator may license an insurer to provide CTP insurance in the ACT.

No new applications from other insurers to become licensed insurers in the ACT were received during 2015-16.

### **1.12 Loadings on Short Term Premiums**

The following loadings apply to premiums on CTP policies with a duration of less than 12 months ('Short Term Premiums'):

- > insurer's administration loading: \$2.50; and
- > insurer's lost investment income loading.

The CTP Premium Guidelines require the CTP regulator to publish the insurer's lost investment income loading each year in the annual report. These loadings will be applied to short term premiums by the rego.act system in accordance with the formula in section 3.5.4 of the premium guidelines. The amount is determined by the scheme actuary and will apply for the relevant financial year. The loading for the 2016-17 financial year is 0.175 per cent per month.

### **1.13 CTP Average Annual Risk Premium**

The regulator is required to publish the average annual risk premium for CTP in the ACT. The risk premium represents the base risk amount that each insurer bears when providing CTP insurance in the ACT. Presently there are four licensed CTP insurers in the ACT. As such, the risk premium has been derived using a weighted average of data from all of the insurers and the Nominal Defendant in order to determine the average risk premium price per policy.

The average risk premium price per policy for 2015-16 was \$441.44.

### **1.14 Nominal Defendant**

The Nominal Defendant is liable for claims against uninsured or unidentified motor vehicles (including unregistered vehicle permits) for which a CTP insurer cannot be identified. Under section 13 of the CTP Act, the Australian Capital Territory Insurance Authority (ACTIA) is the Nominal Defendant. The Annual Report of the Nominal Defendant is annexed to ACTIA's Annual Report.

Section 3.5.2 of the CTP Premium Guidelines requires the Nominal Defendant Loading to be assessed on a yearly basis by the scheme actuary. The Nominal Defendant loading that will 'apply to the next financial year' is to be published in the CTP regulator's annual report.

At the request of the CTP regulator, the scheme actuary has undertaken a review of the Nominal Defendant loading for 2016-17 and determined that the Nominal Defendant Loading will remain at 4.0 per cent (the loading was increased to 4.0 per cent in 2015-16).

## 1.15 Outlook

Priorities in 2016-17 and over the next three financial years relate to the objectives of the CTP Act. In this context, the CTP regulator will:

- > progress the modification of the Personal Injury Register to allow improved analysis of scheme statistics and trends, including fraud detection, to be undertaken;
- > develop legislative requirements to establish a new light rail vehicle (LRV) CTP premium class and incorporate LRVs into the CTP Act to ensure that personal injuries arising from a traffic accident involving a LRV are treated in a consistent manner with accidents involving other vehicles;
- > review the CTP premium filing process with the aim of increasing the efficiency of the process for all impacted parties;
- > enter into a Memorandum of Understanding with the Australian Prudential Regulation Authority (APRA) that provides access to data and other information on the financial health of ACT CTP insurers;
- > review the regulatory requirements and appropriate legislative arrangements for the on-demand transport industry; and
- > contribute to targeted road safety initiatives that assist in reducing motor accidents and personal injuries, and mitigating their impact.

## 2. PERFORMANCE ANALYSIS

The ACT Compulsory Third-Party (CTP) Insurance regulator's 2015-16 performance indicators are included in the Statement of Intent, and are reported as part of the regulator's Statement of Performance.

The 2015-16 financial year saw the CTP regulator develop and accomplish the following indicators.

### Explanation of Performance Indicators

#### *CTP Premiums are approved in accordance with the Road Transport (Third-Party Insurance) Act 2008*

The CTP regulator is required to approve or reject a premium application under section 41 of the *Road Transport (Compulsory Third-Party Insurance) Act 2008* (CTP Act). Under section 42, there are two grounds that permit the CTP regulator to reject a premium filing. These grounds are that the premiums applied for by CTP insurers are too low (the fully funded test) or are too high (the excessive premium test).

The premium filings received from NRMA in April 2015 (effective 1 July 2015) and in November 2015 (effective 1 April 2016) were assessed and approved in accordance with the CTP Act.

The premium filings received from AAMI and GIO in July 2015 (effective September 2015), and from AAMI, GIO and APIA in November 2015 (effective from April 2016) were also assessed and approved in accordance with the CTP Act.

#### *The scheme is fully funded*

All premium filings by licensed CTP insurers are reviewed by the scheme actuary to ensure they are fully funded. Review of the premium filings ensures that the scheme is able to pay out all present and future liabilities. Where an insurer does not make a premium submission during the financial



year, the CTP regulator will request an independent actuarial review of the insurers' books to ensure that the ACT CTP Insurance scheme will continue to be fully funded. The scheme actuary considered that all insurers' premiums met the fully funded test in 2015-16.

### *Make guidelines under the Act*

Issues on the guidelines under the CTP Act were discussed as a standing item at the 2015-16 Insurance Council of Australia (ICA) meeting held between the CTP regulator; insurers; the ACT Nominal Defendant; and the ICA, as well as at out-of-session meetings with insurers.

The new CTP Premium Guidelines 2015 (No 2) commenced on 3 November 2015 after consultation with insurers. The main change included revisions to incorporate a new CTP premium class for rideshare vehicles (25A) into the CTP scheme.

No revisions to the Early Payment Guidelines were made in 2015-16. However, a review of claim forms currently being undertaken between the CTP regulator, insurers and the ACT Law Society, which will amend the Motor Accident Notification Form (early payment form), has identified that changes will also be required to the Early Payment Guidelines in the future.

No other guidelines have been implemented under the Act in 2015-16.

### *To continue to refine the system of CTP insurance for vehicles in the ACT in conjunction with the insurers*

The CTP regulator and insurers met once during 2015-16 at a meeting facilitated by the ICA (out-of-session teleconferences were also conducted with insurers on important issues). The meeting and teleconferences included discussions on a range of issues targeted at improving the CTP scheme. This included developing Sharing Guidelines for the Industry Deed; reviewing the data, circumstances and approach to ridesharing; revising the CTP claims forms to reduce duplication and address issues with doctors not filling out two medical forms; reviewing the premium filing process to improve efficiency; and progressing implementation of the Personal Injury Register on the ACT ICT platform.

### *Promote public awareness of the causes of motor accidents through funding measures directed at reducing causes of motor vehicle accidents*

The CTP regulator is contributing \$75,500 to various road safety strategies aimed at mitigating third-party motor vehicle injuries in 2015-16. This comprises: \$16,300 for a speeding campaign; \$6,000 for a texting while driving initiative; \$26,600 for a safer cycling initiative; and \$26,600 for a driver distraction campaign.

### *Complaints handling within 10 working days of receipt of the complaint*

Of the five written complaints received in 2015-16, four complaints were responded to within the 10 working day timeframe. This is equivalent to a compliance rate of 80.0 per cent, which is slightly down on the 83.3 per cent compliance achieved for 2014-15. The one complaint not met within the timeframe was a complex issue involving discussions with the CTP insurers.

## **3. SCRUTINY**

During the reporting period the CTP regulator did not participate in any Legislative Assembly Committee inquiries related to its activities.

There were no Audit Office reports with recommendations in respect to the CTP regulator, and no Ombudsman reports.

#### **4. RISK MANAGEMENT**

The CTP regulator has a risk management plan in accordance with the Australian/New Zealand risk management AS/NZS ISO 31000:2009 and the ACT Government's "Enterprise Wide Risk Management Framework". The CTP regulator has overall responsibility for risk management, and for ensuring compliance with the risk management plan.

The risk management plan identifies the key risk areas as operational, financial, legal and reputational risk. The risk management plan has identified the following potential risks:

- > CTP regulator not meeting stakeholder expectations;
- > insufficient resources available to achieve statutory requirements caused by new insurers entering the ACT scheme; and
- > failure to meet legislative requirements.

These risks are mitigated through the use of appropriate governance structures, application of risk based management strategies and financial reporting processes.

#### **5. INTERNAL AUDIT**

The CTP regulator is part of the CMTEDD Audit and Risk Committee.

CMTEDD's Annual Report section on Internal Audit Committee applies to the CTP regulator.

No internal audits of the CTP regulator were undertaken during 2015-16.

#### **6. FRAUD PREVENTION**

The functions of the CTP regulator are supported by the Financial Framework Management and Insurance Branch of the Economic and Financial Group, CMTEDD who adhere to the CMTEDD Fraud and Corruption Prevention Plan.

#### **7. WORKPLACE HEALTH AND SAFETY**

The CTP regulator does not employ any personnel.

The functions of the CTP regulator are supported by the Financial Framework Management and Insurance Branch of the Economic and Financial Group, CMTEDD who adhere to the Directorate's Workplace Health and Safety practices.

#### **8. HUMAN RESOURCE MANAGEMENT**

The CTP regulator does not employ personnel. The functions of the CTP regulator are supported by the Financial Framework Management and Insurance Branch of the Economic and Financial Group, CMTEDD.

The CMTEDD's Annual Report section on HR management applies to the CTP regulator.

#### **9. ECOLOGICALLY SUSTAINABLE DEVELOPMENT**

The CMTEDD's Annual Report section on Ecologically Sustainable Development applies to the CTP regulator.

## 10. CAPITAL WORKS

The CTP regulator did not undertake any Capital Works Projects in the 2015-16 financial year.

## 11. ASSET MANAGEMENT

The CTP regulator has no assets other than its operational bank account. The CTP regulator does not have the capacity to invest funds over the medium to long term.

## 12. GOVERNMENT CONTRACTING

The CTP regulator is party to the following agreements:

External Sources of Labour and Service (Total contract value exceeds \$200,000)

Name	Description and Reason for Contract	Cost \$ (GST Exclusive)	Procurement Type	Contract Date
Cumpston Sarjeant Consulting Actuaries	Provide actuarial review and advice	\$96,000	Public Tender	Jan 2014

For further information contact:

Karen Doran  
CTP Regulator  
+ 61 2 6207 0264  
[Karen.Doran@act.gov.au](mailto:Karen.Doran@act.gov.au)

# ACT CONSTRUCTION OCCUPATIONS

## ACT Construction Occupations Registrar

Mr Andrew Barr MLA  
Chief Minister  
ACT Legislative Assembly  
London Circuit  
CANBERRA ACT 2601

Dear Chief Minister,

### 2015-16 ACT Construction Occupations Registrar Annual Report

This report has been prepared under Section 6(1) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

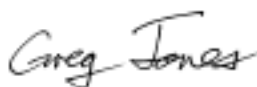
It has been prepared in conformity with other legislation applicable the preparation of the Annual Report by the ACT Construction Occupations Registrar.

I certify that the attached annual report is an honest and accurate account and that all material information on the operations of the ACT Construction Occupations Registrar during the period of 1 July 2015 to 30 June 2016 has been included.

I hereby certify that fraud prevention has been managed in accordance with the Public Sector Management Standards, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you cause a copy of the Report to be laid before the Legislative Assembly within 4 months of the end of the financial year.

Yours sincerely



Greg Jones  
ACT Construction Occupations Registrar  
29 July 2016

## COMPLIANCE STATEMENT

The ACT Construction Occupations Registrar's Annual Report must comply with the 2015 Annual Report Directions (the Directions). The Directions are found at the ACT Legislation Register: [www.legislation.act.gov.au/ni/annual/2015.asp](http://www.legislation.act.gov.au/ni/annual/2015.asp).

The Compliance Statement indicates the subsections, under the five Parts of the Directions, that are applicable to the ACT Construction Occupations Registrar's Annual Report and the location of information that satisfies these requirements:

### Part 1 Directions Overview

The requirements under Part 1 of the 2015 Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The ACT Construction Occupations Registrar's Annual Report complies with all subsections of Part 1 under the Directions.

In compliance with section 13 Feedback, Part 1 of the Directions, contact details for ACT Construction Occupations Registrar are provided within the ACT Construction Occupations Registrar's Annual Report to provide readers with the opportunity to provide feedback.

### Part 2 Agency Annual Report Requirements

The requirements within Part 2 of the Directions are mandatory for all agencies and the ACT Construction Occupations Registrar's Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the ACT Construction Occupations Registrar's Annual Report as follows:

- > A. Transmittal Certificate, see page 238;
- > B. Organisational Overview and Performance, inclusive of all subsections, see page 240;
- > C. Financial Management Reporting, inclusive of all subsections, is contained within the CMTEDD Annual report.

### Part 3 Reporting by Exception

The ACT Construction Occupations Registrar has nil information to report by exception under Part 3 of the Directions for the 2015-16 reporting period.

### Part 4 Agency Specific Annual Report Requirements

There are no specific annual report requirements for the ACT Construction Occupations Registrar

### Part 5 Whole of Government Annual Reporting

All subsections of Part 5 of the Directions apply to the ACT Construction Occupations Registrar. Consistent with the Directions, the information satisfying these requirements is reported in the one place for all ACT Public Service Directorates, as follows:

M. Community Engagement and Support, see the 2015-16 Annual Report of Chief Minister, Treasury and Economic Development Directorate;

N. Justice and Community Safety, including all subsections R.1 – R.4, see the 2015-16 Annual Report of the Justice and Community Safety Directorate;

O. Public Sector Standards and Workplace Profile, see the Commissioner for Public Administration State of the Service Annual Report; and

P. Territory Records, see the 2015-16 Annual Report of Chief Minister, Treasury and Economic, Development Directorate.

ACT Public Service Directorate annual reports are found at the following web address:

[www.cmd.act.gov.au/open\\_government/report/annual\\_reports](http://www.cmd.act.gov.au/open_government/report/annual_reports).

## **CONSTRUCTION OCCUPATIONS (LICENSING) ACT 2004 (COLA)**

This annual report has been prepared according to *Construction Occupations (Licensing) Act 2004* (s.112 Annual Report by Registrar) and *Construction Occupations (Licensing) Regulation 2004* (s.44 Information in report to Minister).

### **COLA INSPECTORATES**

The Construction Occupations Registrar utilises three key inspectorates to audit activities within the construction industry - the electrical inspectorate; the plumbing/gasfitting inspectorate; and the construction audit team. The teams focus on compliance of each of the licensed occupations within the construction industry, and the auditing and inspection of the works of licensees, specifically around the safety aspects of compliance of their work and installations.

Responsibilities rely on effective carriage and operation under a range of construction industry laws including the *Building and Construction Industry (Security of Payment) Act 2009*, the *Building Act 2004*, the *Construction Occupations (Licensing) Act 2004* (COLA), the *Electricity Safety Act 1971*, the *Gas Safety Act 2000*, the *Planning and Development Act 2007* (P&D Act), the *Water and Sewerage Act 2000*, and the *Dangerous Substances Act 2004* and various regulations and instruments.

The Construction Audit Team conducts audits and site inspections of the work of building certifiers, builders and building assessors, predominantly within the housing and residential apartment sectors.

The Electrical Inspectorate conducts mandatory inspections on all new electrical installations in relation to electrical safety compliance with the *Electricity Safety Act 1971* and all associated Australian Standards.

The Plumbing and Gas Fitting Inspectorate, inspects plumbing, drainage and gas-fitting work undertaken by licensed plumbers, drainers and gasfitters. The inspectorate validates submissions for the installation of Type B gas appliances in domestic and commercial applications and also investigates complaints and undertakes disciplinary actions where necessary.

### **Construction Audit**

The Construction Audit Team is responsible for auditing the performance of licensed builders, building surveyors, building assessors and works assessors against the provisions of the COLA and the relevant operational laws including the *Building Act 2004*.

This is achieved by undertaking random and targeted audits of building work and associated documentation. The audits have two main purposes, firstly, to identify deficiencies in the operations of individual licensees, and secondly, to identify trends within industry. The results of audits provide an evidence base for the review of operational and strategic policy within the construction industry.

The team reports directly to the Construction Occupations Registrar and works closely with other areas of the Construction, Environment and Workplace Protection Branch in progressing matters of non-conformance and providing input for future policy development.

The team also conducts audits on a range of residential energy ratings issued by licensed building assessors on new building work and on energy efficiency rating statements for sale and lease of residential premises. The *Civil Law (Sale of Residential Property) Act 2003* and *Residential Tenancies Act 1997* require that an energy efficiency rating statement be provided by owners of certain residential premises.

#### *Number of audits of residential building approval 1 July 2015 – 30 June 2016*

<b>Audit type</b>	<b>Number</b>
Number of new approved building work	4,073
Audit physical site inspections	428
Number of desktop audits audit	60
Total building approval audits:	488

#### *Proportion of audits of residential building approval 1 July 2015 – 30 June 2016*

	<b>Per cent</b>
Building approval audits as a percentage of BCA building class 1-10	12%
Non conformances found	189
Non conformances resolved	136
Demerit points issued	22

#### *Number of audits of residential energy ratings 1 July 2015 – 30 June 2016*

<b>Audit type</b>	<b>Number</b>
New approved building work building energy rating submissions for Class 1, 2 and 4 occupancies.	1,383
Audit by report or software assessment – new house/apartment	37
Total building approval energy rating audits:	37
Sale or lease of premises Rating	5,730
Audit number by report or software assessment	288
Audit by physical inspection	7
Total sale of premises energy rating audits:	288
Total audits of residential energy ratings 1 July 2015 – 30 June 2016:	325

#### *Proportion of audits of residential energy ratings 1 July 2015 – 30 June 2016*

	<b>Per cent</b>
New house/apartment energy rating audits as a percentage of BCA building class 1, and sole occupancy units in class 2 and 4 building approval submissions	2.7%
Sale or lease of premises audits as a percentage of energy efficiency rating statements submitted	5.03 %
Non conformances found	314
Non conformances resolved	292
Demerit points issued	137

**Notes:**

1. Audits involve a comparison of the energy efficiency rating against approved building plans and submitted documentation.
2. Audits involved a comparison of the energy efficiency rating statement against available building information.
3. A single dwelling approval may contain multiple dwellings.

## Electrical Inspectorate

The Electrical Inspectorate Team inspects electrical wiring work undertaken by licensed electricians, investigates complaints and, where necessary, imposes disciplinary actions or sanctions against licence holders. The team also investigates fire and shock incidents and monitors product safety.

The electrical inspectorate received 19,012 Electrical Certificates of Safety and undertook 6,290 inspections of new electrical work, including 737 inspections of Photovoltaic (PV) arrays. 10,654 inspections were made on a random basis of alterations and additions to existing electrical installations.

There was a decrease of 1,415 inspections for Photovoltaic (PV) arrays from 2,152 in the previous year to 737. With no changes to Government incentives in the small scale market (less than 30kW), the Directorate continues to see a decline in PV inspections. The current rate of inspections would be considered to represent a baseline of installations in the absence of changes in Commonwealth or Territory policy on small scale PV systems. Also, the current medium and large scale solar farms under construction are no longer counted in the electrical inspectorate figures, as they now come under the Utilities Technical Regulator.

The inspectorate continues to see High Voltage (HV) work in electrical installations being carried out by licensed electricians, as opposed to the work being done by the utilities. Typically, this is in the construction of Data Centres and other high energy installations. With more high energy sites being supplied at HV in 2015-16, the electrical contracting industry has moved into this space and has increased skills to takeover more of the traditional installation work done by utilities. Policy around compliance inspections of HV work is under development.

## Plumbing and Gasfitting Inspectorate

The Plumbing and Gasfitting Inspectorate inspects plumbing, drainage and gasfitting work undertaken by licensed plumbers, drainers and gasfitters. The team also investigates complaints and undertakes disciplinary action where necessary.

The inspectorate validates submissions for the installation of Type B gas appliances in domestic and commercial applications. Type B gas appliances are described as gas appliances with gas consumption over 10 mega joules per hour for which a certification scheme does not exist.

During 2015–16 the inspectorate inspected 10,028 plumbing installations and 4,313 gas installations, an increase of 470 plumbing installations and a decrease of 1,551 gas installations respectively on last year. The inspectorate also validated 62 Type B gas validations. The inspectorate's management has been proactive in working with the Canberra Institute of Technology on a successful validation of assessment project. Management also attended several meetings of the Master Plumbers Association to keep industry informed of any regulatory changes.

## National forums

The inspectorates support the Deputy Director-General, Access Canberra, Director Construction and WorkPlace Protection and the Construction Occupations Registrar in various national forums.



The branch is engaged in reforms initiated by the National Construction Code and the work of the National Strategy on Energy Efficiency as it relates to building, construction and regulated equipment. Officers from the branch provide valuable input to national standards and policy reforms.

The level of activity and call for officers to participate in national discussions continues to be high, particularly for any national licensing reforms and safety and environmental standards. Officers represent the ACT and its interests in the following national forums:

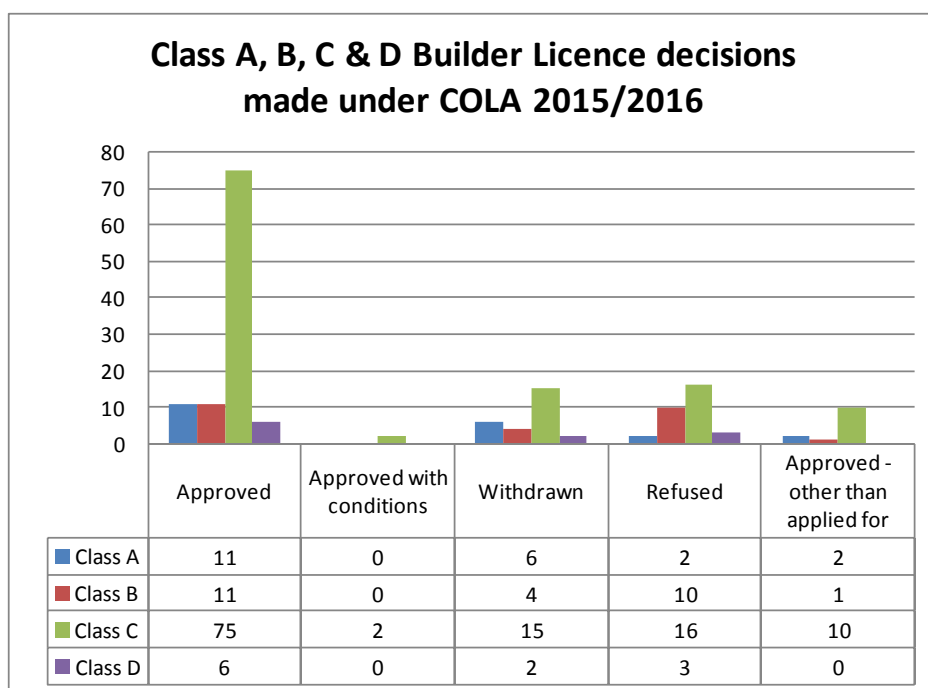
- > National Plumbing Regulators Forum;
- > National Building Code Committee;
- > Plumbing Code Committee;
- > Electrical Regulatory Authorities Council;
- > Builders Licensing Australasia;
- > Australasian Building Certifiers Forum;
- > Gas Technical Regulators Committee;
- > Energy Supply Industry Safety Committee;
- > Australian Standards Committees; and
- > Industry Skills Councils.

## LICENSING

Access Canberra is responsible for assessing licence applications under COLA. There were 1,397 decisions made on new applications for a construction occupations licence in 2015-2016. This included 491 decisions made under the provisions of the *Mutual Recognition Act 1991* which facilitated licensees entering the ACT from other jurisdictions.

### Builder Licensing

New builder licence applicants, excluding owner builder licence applicants, applying direct to the ACT (not under the Mutual Recognition Act) accounted for 176 of the total decisions made on licence applications. Only 52 per cent of the decisions made resulted in applicants being granted the licence they applied for. The table below identifies the decisions made, including withdrawals by applicants:



In May 2016 a written examination was introduced for Class C Builder licence applicants to improve building quality. The examination was developed by the Environment and Planning Directorate in conjunction with Access Canberra. The examination was supported by the Building Advisory Board and Building Regulatory Advisory Committee. The content was reviewed by members of the construction industry including representatives from the MBA, HIA and Australian Institute of Building. There were no applicants for a Class C Builder licence eligible to sit the examination this year.

## Complaints

Below are the details of the complaints lodged against the occupations under the COLA.

### COLA Complaints

During the 2015–16 financial year Access Canberra received 172 formal complaints relating to building and construction under the COLA. Some of these complaints related to multiple licensees under various occupations pertaining to individual building sites.

The following is a brief description of the types of complaints the agency receives against specific occupations:

#### Builders

- > non compliance with National Construction Code;
- > non-compliance with approved plans;
- > no approved plans;
- > no development approval;
- > defective work.

#### Building Surveyors

- > breach of planning laws;
- > unlawful building approval;

- > breach of building code;
- > refusal to lodge papers for certificate of occupancy and use;
- > improper association with builders.

#### Electricians

- > poorly installed electrical installations;
- > faulty wiring;
- > overdue certificates of electrical safety for house extensions;
- > defect reports not rectified;
- > incomplete installations due to contractual breaches;
- > switchboard upgrades.

#### Plumbers

Non compliant works relating to sewerage, drainage, water plumbing, rainwater installations and grey water installations.

Since the establishment of Access Canberra, the strong preference has been to avoid protracted, complex and costly litigation, but instead assist owners and builders in reaching agreement on defective and non compliant building work through collaboration. This process has proven successful in dealing with building defects without recourse to litigation. The rectification process under part 4 of the *Construction Occupations (Licensing) Act 2004* will be considered in certain cases and if collaboration fails. Opportunities have been taken to better educate complainants on the legal process and alternative methods for resolving complex building rectifications.

In 2015-2016 the team prepared one prosecution brief, which is currently before the Magistrates Court. Various licensing actions were taken against construction occupation licensees. There were four Rectification Orders issued, with two being withdrawn at a later stage. Three rectification orders are under appeal in the ACT Civil and Administrative Tribunal (ACAT). There were 10 matters at ACAT, of which eight were finalised during the 2015-2016 financial year. There were three matters in the Supreme Court with all three finalised.

## DISCIPLINARY ACTIONS

Below are the details about occupational discipline under the COLA.

Name of licensee/ former licensee and occupation	Type of contravention	Disciplinary action taken	Result of any review of the decision to take disciplinary action
John Bates (building certifier)	Section 29 of the Building Act 2004 – certifier could not be satisfied that the building would comply with Building Act 2004	Appeal of ACAT decision	Appeal dismissed

Name of licensee/ former licensee and occupation	Type of contravention	Disciplinary action taken	Result of any review of the decision to take disciplinary action
John Bates (building certifier)	Relevant provisions to appeal: ss. 19, 19A, 25A, 25B, 42, 43, 44, 25C, 26, 28, 29 <i>Building Act 2004</i> The grounds of appeal were that the Appeal Tribunal erred by not concluding that the Respondent (Bates) was required to be satisfied that the whole of the building (including the existing unapproved building work and the building work to be undertaken in accordance with the building plans had to comply with the <i>Building Act 2004</i> before he could grant building approval.	Appeal of ACAT decision to Supreme Court	Appeal dismissed
Rodney Francis Sheather	Conducting building work whilst unlicensed.	Disqualified from applying for construction occupation licence indefinitely and reprimanded.	Orders by consent of the parties
Gary Giumelli (Electrician)	Work not compliant to the Wiring Rules, exceeded 15 demerit points	Cancelled licence from 05/05/2016 and disqualified two weeks. Required to undertake training and skills assessment	Mr Giumelli did not seek a review of this decision.

## BUILDING ADVISORY BOARD

Name	Member
Vince Ball	Member from the education sector
Neil Evans	Member representing industry
Jerry Howard / Jason Grieves	Member who is a licensee
Ivan Juric	Member who is a licensee
Glenn Chambers	Member who is a licensee
Gill Fergie	Community representative
Tony Thew	Lawyer

The COLA Building Advisory Board did not meet during 2015–16. However the board convened by email to review the changes to the mandatory qualifications to introduce the Class C Builder licence examination.

## ELECTRICAL ADVISORY BOARD

Name	Member
Tony Thew	Community representative and lawyer
Paul Wright	Member from the education sector
Robert Donnelly	Member representing industry and member who is a licensee
Paul Hinckman	Member who is a licensee
Robert Taylor	Member representing industry

Name	Member
Darrell Hills	Member who is a licensee
Celia Balfour	Member who is a licensee
Mick Koppie	Member representing industry

The COLA Electrical Advisory Board did not meet during 2015–16.

## PLUMBING ADVISORY BOARD

Name	Member
Tony Thew	Community representative and lawyer
Adrian Clarke	Member from the education sector
Peter O'Halloran	Member who is a licensee
Gerard Sloan	Member who is a licensee
John Stephens	Member representing industry and member who is a licensee
Matt McCain	Member representing industry

The COLA Plumbing Advisory Board did not meet during 2015–16.

Further information may be obtained from:

Mr David Middlemiss  
Deputy Director  
Construction Environment and Workplace Protection, Inspections  
+61 2 6207 7397  
[david.middlemiss@act.gov.au](mailto:david.middlemiss@act.gov.au)

Mr Ben Green  
A/g Deputy Director  
Construction Environment and Workplace Protection, Licensing  
+61 2 6207 7387  
[ben.green@act.gov.au](mailto:ben.green@act.gov.au)

## ACT GOVERNMENT PROCUREMENT BOARD

Minister Andrew Barr MLA  
Minister for Economic Development  
ACT Legislative Assembly  
London Circuit  
CANBERRA ACT 2602

Dear Minister Barr

This Report has been prepared under section 6(1) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) and is annexed to the CMTEDD Annual Report.

I certify that information in the attached Annual Report is an honest and accurate account and that all material information on the operations of the ACT Government Procurement Board has been included for the period 1 July 2015 to 30 June 2016.

I hereby certify that fraud prevention has been managed in accordance with *Public Sector Management Standards*, Part 2 by CMTEDD on the Board's behalf.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you cause a copy of the Report to be laid before the Legislative Assembly within 4 months of the end of the financial year.

Yours sincerely



Bronwen Overton-Clarke  
Chair  
Government Procurement Board  
3 August 2016

## ORGANISATIONAL OVERVIEW AND PERFORMANCE

### Organisational Overview

The ACT Government Procurement Board (the Board) was established on 1 August 2001 by the *Government Procurement Act 2001* (the Act). The Board's functions, as specified under section 6 of the Act, are:

- > to review, and give advice to territory entities on, procurement issues;
- > to review, and give advice on:
  - procurement proposals and activities referred to the board by a Minister or responsible Director-General officer; or
  - procurement proposals for procurement matters declared by the Minister;
- > to review procurement proposals of territory entities in accordance with the relevant regulation;
- > to consider, advise on and, if appropriate, endorse procurement practices and methods for use by territory entities;
- > to provide advice to the Minister on any issue relevant to the procurement activities of territory entities or the operation of this Act; and
- > to exercise any other function given to the board under this Act or any other Territory law.

Regulations under the Act prescribe that the Board must review procurement proposals with an estimated value of \$5 million or more, or \$1 million or more for procurements being undertaken by a territory entity other than an administrative unit, or for procurements involving system development or redesign of information and communications technology, or for disposals.

The Board's purpose, to advise Government on practices and processes that will deliver better procurement outcomes for the Territory, is underpinned by the principle prescribed in section 22A of the Act: 'A territory entity must pursue value for money in undertaking any procurement activity'. In pursuing value for money, the entity must have regard to probity and ethical behaviour; management of risk; open and effective competition; optimising whole of life costs; and anything else prescribed by regulation.

The Board seeks to ensure that processes for major procurements comply with the Government's procurement framework, which includes legislation and policies available from the Procurement website ([www.procurement.act.gov.au](http://www.procurement.act.gov.au)).

The Board does not set policy; it provides support and advice to the Government on the implementation of procurement policy. The Board operates through the Procurement and Capital Works Division in the Chief Minister, Treasury and Economic Development Directorate, the role of which is to provide procurement and project delivery services to directorates. The Board's involvement on individual procurements seeks to support Government by ensuring that procurement and project management risks are appropriately treated and relevant Government policies are applied.

The Board is not responsible for procurement decisions. This responsibility rests with Directors-General, who are responsible for all operations associated with the running of their directorates, and the heads of non-directorate territory entities.

## INTERNAL ACCOUNTABILITY

### Membership of the Board

Section 11 of the Act stipulates that the Board consists of up to nine part-time members:

- > a Chair, who is a public employee member;
- > a Deputy Chair, who is a public employee member;
- > three other public employee members; and
- > four non-public employee members.

Note: 'Public employee', as per the dictionary, part 1, of the *Legislation Act 2001* (ACT), means (a) a public servant; or (b) a person employed by a territory instrumentality; or (c) a statutory officeholder or a person employed by a statutory officeholder.

The Chair of the Board at 30 June 2016 was Ms Bronwen Overton-Clarke, Deputy Director-General, Workforce Capability and Governance Division, Chief Minister, Treasury and Economic Development Directorate. The position of Chair, like all the Board memberships, is a part-time role, appointed by the Minister for Economic Development (the Minister) under the Act. The Chair reports directly to the Minister in relation to her role on the Board.

When filling member vacancies, priority is given to significant management experience in procurement and/or capital works delivery. The Board also seeks to have expertise in ICT, law, finance and risk management, as well as experience in the private sector, across its membership.

The ACT Government has a policy of moving towards 50 per cent representation of women on its boards and committees. The Office for Women (Community Services Directorate) is consulted each time a Board vacancy is being filled.

The Executive Director, Procurement and Capital Works is an ex officio member of the Board by virtue of his or her position. This is not a legislated requirement but is Board policy to enhance the contribution that each organisation makes to procurement and delivery of capital works on behalf of the Government.

Four Board membership positions were occupied at 30 June 2016, with three of these positions, including the Chair, held by women.

In May 2016, Kim Smith and Paul Carmody resigned from the Government Procurement Board upon ceasing to be public servants, leaving three public employee positions vacant as at 30 June 2016. These appointments are anticipated to be filled in early 2016-2017 after being presented to Cabinet.

Two non-public employee members, whose memberships expired on 19 May 2016, were in the process of being reappointed at 30 June 2016, with the appointments having been referred to the Standing Committee on Public Accounts (Committee) as required by the Act. The Committee wrote to the Minister on 16 June 2016 with no comment and instruments of appointment will be notified early in 2016-2017. These reappointments, with the appointment of three new public employee members, will fill all vacancies on the Board.

**Table 1: Membership of the Board as at 30 June 2016**

Members	Name	Position
Public employee member (Chair)	Ms Bronwen Overton-Clarke	Deputy Director-General, Workforce Capability and Governance Division, Chief Minister, Treasury and Economic Development Directorate



Members	Name	Position
Public employee member (Deputy Chair)	Ms Karen Doran	A/g Deputy Chief Executive, Land Development Agency; Coordinator General Urban Renewal, Land Development and Corporate Chief Minister, Treasury and Economic Development Directorate
Non-public employee member	Mr Stephen Goggs	Non-Public Employee Member
Non-public employee member	Ms Virginia Shaw	Non-Public Employee Member

## Board Meetings

The *Government Procurement Regulation 2007* specifies the types of procurements that must be considered by the Board.

**Table 2: Board deliberations in comparison with previous years**

	2012-13	2013-14	2014-15	2015-2016
Total Board Meetings	22 <sup>1</sup>	30 <sup>2</sup>	32 <sup>3</sup>	34
Business Meetings	1	0	1	1
Proposal Meetings	19	30 <sup>2</sup>	31 <sup>3</sup>	33
Proposals considered	37	49	67	63
Estimated Value of Proposals (\$ million)	1,371	844	2,096	1,908

4. This includes 2 meetings held for briefings, where proposals and Board business were not

5. This includes 6 meetings held electronically, that is, via email

6. This includes 3 meeting held electronically, that is, via email

**Table 3: Board Members' attendance**

Member	Meetings attended	Comments
Ms Bronwen Overton-Clarke	29	Chairperson
Mr Stephen Goggs	20	Appointed 1 September 2015
Ms Karen Doran	25	Deputy Chairperson
Mr Kim Smith	24	Term ceased 11 May 2016
Mr Richard Bear	27	Term ceased 20 May 2016
Mr Roger Broughton	24	Term ceased 20 May 2016
Mr Paul Carmody	23	Term 17 August 2015 -17 May 2016
Ms Virginia Shaw	29	Appointed 1 September 2015

George Tomlinson, Executive Director Procurement and Capital Works and Glenn Bain, Executive Director Procurement Projects attended the Board as ex officio members. This assisted the Board by providing greater insight into procurement policies, practices, arising matters and created efficient communication channels from the Board to Procurement and Capital Works to aid its operations.

## Consideration of Proposals

The Board was presented with 76 proposals in 2015-2016; however, twelve of these were submitted for the Board's information rather than its consideration. The Board endorsed 62 of 63 proposals submitted for consideration in 2015-2016 at the first presentation, and consideration of one

proposal was initially not endorsed, with endorsement granted after more information was presented.

Appendix 1 provides a summary of procurement proposals considered by the Board in 2015-16.

An important aspect of the Board's role in assisting the Territory pursue value for money in its procurement activities is to ensure territory entities are effectively managing risk in their procurement proposals.

Procurement proposals coming before the Board must contain a risk plan. Risk plans identify the risks and assess the likelihood and consequence of each risk in order to reach a risk rating. Often the Government has treatments already in place (for example, requiring construction consultants and contractors to have and maintain prequalification) that will lower the risk rating. Proponents for procurement proposals must also indicate what other treatments they will provide for each risk rated as high or above and re-assess the likelihood and consequence following that treatment. A risk rated as high following treatment does not mean the treatment is not adequate – sometimes the consequences of the risk occurring would be severe although the likelihood of the event occurring is very small.

## Remuneration

Remuneration for non-public employee members of the Board as at 30 June 2016 is set out in the ACT Remuneration Tribunal's *Amended Determination 12 of 2015*, which commenced on November 2015. This determination set the remuneration for non-public employee Board members at \$24,125 per annum.

Public sector members receive no remuneration for their Board membership. All staffing matters in respect of public employee members are managed by their 'home' directorates.

## Support Staffing and Financial Resources

Section 21(1) of the Act enables the Board to arrange with the Director-General of the relevant directorate for directorate officers to provide administrative support for the Board. In 2015-16, this was the Chief Minister, Treasury and Economic Development Directorate.

The Board Secretariat supports the Board in undertaking its functions, including management of Board papers, meetings and all general administrative and financial arrangements. The Secretariat was located in Procurement and Capital Works, a business unit within Chief Minister, Treasury and Economic Development Directorate. Operation of the Secretariat was overseen by the Executive Director, Procurement and Capital Works, on behalf of the Director-General Economic Development.

Allowances for non-public employee members' remuneration, Secretariat staff salaries, accommodation and office infrastructure, and the provision of technology and communications services, were fully covered within Procurement and Capital Works. All associated financial reporting was included in the Chief Minister, Treasury and Economic Development Directorate accounts.

## Conflict of Interest

The Board has instituted arrangements to manage conflicts of interest, in recognition that members, during the course of the year, would potentially be faced with potential conflicts of interest due to their other commitments.

The Board has instituted the following arrangements:

- > Members are aware of and support the Board's Charter and have signed a Code of Conduct agreement.
- > Members are requested to identify whether they have a potential conflict of interest in respect of a proposal or policy matter prior to the related documents being considered. Members with a conflict of interest in a matter are not involved in the decision-making in relation to that matter.
- > Prior to the commencement of all meetings, members are also invited to state any conflict of interest that may arise due to the business to be considered at the meeting.
- > The minutes of the meeting reflect the action taken by the Board in respect of any conflict(s) of interest. No conflicts of interest required any action in 2015-16.

Further information on the Government Procurement Board's operations can be obtained from:

Bronwen Overton-Clarke  
Chair, ACT Government Procurement Board  
[bronwen.overton-clarke@act.gov.au](mailto:bronwen.overton-clarke@act.gov.au)  
Ph: (02) 6205 5147

Jan Pearse  
Secretary, Government Procurement Board  
[Jan.Pearse@act.gov.au](mailto:Jan.Pearse@act.gov.au)  
Ph: (02) 6207 2625

## APPENDIX

### Summary of Procurement Proposals Considered by the Board in 2015-16

During 2015-16, in accordance with the Government Procurement Regulation 2007, the Board considered 63 proposals with an estimated total value of \$1,908.57 million. The largest proposal was Strategic Plan for Leasing of Commercial Office Space on behalf of the Territory with a total estimated value of \$300 million over 15 years.

#### Breakdown by Procurement Method

Procurement Method	Number	Percentage of Number*	Estimated Value (\$M)	Percentage of Value*
Public Tender	44	70%	1,454.3	76%
Variations	9	14%	168.2	9%
Select Tender (includes selection from a panel established by public tender)	5	8%	190.5	10%
Single Select Tender	5	8%	95.4	5%
TOTAL	63	100%	1,908.4	100%

Note that some projects these proposals appeared before the Board on more than one occasion. For example, the Expression of Interest and Request for Tender components of two-stage procurement may be submitted separately for Board consideration.

\*Percentages and Estimated Values may not total 100 per cent due to rounding of figures.

#### Breakdown by Directorate

Directorate	Number	Percentage of Number*	Estimated Value (\$M)	Percentage of Value*
Chief Minister, Treasury and Economic Development	9	14%	457.7	24%
Justice and Community Safety	4	6%	29.6	2%
Community Services	6	10%	114.9	6%
Education and Training	7	11%	107.4	6%
Health Directorate	9	14%	353.6	19%
Territory and Municipal Services	15	24%	299.3	16%
Land Development Agency	7	11%	399.3	21%
EPD	1	2%	1.4	0%
ACTIA	1	2%	5	0%
Asbestos Taskforce	1	2%	100	5%
Capital Metro Agency	3	5%	40	2%
TOTAL	63	100%	1,908.2	100%

\*Percentages and Estimated Values may not total 100 per cent due to rounding of figures.

#### Breakdown by Procurement Classification

Procurement Classification	Number	Percentage of Number	Estimated Value (\$M)	Percentage of Value
Infrastructure and Capital works	31	49%	850.8	45%
Goods and Services (not	20	32%	860.9	45%

including ICT)

Service Funding Agreements	4	6%	154.6	8%
ICT	8	13%	42.15	2%
TOTAL	63	100%	1,908.45	100%

**\*Percentages and Estimated Values may not total 100 per cent due to rounding of figures.**

## ABBREVIATIONS

Act	Government Procurement Act 2001
ACT	Australian Capital Territory
Board	ACT Government Procurement Board
Entity/Entities/ Territory entities	includes reference - in general - to directorates, agencies and authorities
IT / ICT	Information Technology / Information and Communications Technology
Minister	Minister for Economic Development

## DEFAULT INSURANCE FUND MANAGER

### THE ORGANISATION

The *Workers Compensation Act 1951* (the Act) was established to provide compensation to workers employed in the private sector for injuries arising out of or in the course of their employment.

The Default Insurance Fund (DI Fund) was established under the Act effective 1 July 2006. It provides a safety net to meet the cost of workers' compensation claims made by workers in circumstances where:

- > an employer does not have a workers' compensation insurance policy and cannot meet the claim costs payable under the Act; or
- > an employer's insurance company is wound up under the Corporations Act or cannot provide the indemnity required to be provided under a compulsory workers' compensation policy.

Funds are held in trust under the *Financial Management Act 1996* in two separate accounts:

- > the Uninsured Employer Fund (UEF); and
- > the Collapsed Insurer Fund (CIF).

All claims and administration costs are met from the Fund.

The DI Fund meets the cost of any awards and claims for workers' compensation, including the payment of weekly compensation, medical expenses and rehabilitation costs, as well as compensation settlements and any common law judgments or settlements.

A public servant appointed by the Director-General, Chief Minister, Treasury and Economic Development Directorate, manages the Fund. Mr John Fletcher, General Manager, ACT Insurance Authority, is the current DI Fund Manager.

Administrative operations are subject to the same governance controls in relation to risk management, fraud prevention and records management as the ACT Insurance Authority. The Authority reporting on these operations is included in the relevant sections of the ACT Insurance Authority Annual Report.

The Authority also oversees workplace health and safety and associated risk management, accommodation, facilities management and workplace environmental management. Reporting on these issues is contained in the Authority's Annual Report.

The Default Insurance Fund Advisory Committee is established under Schedule 3 of the Act. Its role is to monitor the operations of the DI Fund and, if requested by the Minister or the DI Fund Manager, advise on matters relating to the operation of the Act.

The Committee comprises the Executive Director, Workplace Safety and industrial Relations (Chair), the DI Fund Manager and three members appointed by the Minister.

The membership of the DI Fund Advisory Committee is:

- > Michael Young – Executive Director, Workplace Safety and industrial Relations (Chair);
- > Graciete Ferreira – Master Builders Association ACT (Employer Representative);
- > Susie Walford – GIO Insurance (Insurer Representative);
- > Dean Hall – CFMEU (Employee Representative); and

> John Fletcher – DI Fund Manager.

The Committee meets on a quarterly basis. At each meeting, a report on the status of the DI Fund was provided and a schedule detailing the status of all open claims was considered.

## UNINSURED EMPLOYER FUND (UEF)

This component of the DI Fund currently administers claims against it, which have arisen when a worker has been injured and the employer failed to hold an ACT Workers' Compensation Policy. Where the employer does not or cannot meet the cost of claims, the UEF responds on behalf of the employer as the default insurer.

### Claims

When a claim is received the UEF undertakes an insurer search in an attempt to locate an insurer for the injured worker. In some cases an insurer is identified and the claim is then forwarded to the appropriate insurer.

When satisfied that an insurance policy is not in place, the DI Fund acts as the default insurer for the injured worker. The DI Fund arranges and facilitates appropriate rehabilitation and medical treatment for injured workers with the aim of returning an injured worker back to their pre-injury state where possible. Claims are managed within the auspices of the Act, and the DI Fund meets the cost of all legislated entitlements for injured workers including medical expenses, rehabilitation costs, weekly compensation and lump sum settlements.

---

#### Uninsured Employer Fund - Claims

---

Total Claims opened during the reporting period	13
Total Claims closed during the reporting period	15
Current Open Claims	25

---

### Revenue

The *Workers Compensation Act 1951*, Section 168A requires the Fund Manager to undertake a review of the Uninsured Employer Fund each year to determine the appropriate levy on workers compensation insurers.

A funding model introduced in 2010-11 to address under funding of the UEF, aims to build on reserves to cover the cost of the unfunded component of the current claims provision. The target date for achieving a fully funded UEF is 2019-20.

In considering an appropriate levy for 2015-16, the Fund Manager took into consideration a range of issues including a sensitivity analysis of the volatility of the DI Fund, the potential for an increase in claims costs, and claim numbers in the current and future insurance years.

The Fund Manager imposed contributions from insurers and self insurers equal to 1.4 per cent of the gross written premiums in 2015-16.

In 2015-16, a total of \$2.457 million has been collected as levy revenue from insurers and self-insurers. Levy revenue of \$0.817 million has been applied to match the cost of current year expenses with a decrease of \$1.640 million in the UEF's unfunded component identified as non-current receivables.



## Expenses

The total expenses for 2015-16 were \$0.792 million.

## Balance Sheet

The fund holds \$8.218 million in cash and cash equivalents and total receivables of \$1.413 million as at 30 June 2016.

The total outstanding claims provision for the UEF as at 30 June 2016 is \$9.015 million.

The fund total equity as at 30 June 2016 is \$0.541 million.

## COLLAPSED INSURER FUND (CIF)

This component of the Fund currently administers claims against it associated with liquidations of two insurers that were previously approved Workers' Compensation Insurers in the Territory:

- > National Employers' Mutual Association Ltd (NEM) — 1990; and
- > HIH Insurance (HIH) — 2001.

## Claims

When satisfied that an insurer is unable to pay, the DI Fund acts as the default insurer for the injured worker. The DI Fund arranges and facilitates appropriate rehabilitation and medical treatment for injured workers with the aim of returning an injured worker back to their pre-injury state where possible. Claims are managed within the auspices of the Act, and the DI Fund meets the cost of all legislated entitlements for injured workers including medical expenses, rehabilitation costs, weekly compensation and lump sum settlements.

The liquidators for NEM have completed final statutory and administrative matters and the liquidation is now complete.

As at 30 June 2016 there was 1 open claims against NEM and 1 open claims against HIH.

The Fund Manager is the fund representative on the committee of inspection for the HIH liquidation.

---

### Collapsed Insurer Fund - Claims

Total Claims opened during the reporting period	1
Total Claims re-opened during the reporting period	0
Total Claims closed during the reporting period	0
Current Open Claims	2

## Revenue

The fund is not levying insurers and self-insurers for the CIF at present.

The fund received a further payment from the HIH Liquidator of \$0.653 million in 2015-16.

The fund can appropriately and responsibly manage the impact of any future insurance collapses within the workers' compensation industry through the retention of its current reserve and the imposition of a tailored levy on employers in the event of a collapse.

## **Expenses**

The total expenses paid by the Fund during the year were \$0.118 million, \$46,000 in supplies and services and \$72,000 in Claims Expense. The claims expense consisted of \$22,000 compensation payments and a movement in the provision for claims payable of \$50,000 as the result of the 2015-16 actuarial valuation.

## **Balance Sheet**

As at 30 June 2016, the CIF had cash and cash equivalents totalling \$17.908 million with an estimated outstanding claims provision of \$1.046 million.

The fund total equity as at 30 June 2016 is \$16.86 million.

The DI Fund financial statements are reported in Volume 2 of the 2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report.

Further information may be obtained from:

John Fletcher  
General Manager  
ACT Insurance Authority  
+61 2 6207 0268  
[john.fletcher@act.gov.au](mailto:john.fletcher@act.gov.au)

## DIRECTOR OF TERRITORY RECORDS

The Director of Territory Records, with support from the Territory Records Office provides leadership to the ACT Public Service on policy and practice for records management. The Director has particular responsibilities to develop recordkeeping standards for ACT Government agencies, oversee the disposal of Government records and assist members of the public to have access to ACT Government archives.

The *Territory Records Act 2002* enables the Director of Territory Records to encourage consistency in records management between agencies, examine the operation and compliance of agencies' records management programs and to give assistance and advice on records management.

The main purposes of the Act are to:

- > encourage open and accountable government by ensuring that Territory records are made, managed and, if appropriate, preserved in accessible form;
- > support the management and operation of Territory agencies;
- > preserve Territory records for the benefit of present and future generations; and
- > ensure that public access to records is consistent with the principles of the Freedom of Information Act 1989.

## TERRITORY RECORDS ADVISORY COUNCIL

The Act establishes the Territory Records Advisory Council, which provides advice to the Director on records management issues, particularly in relation to access to and disposal of records, and on the protection of records about Aboriginal and Torres Strait Islander heritage. The Territory Records Advisory Council met four times during 2015–16. Membership of the Council during the year was:

- > Ms Anne Buttsworth (Chair);
- > Mr Michael Piggott (Deputy Chair);
- > Professor Chris Aulich;
- > Ms Alyssa Blackburn (to September 2015);
- > Ms Roslyn Brown;
- > Mr David Brumby (from September 2015);
- > Mr Michael Chisnall (to September 2015);
- > Ms Amanda Harris;
- > Mr Geoffrey Rutledge (from September 2015);
- > Mr Nick Swain; and
- > Ms Danielle Wickman.

The Council's meeting agenda includes regular reports on public access, relations with Government agencies and the consideration of records disposal schedules. The Director also keeps the Council informed and seeks its advice on significant initiatives of the Office. During 2015-16 the Council considered and advised on matters such as the review of the Territory Records Office's Standard and Guidelines, the development of the Chief Minister's Governance Lecture, promotion of ACT Government archival records to teachers, and progress on digital recordkeeping in the ACT Public Service (ACTPS).

The Council has a particular role in advising the Director on the disposal of ACT Government records. The retention and disposal of records is authorised through Records Disposal Schedules, issued under section 19 of the Territory Records Act. All draft schedules are referred to the Council for advice before they are approved by the Director. During 2015–16 the Council considered six new or revised Records Disposal Schedules.

The Council is strongly supportive of the Territory Records Office's work to improve the take-up of digital recordkeeping in the ACTPS. Council has received regular reports on the progress of the current digital recordkeeping project. Council also takes seriously its role in advising on issues relating to publicly accessible records. Members have been highly supportive of the establishment of the Chief Minister's Governance Lecture as a new avenue for bringing ACT Government archives to the attention of the broader community. The Council meeting agenda also includes a standing item on decisions to restrict archives from public access under section 28 of the Act.

While the Territory Records Office's work will help to reduce the rate of growth of the ACT Government's paper records holdings, there remains a large body of ACT archives in hard copy that must be protected. Council members retain their long-standing interest in securing centralised storage and management of the ACT archival collection, and continue to urge the Territory Records Office to seek a long-term solution to the issue a dedicated archives repository. Such a facility would enhance the security, preservation and public accessibility of the ACT's most significant Government archives.

## **ORGANISATIONAL ARRANGEMENTS AND REPORTING**

The Territory Records Act establishes the statutory position of the Director of Territory Records. The Territory Records Office is an administrative unit within the Policy and Cabinet Division of the Chief Minister, Treasury and Economic Development Directorate. The Office is made up of 6.4 full time equivalent staff, including the Director.

The Office undertakes its administrative and compliance responsibilities with the support of the Directorate. The Director's reporting against these activities is included in the Directorate's report, including for whole of government reporting.

The Director does not have any information to report by exception with regard to dangerous substances or medicines, poisons and therapeutic goods under Part 3 of the Annual Report Directions for the 2015–16 reporting period. The Territory Records Act does not impose any agency-specific reporting requirements on the Director of Territory Records.

## **OVERVIEW AND HIGHLIGHTS FOR 2015–2016**

During 2015–16 the Territory Records Office has begun to realise the benefits of its foundational work of previous years. This has involved implementation of the results of our 2014–15 digital recordkeeping feasibility study, and finalisation of our revised standard and guidelines. We have also established a new, key event to highlight the annual release of ACT Government archives, and made ongoing improvements in the public accessibility of ACT archives.

## **DIGITAL RECORDKEEPING**

The Territory Records Office's key priority for 2015–16 has been to deliver a framework that can accelerate the ACTPS' transition to digital recordkeeping. In August 2015 the Strategic Board approved a project, led by the Office, to establish whole of government arrangements for the use of electronic document management systems (EDRMS). The project, which will be completed in October 2016, will:

- > develop and implement a standard configuration for EDRM systems in use in the ACTPS;
- > set up a number of demonstrator sites across government that can verify the standard configuration and establish the efficiencies and other benefits that can be gained from a transition to digital recordkeeping; and
- > recommend a governance structure for managing the new system on a business as usual basis.

The project commences implementation of the model developed during the digital recordkeeping feasibility study completed by the Office in 2014-15. By the end of 2015-16 the standard configuration had been developed and six demonstrator sites established. Feedback from users of the system has been overwhelmingly positive, and the project team is in the process of documenting the quantitative and qualitative gains delivered to demonstrator site users.

In support of the project and its greater focus on whole of government approaches to records management, the ACTPS Strategic Board approved two policies that guide agencies in their decisions on digital recordkeeping. The first, the *Digital Recordkeeping Policy for the ACTPS*, was approved in August 2015, and articulates four principles:

- > the ACTPS adopts a 'digital first' approach to recordkeeping;
- > recordkeeping in the ACTPS is compliant with relevant standards, regardless of format;
- > the ACTPS seeks to implement whole of government approaches to recordkeeping;
- > digital recordkeeping is considered in all ICT systems.

In May, the ACTPS Strategic Board approved an additional policy in support of the whole of government model. This policy guides the selection by agencies of EDRMS capabilities and mandates a central point for decision-making about new EDRMS projects.

## REVIEW OF STANDARD AND GUIDELINES

During 2015–16 the Office finalised a review of its suite of standards and guidelines for the ACTPS. Compliance with Territory Records Office standards is mandatory for ACT Government agencies that are subject to the Act. While the existing records management guidance for government agencies has been revised and augmented at various times, this is the first comprehensive revision of the complete guidance since the Territory Records Act was passed and the standards established in 2002.

The Office's existing nine standards and their associated guidelines have now been replaced with a single, succinct standard and seven supporting guidelines. The new *Standard for Records, Information and Data* articulates seven principles for managing ACT Government information assets: strategy; capability; assess; describe; protect, retain and access.

The new Standard and guidelines do not introduce substantial new compliance requirements for ACT Government agencies. They do, however, simplify and modernise the language of the Territory Records Office's guidance and make clear its application in the digital environment. The Office consulted widely across government and with its peer organisations in other jurisdictions in developing the new documents, and received strong support for its new approach.

## CHIEF MINISTER'S GOVERNANCE LECTURE

On 7 December 2015 Dr Allan Hawke AC delivered the inaugural Chief Minister's Governance Lecture. The Territory Records Office established the Lecture to highlight the rich resources that can be found in ACT Government archives, and their links with the debates in our city today. This annual event provides the opportunity for a researcher of some standing to explore a topic relevant to the

history of the administration of the ACT through the use of newly released archival records. The aim of the lecture is to encourage substantial use of the Territory's archives and to share the results of that research with the broader community through a public event.

## **PUBLIC ACCESS TO TERRITORY ARCHIVES**

ArchivesACT is the Territory Records Office's public reference service, providing direct access to ACT Government archives for members of the public and promoting archival materials to the community more broadly. Since developing its Marketing and Promotions Strategy in 2013, ArchivesACT continues in particular to focus on maximising self-service opportunities for researchers and providing additional assistance to targeted researchers and groups.

During the year ArchivesACT finalised policies and procedures to support a volunteers program, and staff welcomed our first volunteer, Ms Helen Mitchard, in May. The volunteers program aims to engage interested members of the community in making ACT Government records more easily accessible by the public. The program supplements the work of ArchivesACT staff by conducting projects that are beyond the scope of the team's day to day work. ArchivesACT's first volunteer project will create a searchable index of the subjects covered by ACT Government media releases issued between 1976 and 1991. This work will allow members of the public to independently identify topics of interest in these files, which provide an overview of some of the most important work of the ACT Government during that period.

As well as providing opportunities for individuals to search the archives directly, ArchivesACT seeks to provide support for researchers whose work will reach a broader audience. In 2015–16 staff worked with Education Services Australia to highlight ACT Government archives on Scootle. Scootle is an online resource for teachers that provides access to digital resources that have been aligned to aspects of the Australian schools curriculum. The first ArchivesACT resource mapped to the curriculum through Scootle is the Repat and Rabbits website, which was developed in 2014–15 to mark the centenary of World War 1. Repat and Rabbits uses ACT Government land and other records to tell the story of the post-war soldier settlement scheme in the ACT. Through Scootle, the site has been linked to the history program for year 9 and 10 students, and particularly the learning strand of 'historical knowledge and understanding'. ArchivesACT staff now routinely assess new online resources, particularly our regular Find of the Month feature, against the Australian curriculum and submit them inclusion in Scootle.

Find of the Month remains one of our most popular initiatives. Each month, ArchivesACT staff identify and share with the community some of the interesting and quirky items to be found in the archives. During 2015–16 the Find of the Month has highlighted the former bombing range at Tuggeranong and remembered the Sculpture 75 exhibition in Commonwealth Park. By far our most popular Find for the year has been the discovery of the original design for Canberra's iconic and much-loved concrete bus shelters. Find of the Month continues to be a valuable avenue for making some of the ACT's archival treasures visible to the community.

## **OUTLOOK**

In 2016–17 the Territory Records Office will finalise its digital recordkeeping project and transition the whole of government EDRMS to business as usual operation. This will represent an important point in the progress of ACTPS records management processes toward support for digital government.

The coming year will also see the implementation of new the Standard and Guidelines for Records, Information and Data. To support agencies in their use of the Standard, the Territory Records Office is developing a self-assessment checklist, which will be available for use in 2016–17. The Checklist

will help agencies to understand their areas of strength and weakness in their records management arrangements, and will provide examples of better practice opportunities for agencies wishing to improve their performance.

A key focus for ArchivesACT in 2016–17 will be to pursue further opportunities to make ACT Government archives searchable and accessible by the public. This will include working jointly with the ACT Heritage Library to develop a publicly searchable archives database. Scootle, Find of the Month and the Chief Minister’s Governance Lecture will remain important elements of our ongoing work to make ACT Government archives available to the broader community.

## WHOLE OF GOVERNMENT REPORTING ON TERRITORY RECORDS

For the first time in 2014–15, the Government’s Annual Report Directions required information about agency records management arrangements to be consolidated in the Director of Territory Records’ Annual Report. The reporting requirements and agencies’ responses are set out below.

Agencies must provide a statement that indicates whether:

- > a current Records Management Program has been approved by the agency’s Principal Officer and submitted to the Director of Territory Records;
- > records Management Procedures have been created and implemented throughout the agency; and
- > appropriate training and resources are made available to all staff in the agency.

The statement must:

- > provide details of how the public can inspect the Records Management Program as required by section 21(1) of the Act;
- > outline the arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage; and
- > list the approved Records Disposal Schedules by name and Notifiable Instrument Number.

### Records Management Programs

Entity	RMP approved on this date	RMP under review, completion scheduled on this date	The RMP being developed, completion scheduled on this date	The RMP of this Directorate has been adopted
ACT Health		July 2016		
Capital Metro	January 2015			
Chief Minister, Treasury and Economic Development		July 2016		
Land Development Agency				CMTEDD
ACT Compulsory Third Party Regulator				CMTEDD
ACT Insurance Authority	September 2010			
Cultural Facilities Corporation	September 2015			

Entity	RMP approved on this date	RMP under review, completion scheduled on this date	The RMP being developed, completion scheduled on this date	The RMP of this Directorate has been adopted
Independent Competition and Regulatory Commission		June 2017		
Long Service Leave Authority	June 2016			
Community Services	July 2012			
Education and Training	May 2015			
ACT Teacher Quality Institute			July 2016	
Environment and Planning		December 2016		
Commissioner for Sustainability and the Environment				EPD
Justice and Community Safety	May 2015			
Territory and Municipal Services	October 2015			
ACT Electoral Commissioner	December 2015			

## Records Management Practices

### ACT Health Directorate

The public can inspect the Records Management Program upon request in writing to the agency Principal Officer. Records less than 20 years old are available only under the provisions of the *Freedom of Information Act 1989*; to gain access applications must be made and lodged through the ACT Health Freedom of Information Officer.

Records management procedures have been created and are available to all staff in ACT Health via the Records Management intranet site. The intranet site is updated regularly and includes links to the Territory Records Office, Standards and Guidelines.

The Administrative Recordkeeping Manual provides a framework for ACT Health to systematically capture, register, classify, use, store, retain and dispose of records.

The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. All records management staff are aware of and understand the sensitivities relating to records about Aboriginal and Torres Strait Islander People, and the need for these records to be preserved for possible future access and reference.

The current Disposal Schedule has identified a small quantity of Aboriginal and Torres Strait Islander people records requiring permanent retention.



### **Capital Metro Agency**

The public can inspect the Records Management Program by contacting the Transport Canberra and City Services Directorates through Access Canberra (13 22 81).

Records management procedures have been created and are available to all staff in the Capital Metro Agency via Objective, the Capital Metro Agency's Electronic Document and Records Management System, and ProjectWise, the Capital Metro Agency's Electronic Document Management System.

The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. Business units within the Capital Metro Agency are required to contact the Records Management Officer to discuss any records that may need to be preserved for such purposes.

### **Chief Minister, Treasury and Economic Development Directorate**

The public can request access to the Records Management Program by submitting a request to the Records Manager.

Records management procedures have been created and are available to all staff via the appropriate intranet.

The entities' policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

The Records Manager ensures that all records identified for disposal are actively reviewed prior to destruction to ensure that records that establish links or should otherwise be retained are properly identified.

### **ACT Insurance Authority**

The public can inspect the Records Management Program by contacting the ACT Insurance Authority Records Management Delegate through the reception contact details found at the Authority's website [apps.treasury.act.gov.au/insurance-and-risk-management](https://apps.treasury.act.gov.au/insurance-and-risk-management).

The Authority performs the function of Fund Manager for the Office Nominal Defendant of the ACT and the Default Insurance Fund and therefore the Authority's Records Management Program also applies to these entities.

Records management procedures have been created and are available to all staff in the ACT Insurance Authority through WIRE (its Electronic Document Management System).

The entity's policy and procedures do not include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. However, staff have been made aware of this requirement and instructed to let the Records Management Delegate know if a record establishes a link.

### **Cultural Facilities Corporation**

The public can inspect the Records Management Program by viewing it on the CFC website located at [www.culturalfacilities.act.gov.au](https://www.culturalfacilities.act.gov.au) or by applying to:

Cultural Facilities Corporation  
PO Box 939  
CIVIC SQUARE ACT 2608

Records management procedures have been created and are available to all staff in the CFC via the shared staff drive accessible by staff.

The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

The CFC staff members understand the sensitivities relating to records about Aboriginal and Torres Strait Islander people and the need for these records to be preserved for possible future access and reference. The Canberra Museum and Gallery owns a number of works of art by Indigenous artists. Records of these works of art are kept both on Territory Records files and on a database. These records can be accessed by members of the public by applying to:

The Registrar  
Canberra Museum and Gallery  
GPO Box 939  
CIVIC SQUARE ACT 2608

### *Independent Competition and Regulatory Commission*

The Commission has adopted practices which meet the document retention and disposal requirements and the file registry requirements of the ACT Government. The Commission's records management practices are embedded in the Commission's business continuity plans, risk management plans, internet policy and processes and administrative procedures and are available on the Commission's internet.

### *Long Service Leave Authority*

Records management procedures have been created and are available to all staff in the Long Service Leave Authority via the Authority's corporate common drive

### *Community Services Directorate*

The public can inspect the Records Management Program by contacting the Principal Officer during ordinary working hours.

Records management procedures have been created and are available to all staff in Community Services Directorate via the CSD Intranet under Records Management – Resources.

The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. Records that could be used to establish links are identified and noted in TRIM and they are preserved in secure but readily accessible facilities.

### *Education and Training Directorate*

The public can inspect the Records Management Program by requesting a copy of the document through the Education Directorate's Records Management Section email box

([DET-Records\\_Management\\_Unit@act.gov.au](mailto:DET-Records_Management_Unit@act.gov.au)), or by visiting the Directorate's internet site and viewing it on the Publication & Policy page: [www.education.act.gov.au/publications\\_and\\_policies/publications\\_a-z](http://www.education.act.gov.au/publications_and_policies/publications_a-z)

Records management procedures have been created and are available to all staff in the Education Directorate via the Intranet.

The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. Should any records be created, received or discovered which do contain information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage, the relevant file will be endorsed, 'File contains records with Aboriginal or Torres Strait Islander heritage information – Do Not Destroy'.

Records that are annotated as including relevant information will have their disposal status amended to reflect the disposal status applying to such records rather than that applying to the relevant function and activity.

### ***ACT Teacher Quality Institute***

The public will be able to inspect the Records Management Program by visiting the TQI office at 170 Haydon Drive, Bruce or at [www.tqi.act.edu.au/](http://www.tqi.act.edu.au/). Records management procedures have been created and are available to all staff in the ACT Teacher Quality Institute via the TQI shared digital work space.

The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

### ***Environment and Planning Directorate***

Records management procedures have been created and are available to all staff in the Environment and Planning Directorate via the Directorate Intranet and via the Directorate's Electronic Document and Records Management System (EDRMS).

The entity's policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

### ***Justice and Community Safety Directorate***

The public can inspect the Records Management Program by contacting the Directorate Records Manager at:

Email: [JACSFOI@act.gov.au](mailto:JACSFOI@act.gov.au)

Phone: +61 2 6207 2167

Records management procedures have been created and are available to all staff in the Justice and Community Safety Directorate via the intranet.

The Directorate's records management policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. Under the procedures, business units are advised to contact the Directorate's Records Manager to discuss any records that might be used to establish such links to ensure appropriate preservation practices are put in place.

The Directorate has recently developed an audit tool that will allow business units to undertake self assessment of their compliance with the Territory Records Act 2002. This tool will also act as a knowledge management tool for staff to ensure they are aware of their obligations under the Act.

### ***Territory and Municipal Services Directorate***

Records management procedures have been created and are available to all staff in TAMS via the intranet.

The TAMS policy and procedures include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

### ***ACT Electoral Commissioner***

The public can inspect the Records Management Program by viewing it on the Elections ACT website: [www.elections.act.gov.au/publications/corporate\\_publications](http://www.elections.act.gov.au/publications/corporate_publications).

Records management procedures have been created and are available to all staff in the ACT Electoral Commission (also known as Elections ACT) via the shared network drive.

Elections ACT does not create or hold records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

## **Records Management Training and Resources**

### ***ACT Health Directorate***

The ACT Health Administrative Recordkeeping Manual and associated Policy are due for review. Once approved, it will be distributed to all ACT Health staff and an electronic copy will be available on the Records Management intranet site. This ensures compliance with legislation across all ACT Health sites.

Records Management for administrative records is included in the Managers Orientation Program, conducted monthly and coordinated by the Staff Development Unit.

Records Management staff provide on the job training to ACT Health staff. An e-learning package has been developed and implemented; this is available to staff, to reinforce the awareness of the requirements for compliance of record keeping and management.

A HP Record Manager (HP RM) User Manual is currently being drafted and once implemented, it will be available to all ACT Health staff through the Records Management intranet site. Training is also available for new and current HP RM users.

Records & Information Management Community of Practice (RIMCoP) monthly meetings are attended by staff from Records Management. This forum is where Standards and Guidelines are discussed and reviewed as well as other whole of Government Records Management issues.

The Records Manager is a corporate nominee of Records and Information Management Professionals Australasia (RIMPA).

Resources dedicated to ACT Health Records Management – 8.54 FTE.

### **Capital Metro Agency**

The Capital Metro Agency's induction and general training programs include basic records management principles, processes and practices and the need to comply with the Capital Metro Agency's Policy and Procedures.

Selection criteria for records management related positions are reviewed regularly to ensure they are kept up to date with current concepts and principles.

The Capital Metro Agency employs an officer who, as the system administrator, is responsible for maintaining the Capital Metro Agency's electronic recordkeeping systems including maintaining the integrity and the authenticity of electronic records and their associated metadata.

### **Chief Minister, Treasury and Economic Development Directorate**

Record Management training for all staff is actively encouraged. Training is provided to new staff via the induction programs while tailored training is provided, by records management officers, to staff and areas that have particular requirements. Staff also have access through the ACTPS training calendar to a number of courses provided by external training organisations.

Supporting documentation has been developed, and training delivered to over 800 CMTEDD and LDA officers, in relation to the importance of information security and the use of the dissemination limiting markers.

Chief Minister, Treasury and Economic Development Directorate, and Land Development Agency has a shared full-time Records Manager within the Directorate. A number of other staff in the directorate are also fully engaged in maintaining and supporting recordkeeping systems and records management processes.

All other staff are responsible for undertaking a range of records management activities and are supported and encouraged to undertake recordkeeping in a way that is consistent and accountable.

### **ACT Insurance Authority**

The ACT Insurance Authority has one Records Management Delegate who is the internal and external liaison point for all records management related enquiries.

Training is provided to all new staff via the ACT Insurance Authority induction process. Training for existing staff is provided if/when the Records Management Program changes.

The activity of arranging for records to be archived is conducted by staff as necessary.

### **Cultural Facilities Corporation**

The CFC staff members have been advised of their responsibilities to make accurate records of their activities; to ensure that such records are incorporated into the CFC's record-keeping system; and to comply with all Records management procedures. Records management training is available to appropriate CFC staff members.

A staff member represents the CFC in the Records and Information Management Community of Practice (RIMCoP) quarterly meetings facilitated by the Territory Records Office.

### *Independent Competition and Regulatory Commission*

Training opportunities are available through the Commission's induction program for new employees, as well as through ongoing professional development opportunities.

Whilst all staff are aware of their legislative responsibilities for recordkeeping, the Office Manager is dedicated to the ordering of registry files in order that file naming conforms to the Whole of Government recordkeeping Thesaurus.

The Commission has also developed its own in house Office Manual.

### *Long Service Leave Authority*

The records management procedures outlined in the Records Management Program are implemented within the Authority. There are training and resources available to all staff on records management. The Authority's records are appropriately backed up daily and stored in a secured location which is part of the Authority's business contingency plan and risk management practice. The Authority's staff are well aware of the importance of sound recordkeeping and the Authority endeavours to ensure compliance with the record keeping policy issued by the Territory Records Office.

### *Community Services Directorate*

The directorate continues to provide core capability records management training and information distributed through the directorate's intranet site, to educate and raise awareness, which a large percentage of staff access. Records management training and resources include policy, procedures, guidelines, an online training module, advice sheets and monthly updates on recordkeeping.

The directorate's Records Manager regularly attends business area meetings to promote good recordkeeping practices. There are currently five other staff members working in the CSD Records Management Unit with 2 x ASO4s and 2 x ASO1s and four staff located at Housing ACT RMU with 1 x ASO3 and 3 x ASO1s. They are offered the opportunity to attend professional development workshops, meetings and formal training such as certificates through CIT.

### *Education and Training Directorate*

Records management training opportunities are available to all staff via a monthly workshop and refresher training advertised through the professional learning calendar.

The directorate's current resources are six full time employees that are responsible for registering, archiving and providing access to the directorate's records.

### *ACT Teacher Quality Institute*

TQI provides staff training as part of the induction process. Refresher training is available. Additional training is scheduled to communicate records management changes.

TQI has three staff with specific records management responsibilities.

- > Senior Manager, Information Services and Projects
- > Business System and Projects Officer, Information Services
- > Finance and Administration Officer, Information Services

### *Environment and Planning Directorate*

EPD are committed to best practice records management, and as such provide induction training related to recordkeeping and use of the Objective EDRMS to all staff commencing with the Directorate. In addition to this induction training the records management team provide refresher training to staff on an as-required basis, and regularly attend team meetings to address questions and provide updates on changes in internal processes.

The EPD information management team includes two staff dedicated to records management tasks. This is reflective of both the size of the directorate, and the directorates focus on enabling all staff to be confident and capable recordkeepers, rather than relying on one team of experts. The staff in the Information Management team have a broad range of responsibilities, including records management, privacy, customer complaints, and public access, and have relevant industry qualifications suitable to their principle responsibilities. This includes up to an advanced diploma in recordkeeping, as well as linked topics.

### *Justice and Community Safety Directorate*

Records Management training is available through the JACS Directorate and ACT Government training calendars. Training options continue to be reviewed, with the development of online in-house programs commenced. Directorate staff are also provided with regular training on the various business systems used within the Directorate that support the administration of records.

Governance continues to work with business units to assist them in meeting their recordkeeping requirements.

During 2015-2016 a number of areas in the directorate have been working on developing programs to improve their recordkeeping practices, including the timely archiving and disposal of records.

The directorate has also been working closely with the Territory Records Office on their review of the Territory Disposal Schedules.

### *Territory and Municipal Services Directorate*

Internal training sessions are provided for all TAMS staff with 17 TAMS staff receiving records management training during 2015-16

### *ACT Electoral Commissioner*

The Principal Officer is the ACT Electoral Commissioner and the dedicated records manager is a function of the Officer Manager's role, however, records management is the responsibility of all staff in Elections ACT. As such, records management training is provided through the induction process as well as one-on-one training. All Elections ACT staff are encouraged to attend the Shared Services Introduction to Records Management Training and to attend regular records management refresher courses.

The ACT Record Services Office has also provided a half day EDRMS training session to all staff as part of the implementation of the EDRMS project.

The Office Manager is undertaking some professional development and has commenced an Advanced Diploma in records management.

## Records Disposal Schedules

Records disposal schedules are issued under section 19 of the Territory Records Act to identify the records that must be retained by ACT Government agencies as Territory archives and which others may be destroyed when they no longer have significant value to the agency, the Government or the community.

A core group of records disposal schedules covers functions commonly undertaken by all government agencies. In addition, agencies must have in place records disposal schedules that are relevant to their specific business functions. Agencies cannot destroy a Territory Government record unless a relevant records disposal schedule has been issued and that schedule has been identified in the agency's records management program.

### *Record Disposal Schedules for use by Whole of Government*

Schedule name	Date Effective	Instrument No
Community Relations Records	8 March 2011	NI2011-84
Compensation Records	11 April 2012	NI2012-183
Equipment and Stores Records	13 April 2012	NI2012-186
Establishment Records	11 September 2009	NI2009-437
Financial Management Records	2 September 2011	NI2011-482
Fleet Management Records	13 April 2012	NI2012-187
Government Relations Records	8 March 2011	NI2011-88
Industrial Relations Records	8 March 2011	NI2011-90
Information Management Records	8 March 2011	NI2011-92
Legal Services Records	11 September 2009	NI2009-443
Occupational Health and Safety (OH&S) Records	11 September 2009	NI2009-444
Personnel Records	8 March 2011	NI2011-97
Preserving records containing information that may allow people to establish links with their Aboriginal and Torres Strait Islander heritage	25 March 2011	NI2011-162
Property Management Records	30 August 2013	NI2013-371
Protection of records relevant to the Royal Commission into Institutional Responses to Child Sexual Abuse	1 February 2013	NI2013-42
Publication Records	30 August 2013	NI2013-370
Source Records	25 March 2011	NI2011-170
Strategic Management Records	11 September 2009	NI2009-453
Technology and Telecommunications Records	11 September 2009	NI2009-454

### *Record Disposal Schedules for use by ACT Health*

Schedule name	Date Effective	Instrument No
Health Treatment and Care Records	19 December 2013	NI2013-589
Patient Services Administration Records	24 December 2013	NI2013-590
Population Health Care Management and Control Records	8 May 2009	NI2009-209



### *Record Disposal Schedules reported by Capital Metro Agency*

Schedule name	Date Effective	Instrument No
Road and Rail Management Records	7 July 2015	NI2015-359

### *Record Disposal Schedules reported by Chief Minister, Treasury and Economic Development Directorate*

Schedule name	Date Effective	Instrument No
Arts and Cultural Development Records	18 June 2004	NI2004-179
Business Development Records	9 January 2009	NI2009-9
Community Development Records	14 July 2006	NI2006-257
Disability, Housing and Community Services Records	25 February 2005	NI2005-94
Disaster Recovery (Human Services) Records	6 May 2005	NI2005-157
Environmental Management Records	25 March 2011	NI2011-86
Equipment and Stores Records	13 April 2012	NI2012-186
Gambling and Racing Regulation Records	15 December 2004	NI2004-476
Government Coordination Records	11 September 2007	NI2007-280
Government Insurance Services Records	11 December 2009	NI2009-630
Independent Competition and Regulation Records	3 February 2006	NI2006-28
Industry Development Records	26 September 2006	NI2006-347
Industry Long Service Leave Records	14 July 2006	NI2006-256
Information and Communication Records	19 June 2007	NI2007-176
Inquiries and Commission Records	6 March 2005	NI2005-155
Land Development Records	21 April 2006	NI2006-136
Legislative Assembly Secretariat Records	18 June 2004	NI2004-177
Milk Vending Records	9 October 2007	NI2007-311
Parks, Reserves and Public Places Records	8 March 2011	NI2011-94
Procurement Records	9 October 2007	NI2007-312
Public Sector Management Records	3 February 2006	NI2006-29
Roads Management Records	15 December 2004	NI2004-474
Security Coordination Records	11 September 2009	NI2009-452
Sport and Athlete Development Records	14 December 2006	NI2006-448
Tourism Records	14 November 2003	NI2003-455
Traffic and Transport Records	18 June 2004	NI2004-180
Training and Tertiary Education Records	6 July 2015	NI2015-365
Venue & Event Management Records	28 October 2005	NI2005-402
WorkCover Records	28 October 2005	NI2005-399
Workplace & Safety Policy Records	8 March 2011	NI2011-96

### *Record Disposal Schedules reported by Community Services*

Schedule name	Date Effective	Instrument No
Children Care and Protection Programs Records	23 January 2015	NI2015-33
Community Development Records	14 July 2006	NI2006257

Disability Services Records	11 March 2016	NI2016-121
Disaster Recover (Human Services) Records	6 May 2006	NI2006-157
Parenting Services Records	26 September 2006	NI2006-349
Youth Services Records	27 June 2014	NI2014-292

### *Record Disposal Schedules reported by Education and Training*

Schedule name	Date Effective	Instrument No
Education Strategy Records	30 August 2013	NI2013-375
External Education Relations (Non-Government) Records	30 August 2013	NI2013-374
Health Treatment and Care Records	24 December 2013	NI2013-589
Training and Tertiary Education Records	7 July 2015	NI2015-363
Teacher Quality Records	30 August 2013	NI2013-376
School Management Records	20 August 2013	NI2013-373
Student Management Records	7 July 2015	NI2015-360

### *Record Disposal Schedules reported by Environment and Planning*

Schedule name	Date Effective	Instrument No
Corporate Governance Records	9 January 2009	NI2009-10
Environmental Management Records	25 March 2011	NI2011-86
Ombudsman Complaint Management Records	8 March 2011	NI2011-93
Land, Planning and Building Records	16 April 2004	NI2004-91
Parks, Reserves and Public Places Records	8 March 2011	NI2011-94
Roads Management Records	15 December 2004	NI2004-474
Traffic and Transport Records	18 June 2004	NI2004-180

### *Record Disposal Schedules reported by Justice and Community Safety*

Schedule name	Date Effective	Instrument No
ACT Director of Public Prosecutions Records	8 March 2011	NI2011-89
ACT Government Solicitor Records	14 December 2006	NI2006-447
ACT Law Courts and Tribunals Records	15 December 2004	NI2004-478
Advocacy Records	7 July 2015	NI2015-357
Corrective Services Records	26 September 2006	NI2006-345
Emergency Awareness Records	13 April 2012	NI2012-184
Emergency Management Records	13 April 2012	NI2012-185
Fair Trading Records	28 October 2006	NI2005-401
Human Rights and Discrimination Records	7 September 2004	NI2004-335
Inquiries & Commissions Records	6 May 2005	NI2005-155
Justice of the Peace Records	23 September 2008	NI2008-439
Parliamentary Counsel's Records	14 July 2006	NI2006-255
Procurement Records	9 October 2007	NI2007-312
Public Trustee Services Records	3 February 2006	NI2006-30
Register General's Office Records	14 June 2006	NI2006-184

Schedule name	Date Effective	Instrument No
School Management Records	30 August 2013	NI2013-373
Security Coordination Records	11 September 2009	NI2009-452
Traffic and Transport Records	7 July 2015	NI2015-362
Victims Support and Redress Records	8 May 2009	NI2009-211
Workcover Records	28 October 2005	NI2005-399
Workplace and Safety Policy Records	8 March 2011	NI2011-96

### *Record Disposal Schedules reported by Territory and Municipal Services*

Schedule name	Date Effective	Instrument No
ACT Government Veterinarian Records	8 March 2011	NI2011-87
Cemeteries and Crematoria Management Records	15 December 2004	NI2004-477
Development Approval and Asset Acceptance Records	28 October 2005	NI2005-400
Environmental Management Records	25 March 2011	NI2011-86
Parks Reserves and Public Places Records	8 March 2011	NI2011-94
Road and Rail Management Records	3 July 2015	NI2015-359
Stormwater Drainage Records	15 December 2004	NI2004-475
Traffic and Transport Records	18 June 2004	NI2004-180
Waste Management Records	7 September 2004	NI2004-336

### *Record Disposal Schedules reported by ACT Electoral Commissioner*

Schedule name	Date Effective	Instrument No
Election and Referendum Services to Other Agencies Records	1 July 2014	NI2014-289
Elections and Referendums for the ACT Legislative Assembly Records	1 July 2014	NI2014-288

## **Other Information and Projects**

### *ACT Health Directorate*

ACT Health, as part of the 2014 Strategic Internal Audit Plan, has undertaken an internal audit review of Records Management which was performed by RSM Bird Cameron. Overall, nothing has come to their attention that caused the reviewer to believe that ACT Health has not maintained, in all material respects, effective control procedures in regard to the aspects of records management activities. As a result, there were five recommendations for Records Management to address and to implement.

ACT Health Population Health Division, Health Protection Service staff are taking part in the 'One ACT Public Service Digital Records Capability' project and are currently piloting the implementation of the new whole of Government instance of HP RM.

### *Chief Minister, Treasury and Economic Development Directorate*

An audit of physical records storage is being undertaken to help identify the extent of our hard copy records storage, any risks associated with their current location, ownership, and to assist in identifying strategies to manage these risks.

The use of Electronic Records Management Systems has been expanded in the Directorate and Land Development Agency through the participation of a number of business units in the EDRMS pilot. The further expansion of these systems will continued to be encouraged as a means of improving our capacity to better meet the requirements of the *Territory Records Act 2002*.

### **Cultural Facilities Corporation**

#### **Electronic Document Records Management System (EDRMS)**

CFC, in conjunction with Record Services implemented an EDRMS (HP Records Manager) to assist in the creation and management of records. In developing the EDRMS, a CFC project team was nominated to attend various analysis workshops held by Record Services. Through this, Records Services gained an understanding of CFC business and record keeping needs and developed an appropriate system design. Record Services also provided staff with EDRMS training throughout the year. The EDRMS achieves legislative compliance and will benefit the CFC by reducing the duplication of records, having greater accessibility to records and decreased physical storage.

#### **Destruction projects**

- > CFC has given authority to Record Services to dispose of a number of CFC records in accordance with approved disposal schedules.
- > CFC has provided Records Services with notification of unregistered records that require disposal in accordance with approved disposal schedules. These records have been registered on the Record Services database and destroyed onsite at CFC.

### **Community Services Directorate**

Record disposal schedules, thesaurus terms and data entry standards for metadata input continue to be reviewed, developed and implemented. Review of current record holdings via a census was carried out throughout the CSD Directorate (excluding Housing ACT) and development of a disposal program is ongoing.

As part of the ongoing disposal program, Housing ACT RMU is working with the CSD Records Manager on storage, disposal policies, file creation and referencing.

### **Education and Training Directorate**

The Directorate is currently piloting EDRMS solutions using HP RM8.

The Directorate transferred the custody of Training and Tertiary Education records to the Chief Minister, Treasury and Economic Development Directorate as part of the machinery of government change.

### **ACT Teacher Quality Institute**

TQI is using an EDRMS framework for records management compliance. This includes the automated, real time transfer of key data from its business system to its record keeping system. A project is in progress to increase the scope of the data being transferred.

### **Environment and Planning Directorate**

During 2015-16 EPD commenced a project of digitising inactive files. Due to the limitations for physical storage within EPD, and with external providers, physical records identified for long term archives could not be removed to offsite storage. To improve access to these files, while reducing the amount of office space wasted on physical storage, EPD commenced a program of digitising

these files and then destroyed the original record in compliance with Territory Records Digitisation standards.

This project commenced in May 2016 with approximately 100 files scanned to date. It is anticipated this project will continue in 2016-17 with the aim to remove all inactive files out of office space storage.

### *Justice and Community Safety Directorate*

The Directorate is represented on the One ACTPS EDRMS Pilot Project Board, with a view to moving into an EDRMS environment.

### *Territory and Municipal Services Directorate*

*Significant records events of 2015-16:*

- > Concrete bus shelter plans sourced.

### *ACT Electoral Commissioner*

Elections ACT, with the assistance of the ACT Record Services Office, has implemented an Electronic Digital Record Management System (EDRMS); specifically HP Records Manager (HPRM). Following the 2016 ACT Legislative Assembly election, more work will be done to further utilise the EDRMS and start to move away from using the shared network drive.

For further information contact:

Danielle Wickman  
Director  
Territory Records Office  
+61 2 6207 0194  
[Dani.Wickman@act.gov.au](mailto:Dani.Wickman@act.gov.au)

# ENVIRONMENT PROTECTION AUTHORITY

## ACT Environment and Protection Authority

Mr Andrew Barr MLA  
Chief Minister  
ACT Legislative Assembly  
London Circuit  
CANBERRA ACT 2601

Dear Chief Minister,

### 2015-16 ACT Environment and Protection Authority Annual Report

This report has been prepared under Section 6(1) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the ACT Environment and Protection Authority.

I certify that the attached annual report is an honest and accurate account and that all material information on the operations of the ACT Environment and Protection Authority during the period of 1 July 2015 to 30 June 2016 has been included.

I hereby certify that fraud prevention has been managed in accordance with the Public Sector Management Standards, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you cause a copy of the Report to be laid before the Legislative Assembly within 4 months of the end of the financial year.

Yours sincerely



Greg Jones  
ACT Environment and Protection Authority  
01 August 2016

## COMPLIANCE STATEMENT

The ACT Environment Protection Authority (EPA) Annual Report must comply with the 2015 Annual Report Directions (the Directions). The Directions are found at the ACT Legislation Register:

[www.legislation.act.gov.au/ni/annual/2015.asp](http://www.legislation.act.gov.au/ni/annual/2015.asp)

The Compliance Statement indicates the subsections, under the five Parts of the Directions, that are applicable to the ACT Environment Protection Authority Annual Report and the location of information that satisfies these requirements:

### Part 1 Directions Overview

The requirements under Part 1 of the 2015 Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The ACT Environment Protection Authority Annual Report complies with all subsections of Part 1 under the Directions.

In compliance with section 13 Feedback, Part 1 of the Directions, contact details for ACT EPA provided within the ACT Environment Protection Authority Annual Report to provide readers with the opportunity to provide feedback.

### Part 2 Agency Annual Report Requirements

The requirements within Part 2 of the Directions are mandatory for all agencies and ACT Environment Protection Authority Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the ACT Environment Protection Authority Annual Report as follows:

- > A. Transmittal Certificate, see page 280;
- > B. Organisational Overview and Performance, inclusive of all subsections, see page 282;
- > C. Financial Management Reporting, inclusive of all subsections, is contained within the CMTEDD Annual report.

### Part 3 Reporting by Exception

The ACT EPA has nil information to report by exception under Part 3 of the Directions for the 2015-16 reporting period.

### Part 4 Agency Specific Annual Report Requirements

There are no specific annual report requirements for the ACT EPA.

### Part 5 Whole of Government Annual Reporting

All subsections of Part 5 of the Directions apply to the ACT EPA. Consistent with the Directions, the information satisfying these requirements is reported in the one place for all ACT Public Service Directorates, as follows:

- > M. Community Engagement and Support, see the 2015-16 Annual Report of Chief Minister, Treasury and Economic Development Directorate;
- > N. Justice and Community Safety, including all subsections R.1 – R.4, see the 2015-16 Annual Report of the Justice and Community Safety Directorate;
- > O. Public Sector Standards and Workplace Profile, see the Commissioner for Public Administration State of the Service Annual Report; and

- > P. Territory Records, see the 2015-16 Annual Report of Chief Minister, Treasury and Economic, Development Directorate.

ACT Public Service Directorate annual reports are found at the following web address:

[www.cmd.act.gov.au/open\\_government/report/annual\\_reports](http://www.cmd.act.gov.au/open_government/report/annual_reports).

## LEGISLATIVE FRAMEWORK AND FUNCTIONS

The Environment Protection Authority (EPA) is established by the *Environment Protection Act 1997* (the EP Act). As a statutory position, the EPA is responsible for administering the EP Act. Within Access Canberra the Construction, Environment and Workplace Protection Division supports the EPA in administering regulatory functions of the EP Act and other legislation administered by the EPA.

The objectives of the EP Act include:

- > protecting and enhancing the quality of the environment;
- > prevent environmental degradation and risk of harm to human health;
- > achieve effective integration of environmental, economic and social consideration in decision-making processes;
- > establishing a single and integrated regulatory framework for environmental protection and provide for monitoring and reporting of environmental quality on a regular basis;
- > facilitating the implementation of national environment protection measures and laws;
- > ensuring contaminated land is managed having regard to human health and the environment; and
- > encouraging responsibility by the whole community for the environment – general environmental duty of care.

The EPA meets these objectives by working with the community, business and government agencies, granting environmental authorisations, promoting environmental awareness, entering into environmental protection agreements, developing guidance and policies with stakeholders and issuing notices, environment protection orders and a range of other legislative instruments.

### Environment Protection Policy

The EPA in conjunction with the Environment and Planning Directorate develops environment protection policies (EPPs) and guidelines to help explain and apply the legislation it administers. These policies and guidelines help clarify and apply the regulations made under the legislation. There are currently eight EPPs in effect that cover a range of regulatory areas including air, noise, water quality, motor sport noise, outdoor concert noise, hazardous materials and contaminated sites. One EPP covers general administration of the EP Act.

### Accredited Codes of Practice

Codes of practice are formal documents developed by particular industries and approved by the Minister. Codes set out ways of minimising environmental harm and ensuring compliance with the general environmental duty. Codes may be either specific to the particular activity or activities to which they relate, or may apply across an industry. There is one code accredited under the EP Act:

- > The ACT commercial waste industry has an accredited code of practice, developed in 1998, dealing with operating hours, maintenance of equipment and complaint handling procedures.



## ENVIRONMENT PROTECTION ACT

### Environmental Authorisations

An Environmental Authorisation (EA) is a form of licence granted under s. 49 of the EP Act. An EA sets out the conditions under which activities with a significant potential to cause environmental harm may be conducted. The number of authorisations is generally consistent with previous years. The EPA received and considered 55 applications for EAs during 2015–16. It currently administers a total of 312 EAs. All EAs are subject to review; EAs granted for an unlimited period are subject to review periods of up to five years based on a risk assessment of the activity and authorisation holder. There were 100 reviews of EAs during 2015-16.

Activity (Schedule 1 Class A of the Act)	2014–15 Authorisations	2015–16 Authorisations	Current Authorisations
Controlled burns	-	-	2
Commercial incineration, sterilisation of clinical waste	-	-	1
Composting	-	-	1
Material crushing, grinding or separating	1	-	5
Commercial production of alcoholic beverages	-	-	-
Crematorium	-	-	1
Extraction of material from a waterway	-	3	5
Firewood	4	3	23
Keeping poultry	-	-	1
Commercial landfills	-	-	2
Logging	-	-	1
Milk production	-	-	1
Motor sports	1	1	4
Motor sports and outdoor concerts	-	-	1
Outdoor concerts	10	12	5
Commercial use of agricultural and veterinary chemicals	6	20	133
Petroleum storage	1	-	65
Road building material production	-	-	2
Concrete production	-	-	9
Sewage treatment	-	-	2
Sewage treatment and incineration	-	-	1
Placement of soil on land	3	1	10
Transportation within the ACT of regulated waste	9	6	17
Transport of controlled waste	3	9	10
Timber milling	-	-	2
Waste petroleum recovery	-	-	1
Operation of a firearm shooting range	-	-	5
Wool-on sheepskin tanning	-	-	-
Treatment of contaminated soil	-	-	2
<b>TOTAL</b>	<b>35</b>	<b>55</b>	<b>312</b>

## Environmental Protection Agreements

Environmental Protection Agreements are formal, non-binding agreements between the EPA and businesses. These agreements are designed to help businesses manage their environmental performance. Section 38 of the EP Act provides for the EPA to enter into Environmental Protection Agreements and allows the agreements to be used instead of Environmental Authorisations where people are conducting certain activities that entail a moderately significant risk of environmental harm (those listed in Schedule 1 Class B of the Act).

The following table shows 56 Environmental Protection Agreements were made during the year, bringing the number of agreements currently being administered by the EPA to 175.

Activity (Schedule 1 Class B of the Act)	Agreements for 2013–14	Agreements for 2014–15	Agreements for 2015–16	Total Agreements
Land development/construction	57	51	54	166
Municipal services	1	-	-	-
E-Waste Dismantling and Storage	-	1	-	1
Wastewater reuse	-	-	2	2
Contaminated sites	-	7	-	6
TOTAL	58	59	56	175

Of the 175 agreements, 166 relate to builders and developers undertaking construction works on sites greater than 0.3 hectares. A condition of the agreements requires the endorsement by the EPA of an erosion and sediment control plan prior to works commencing. The EPA received and endorsed 127 erosion and sediment control plans and undertook 460 inspections of development sites greater than 0.3 hectares. There were seven agreements for contaminated land which related to the requirement to implement on-going site management plans, primarily related to sites impacted by residual bonded asbestos.

## Contaminated Land Notifications

The EPA received two contaminated land notifications under s.23A of the EP Act during the reporting period. Both related to operational service station sites where contamination had been detected during routine maintenance or redevelopment of the sites. There have been 88 notifications since the contaminated land provisions were enacted in 1999.

## Contaminated Sites

Ten independent contaminated land audits into site suitability by EPA-approved auditors were reviewed and endorsed by the EPA during 2015–16. Three related to the Kingston Foreshore development area, six to service station and other fuel storage site redevelopments, and one in relation to the Campbell Section 5 redevelopment. Three independent audits into the adequacy of site management and remedial action plans were also reviewed and endorsed by the EPA during 2015–16. These related to the remediation and redevelopment of a former service station site and the on-going management of residual contamination within the Lyneham Sports Precinct and the Canberra Brickworks.

A total of 98 contaminated land environmental assessment reports into the suitability of sites for their proposed uses were also reviewed and endorsed during 2015–16.

457 inspections were carried out of known or potential contaminated sites to review whether redevelopment activities were underway or completed.

## Register of Contaminated Sites

On 10 June 2015 legislative amendments to the Register of contaminated sites came into effect. The amendments added additional criteria for sites to be included on the Register. There are 126 sites recorded on the Register. The information contained on the Register is publicly available and can be obtained by contacting the EPA.

## Contaminated Land Searches and Data

The EPA maintains records of known, potentially contaminated and remediated land in the ACT. This information is made available through the Lease Conveyancing Enquiry through the ACT Planning and Land Authority and Contaminated Land Search through Access Canberra to ensure persons with an interest in the land have access to records held by the EPA. The information is also provided under agreement to utility providers and other areas of the ACT Government for their operational requirements for installation and maintenance of infrastructure. The EPA entered into four agreements with utility operators and two agreements for the Capital Metro and Basin Priority infrastructure projects in 2015-16. The EPA received and responded to 413 Contaminated Land Search enquiries during the reporting period.

## Beneficial Reuse Approvals

Beneficial reuse involves the reuse both on and off-site of soil which has a level of contamination but does not pose, subject to appropriate management, a risk to human health or the environment for a particular land use. The applications for reuse are subject to rigorous assessment in accordance with the nationally adopted guidelines endorsed by the EPA and undertaken by suitable qualified environmental consultants. The EPA received, assessed and approved 60 applications for the beneficial reuse of approximately 226,100 cubic metres of low level contaminated soil.

## Planning and Development

The EPA commented on 1,157 Development Applications and other planning documents referred from the Planning and Land Authority and the National Capital Authority.

## Complaint handling

During the year the EPA received 740 new complaints covering a range of issues, resulting in 2,061 actions for new and ongoing complaints, as shown in the following table. This represented a 17 per cent increase overall from the previous reporting period. The increase in actions can be attributed to a 10 per cent increase in noise complaints and 50 per cent increase in air complaints. This is mainly due to an increase in urban densities, construction activities and residential properties installing reverse cycle air conditioning systems and evaporative coolers. Other noise-related complaints remained relatively static, which is likely to be due to continued educational programs and planning initiatives to ensure appropriate management and design of developments, particularly in commercial mixed use areas.

The increase in complaints regarding air pollution is primarily associated with odour. The EPA has been working with two businesses in the north and south of the ACT to identify the source of the odour and manage ongoing operations. There was a 35 per cent decrease in actions attributed to solid wood heaters, likely as a result of the warmer weather experienced through the reporting period.

Environmental issue	2013–14	2014–15	2015–16
Air	143	195*	293
Asbestos	1	3	-
Firewood	-	-	-
Illegal fishing	6	8	4
Land contamination	1	8	-
Light pollution	26	26	41
Noise	998	1,357	1,510
Other hazardous materials	5	11	10
Ozone	-	-	-
Pesticides	1	-	2
Power boats	-	3	1
Oil Spill	11	12	4
Dirt on Roads	1	13	23
Sediment and Erosion Control	6	32	21
Solid fuel heaters	84	127	82
Trees	-	-	-
Water	42	56	70
Total	1,334	1,757	2,061

\*Due to data reporting error for year 2014 -15 total air complaints were reported as 77 which did not include 118 complaints related to burning off.

## Noise Complaints

The highest number of complaints in 2015-16 as with previous years related to people affected by noise. The table below provides a breakdown of the complaints and complaint actions by noise type.

Enforcement action	2014-15	2015-16
Air Conditioner/Fans/Heaters Noise	23	34
Alarms Noise	13	10
Amplified Music Noise	223	233
Building Work Noise	94	102
Garden Maintenance or Improvement Noise	17	14
Gym Equipment Noise	-	3
Mechanical Plants & Equipment Noise	5	19
PA System Noise	2	-
Vehicle Noise	16	23
Waste Collection Noise	5	8
Noise Others	55	29
Total	453	475

### Noise Complaints Actions Taken

Enforcement action	2014-15	2015-16
Air Conditioner/Fans/Heaters Noise	128	229
Alarms Noise	24	20
Amplified Music Noise	834	821
Building Work Noise	168	215
Garden Maintenance or Improvement Noise	33	25
Gym Equipment Noise	1	10
Mechanical Plants & Equipment Noise	13	68
PA System Noise	6	-
Vehicle Noise	47	44
Waste Collection Noise	24	12
Noise Others	103	66
Total	1,381	1,510

### Educational Activities

A series of information sheets and guidelines for industry and the general public in relation to the EP Act are available on the Environment and Planning Directorates website. Information is also routinely shared through social media informing builders to ensure sediment controls are in place prior to commencing works and regularly maintained, particularly for major rain events.

### Enforcement Activities

Individuals or businesses may incur penalties such as on-the-spot fines, environment protection orders or prosecution for breaches of the EP Act. On-the-spot fines have been issued for minor breaches of the EP Act, mainly at building sites and for discharges to stormwater and excessive noise. More serious matters are subject to orders or prosecution.

One environment protection order was served during the reporting period for the illegal placement of soil on a rural block.

The following table lists the notices and orders served and prosecutions completed since the EP Act commenced on 1 July 1998, and actions taken in recent years.

Enforcement action	2013-14	2014-15	2015-16	Total
Service of first infringement	14	12	5	400
Service of final infringement	1	1	-	120
Environment protection orders	-	-	1	37
Environment improvement plan	-	-	-	-
Prosecution	-	-	-	-
Out-of-court settlement	-	-	-	-
Total	15	13	7	-

## CLINICAL WASTE ACT

No new licences were granted to carry on the business of transporting clinical waste during 2015-16. Four existing annual licences were reviewed and approved and 11 permits for vehicles to transport clinical waste were renewed.

## LAKES ACT

The Delegate of Lakes is responsible for administering provisions of the *Lakes Act 1976* including responsibility for works approval on the lakes and lake warnings and closures due to pollution incidents.

The Molonglo Reach water ski area remained closed to the general public. The Territory and Municipal Services Directorate undertook a risk assessment of the water ski area and determined a single power boat operated by a competent person may use the main basin area. A licence under the Lakes Act was issued to the ACT Waterski Association for use of the main basin for training and competition purposes only. Two other licences were issued for the Molonglo Reach area to marine repair businesses.

Two licences were issued for Lake Ginninderra, one to the ACT Waterski Association to facilitate the continuation of the trial use of a designated area for training purposes and one to a marine licence training business.

## WATER RESOURCES ACT

The EPA has responsibility for administering the *Water Resources Act 2007* (the WR Act), which aims to ensure the use and management of the Territory's water resources are sustainable while protecting the ecosystems that depend on the waterways. It is also designed to protect waterways and aquifers from damage.

Licences are issued under the WR Act for activities ranging from water abstraction and bore construction works to construction and maintenance of waterway structures and bore water drilling. In 2015-16 there were 192 active licences to take water with 6 new licences issued. Additionally, 25 waterway works licences were issued. The number of waterway works licences was higher than previous years, which may reflect a slight increase in greenfields developments during the reporting period. There were 117 water meters inspected during the reporting period.

Water is more commonly being considered a commodity and water entitlements are commonly traded in other areas of Australia, both within and between jurisdictions. Demand for trades in the ACT is low as the ACT does not have large irrigation dams or large-scale irrigation businesses. There were 4 new water access entitlements issued in the ACT.

Licence type	2013-14	2014-15	2015-16
Bore works licence	7	0	3
Waterway works licence	26	20	25
Licence to take water (new)	10	16	6
Water access entitlements	13	25	4

### Enforcement Activity

Licensees are regulated in accordance with the EPA's enforcement policy through an educative process, with a progressive increase in punitive outcome. People are given advisory notices and warnings when potential compliance issues arise, however if the matter is serious punitive measures

may be considered in the first instance. This process can prevent serious harm or breaches of the WR Act.

Enforcement activity in 2015–2016 was consistent with the previous year, which indicates a positive shift towards compliance by the regulated community. This indicates a successful implementation of the National Framework for Compliance and Enforcement systems for Water Resource Management.

Enforcement action	2013-14	2014-15	2015-16
Written caution (advisory)	23	14	18
Written Formal Warning	22	3	6
Direction	1	4	1
Infringement Notice	0	3	-
Prosecution	0	0	0
Total	46	24	25

## NATIONAL FRAMEWORK FOR COMPLIANCE

The EPA continued its commitment to implement the National Framework for Compliance and Enforcement Systems for Water Resource Management within the ACT by:

- > initiating a more targeted and intelligence driven approach to monitoring, which targets water resource activity according to risk level;
- > developing project legacy by implementing new compliance and enforcement tools into standard operating procedures; and
- > enhancing the profile of compliance and enforcement in workplace culture and reporting mechanisms.

Further Information can be obtained from:

Greg Jones  
Environment Protection Authority  
13 22 81  
[environment@act.gov.au](mailto:environment@act.gov.au)  
[www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au)

# LIFETIME CARE AND SUPPORT FUND

## 1. ORGANISATIONAL OVERVIEW

The Lifetime Care and Support Scheme (LTCSS) was established under the *Lifetime Care and Support (Catastrophic Injuries) Act 2014* (LTCS Act) and commenced operation on 1 July 2014. The LTCSS provides reasonable and necessary on-going treatment and care to people who have been catastrophically injured as a result of a motor accident in the Australian Capital Territory, on or after 1 July 2014.

The scheme covers pedestrians, cyclists, motor bikes and motor vehicles so long as there is at least one registrable vehicle involved in the motor accident, regardless of where fault is attributable for the accident. As a result, it extends motor vehicle accident coverage for catastrophic injuries beyond what was previously available under Compulsory-Third Party (CTP) Insurance to include those persons who may be considered to be at-fault, or someone who is involved in a single vehicle accident, or even a blameless accident.

The LTCSS is a companion scheme to the National Disability Insurance Scheme in the ACT, and is transforming the way the ACT community supports people with a disability, their families and carers.

As it is a no-fault scheme, the LTCSS reduces the stress on those injured and their families that has previously been associated with litigating claims to meet ongoing treatment costs. It ensures early access to medical and rehabilitation care. Further, as treatment and care is on-going, those injured no longer have to worry whether a lump sum payment will meet their needs for the rest of their life and whether they will receive the ongoing treatment and care they need.

Examples of treatment and care provided to participants in the Scheme include:

- > medical treatment;
- > rehabilitation;
- > attendant care services; and
- > home and transport modification.

The LTCSS is funded by a levy on compulsory third-party insurance policies. The financial operations of the LTCSS are reflected in the LTCS Fund which is a separate financial reporting entity.

The LTCS Act is administered by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD). Under section 10 of the LTCS Act, the Minister must appoint a public servant as the LTCS Commissioner of the Australian Capital Territory (ACT). Ms Karen Doran, Executive Director of the Economic and Financial Group, CMTEDD was appointed by the Minister as the LTCS Commissioner commencing 1 July 2014.

The functions of the LTCS Commissioner are supported by the Financial Framework Management and Insurance Branch of the Economic and Financial Group, within CMTEDD.

### 1.1. LTCS Commissioner Responsibilities

Under the provisions of the LTCS Act, some of the key responsibilities of the LTCS Commissioner are to:

- > determine the LTCS levy amount;
- > issue and monitor guidelines for the LTCSS;
- > assess applications for eligibility for Scheme participation;



- > assess reasonable and necessary treatment and care needs of participants; and
- > pay assessed treatment and care needs.

## 1.2. Highlights

As 2015-16 was the second year of operation of the LTCSS, the key priorities during the financial year were to:

- > administer the LTCSS in accordance with the requirements of the LTCS Act and Guidelines;
- > continue to improve procedures for the efficient and effective delivery of the LTCSS, including implementation of the Intergovernmental Agreement (IGA) signed by the ACT Government in February 2015 with NSW, that enabled the NSW Lifetime Care and Support Authority (LTCSA) to provide co-ordinated lifetime care and support services on behalf of the LTCS Commissioner to participants in the ACT; and
- > monitor how the Scheme is operating including whether it is meeting participant expectations.

Against these priorities, the LTCS Commissioner:

- > signed the Care and Support Agreement with the LTCSA providing the legal framework for the delivery of coordinated care and support services to participants in the LTCSS by LTCSA on the LTCS Commissioner's behalf;
- > transferred the management of ACT participants' co-ordinated lifetime care and support services to LTCSA commencing from 1 September 2015;
- > commenced six-monthly meetings of the LTCS working group with our administration partners, the LTCSA, as part of the governance arrangements to monitor service delivery following the commencement of service delivery by LTCSA on 1 September 2015;
- > commissioned and received the first LTCS participant feedback report on the administration and effectiveness of the Scheme services provided to participants, including recommendations on ways service delivery may be enhanced;
- > determined, having regard to independent actuarial advice, the LTCS levy for motor vehicles for 2016-17;
- > approved guidelines to give effect to the extension of the LTCS Scheme to cover private sector work injuries; and determined, having regard to independent actuarial advice, the new LTCS levy for 2016-17 on private sector workers compensation insurers and self insurers to fund the extension of the Scheme; and
- > re-designed the LTCSS website [apps.treasury.act.gov.au/lcscs](https://apps.treasury.act.gov.au/lcscs) and responded to queries from the public received by way of telephone calls through Canberra Connect, via the LTCSS general inquiries email address [ltcss@act.gov.au](mailto:ltcss@act.gov.au); and via general written correspondence.

### LTCS Scheme for work injuries

In 2015-16, the ACT Government introduced and passed legislation to implement a National Injury Insurance Scheme (NIIS) for private sector work place accidents in the ACT as part of its commitment to the national disability reforms recommended by the Productivity Commission.

The legislation implements the NIIS for workers by extending the existing LTCSS. The extension of the Scheme, which commenced on 1 July 2016, covers catastrophic work injuries occurring on or after 1 July 2016.

The extension to cover injured workers is being fully funded through a levy collected from private sector workers compensation insurers and self-insurers.

### *Enhancements to the LTCS Scheme*

During 2015-16, amendments to provide two technical improvements to the LTCSS were introduced and passed in June 2015. First, these amendments address an anomaly in coverage of the LTCSS that arose in drafting the LTCS Act that might have resulted in some people involved in accidents with ACT Government-owned vehicles not being covered by the LTCSS. The amendment corrected this gap by including ACT Government-owned vehicles without CTP insurance policies in the eligibility criteria for the LTCSS.

Secondly, the amendments sought to address some inefficiencies relating to the delivery of LTCSS benefits to overseas participants.

Based on the experience of the Scheme to date and other similar schemes, delivery of lifetime care to participants residing overseas is often complicated and inefficient. To address this, amendments were passed to streamline delivery of benefits to scheme participants living overseas either permanently or for extended periods, through flexible payment arrangements. These include the ability to offer; first a lump sum payout to foreign national scheme participants in lieu of receiving future LTCSS benefits; and secondly, periodic payments to cover a participant's approved care needs while the person is living abroad.

These arrangements are intended to afford participants the opportunity to put in place more advantageous arrangements for their treatment and care calibrated to their country of residence's medical infrastructure, to help facilitate better health outcomes for participants living overseas.

### **1.3. Our Participants**

Any person who is catastrophically injured in a motor vehicle accident in ACT can apply to become a participant in the LTCSS, regardless of their role in the motor accident. An ACT private sector worker catastrophically injured at work on or after 1 July 2016 can now also apply.

An applicant must however meet certain injury criteria to be eligible (more information can be found at [apps.treasury.act.gov.au/lcscs](https://apps.treasury.act.gov.au/lcscs)).

The LTCS Commissioner received no new applications in the 2015-16 financial year for participation in the Scheme. As at 30 June 2016 there are five participants who have been accepted into the LTCSS (there were also five participants at 30 June 2015) and are receiving co-ordinated treatment and care benefits through the Scheme. Of the five participants, four are interim participants and one participant has now been accepted as a lifetime participant into the LTCSS.

### *Applying to the Scheme*

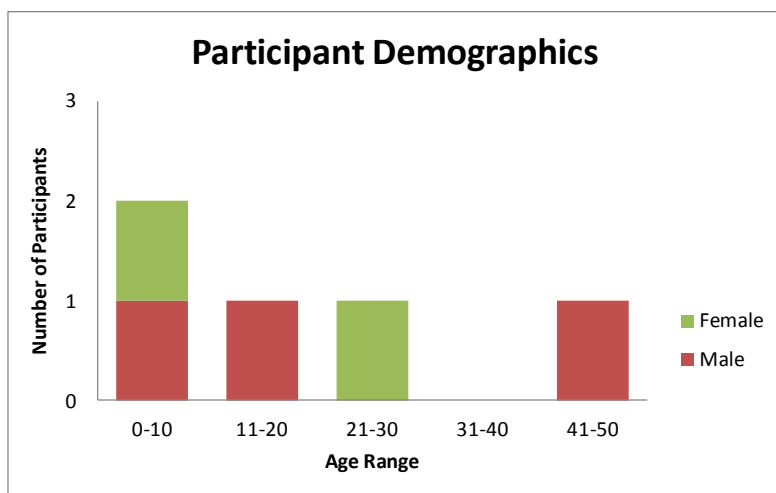
All participants commence as 'interim participants' for up to two years. During this time, the Scheme will pay for any reasonable and necessary treatment, rehabilitation and care related to the motor accident injury.

After two years, an interim participant may be eligible to become a 'lifetime participant'. Children do not apply for lifetime eligibility until they are at least five years old.

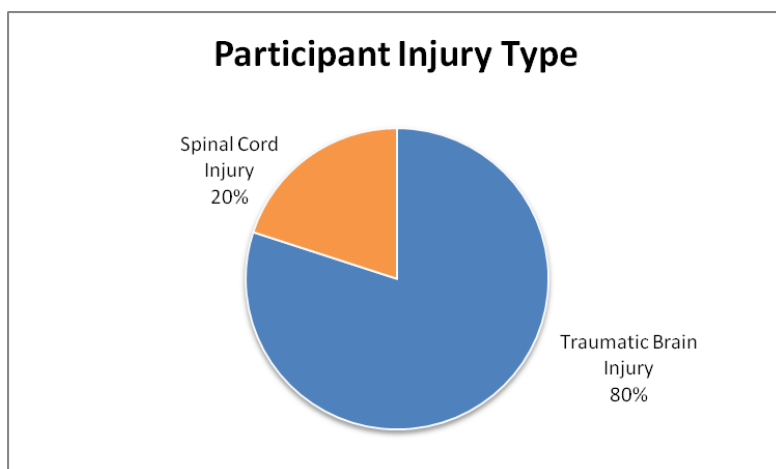
It is within the predicted range of claims per year to have no new participants accepted into the Scheme during a financial year.

### Our participant profile

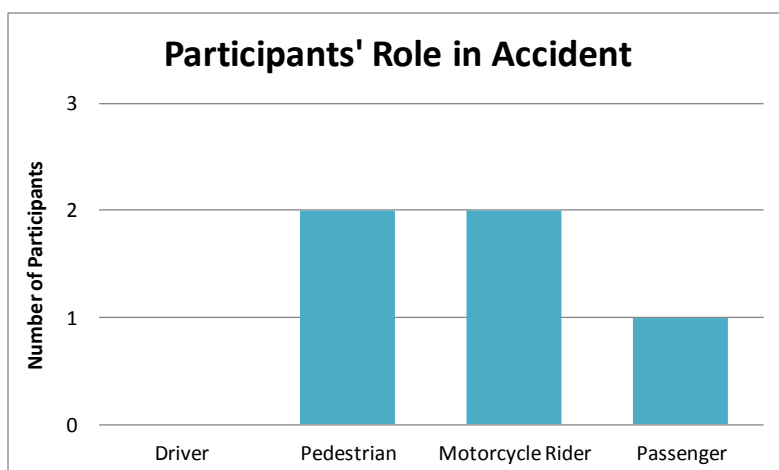
The LTCSS has quite a young age demographic with the average participant age at the time of injury just less than eighteen years of age. Of the five participants in the Scheme, two were under ten years of age when their accident occurred.



The Scheme covers five types of catastrophic injuries – traumatic brain injury, spinal cord injury, amputations, burns and vision loss. Four participants (80 per cent) have suffered a traumatic brain injury.



Our Scheme participants under ten years of age were a passenger and a pedestrian in the accidents that caused their injuries. Of the two drivers injured, both were motorcycle riders.



### *Provided Treatment, Rehabilitation and Care*

In 2015-16, the LTCS Commissioner spent a total of \$423,000 on services for participants. As expected, given there were no new participants in the year, the majority of expenses for the existing participants related to rehabilitation and medical type services. The largest expenditure category was rehabilitation services (33 per cent). The second largest expenditure type was support services at 22 per cent which comprise mainly case management fees and travel expenses for participants and service providers to access/provide treatment. Medical was the third largest expense category.

In comparison, in 2014-15, the LTCS Commissioner spent a total of \$353,000 on services for participants, with the majority of expenses related to hospital and support services expenses due to all participants being within one year of their injury date.

### *Accessing Services – How the scheme works with participants*

The LTCS Scheme provides reasonable and necessary treatment, rehabilitation and care as it is required throughout the person's life and assists them to plan their rehabilitation and care services.

Participants are supported as needed by a LTCSS coordinator. The coordinator arranges for a case manager to help plan services required by the participant.

The case manager will work with the participant and their service providers to request approval for services. Services are organised as required and the participant and their families are closely involved in each of these requests. Usually payment of approved treatment and care needs is made by the LTCSS directly to the supplier of the services.

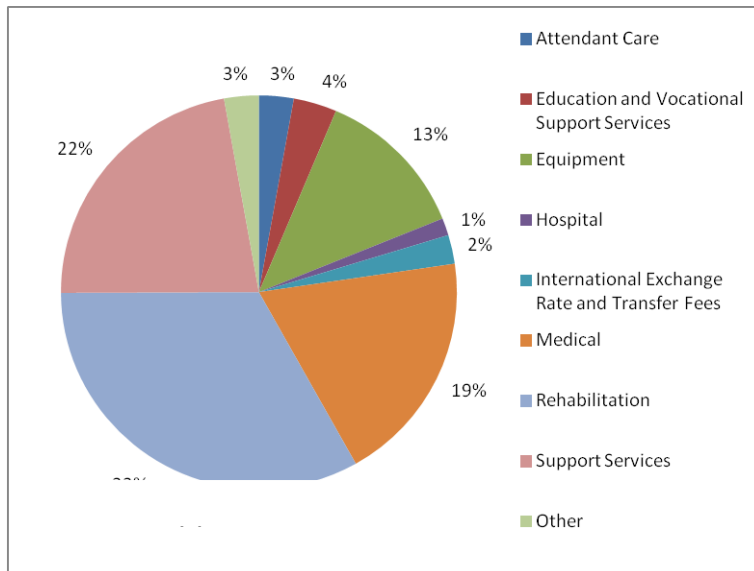
### *Accessing Services – Participants' perception of the Scheme*

"Participants felt very positive about the Scheme's existence ... especially for the financial costs of treatment, rehabilitation and care being met"<sup>vii</sup>

'Thinking back to the beginning for me it was support services and people that knew where to go and what to do....just to have level heads around us organising services was such a relief.'

'It's been a great support....It's been a great help, finding the services. We really haven't had to think about anything....With the accident and injuries being so severe we've had a lot of other things to do so it's been great to have

that side of it done – it has relieved a lot of stress.’



#### 1.4. Outlook

Strategic priorities in 2016-17 for the LTCSS include:

- > completing the implementation of the extension of the LTCSS to catastrophically injured private sector workers;
- > developing/amending the necessary guidelines and procedures to implement the LTCS Act amendments to streamline delivery of benefits to scheme participants living overseas;
- > continuing to improve guidelines and procedures for the efficient and effective delivery of the LTCSS;
- > continuing to collect feedback from participants on their expectations and experience with the LTCSS; and
- > undertaking investments in accordance with the Fund’s investment strategy.

## 2. PERFORMANCE ANALYSIS

The LTCSS’ 2015-16 performance indicators are included in the Budget Portfolio Statements for the LTCS Fund, and are reported as part of the LTCS Fund’s Statement of Performance.

The LTCS Fund achieved all its accountability targets in 2015-16.

## Explanation of Performance Indicators

### *a. Independent actuarial review to advise on the required fund contribution*

The LTCS levies are crucial to the funding of the Scheme, with a levy applying to all CTP policies payable at the time of vehicle registration and from 1 July 2016, a levy will apply to private sector workers compensation insurers. As required by the LTCS Act, the levies are set by the LTCS Commissioner based on independent actuarial advice. The level at which the levies are set in any given year is intended to secure sufficient funds to meet the costs of all estimated present and future liabilities of new participants of the LTCS in that year. The LTCS Levies are for a financial year and are set in May/June before the commencement of a financial year on 1 July.

In accordance with section 83 of the LTCS Act, the LTCS Commissioner obtained before the beginning of the contribution period, a report from an independent actuary in relation to the amounts needed to be contributed to the LTCS fund for the contribution period.

Two actuarial reports for the 2016-17 contribution period were undertaken by Cumpston Sarjeant Pty Ltd for the purposes of setting the 2016-17 LTCS Levies for motor vehicle injuries and work injuries and final reports were received in March 2016.

### *b. Determine LTCS Levy*

The LTCS Commissioner has determined that the 2015-16 LTCS levy of \$34 for a twelve-month CTP policy will be increased to \$35 in 2016-17, for all vehicles except those that are subject to distance restrictions applicable as part of the ACT's Concessional Vintage Vehicle Registration (CVVR) Scheme. A LTCS Levy of \$7 for a twelve-month CTP policy has been determined for the CVVR Scheme. The Levy determination for the 2016-17 contribution period was notified on the Legislation Register on 2 May 2016 for motor vehicles.

The levy amounts for the private sector workers compensation insurers and self-insurers<sup>viii</sup> was notified on 30 June 2016.

The LTCS Commissioner has determined these LTCS levies based on the best available data. Further, as the Scheme is only in its second year of operation for motor vehicle accidents and has just commenced for work accidents, a high degree of uncertainty still remains with respect to the number of participants and the costs of providing services. By the very nature of the injury type covered by the Scheme, the experience can be expected to be volatile from year to year. Noting that it may take several years of experience before more robust scheme data becomes available the LTCS Commissioner will reassess the levy amounts, on the basis of updated advice of an independent actuary, after the scheme has operated for another 12 month period.

### *c. Develop long-term investment strategy*

In accordance with section 80 of the LTCS Act, an amount in the LTCS fund banking account that is not needed for the purposes of payments to be made by the LTCS Commissioner under part 6 of the LTCS Act, may be invested. This performance indicator was to establish a strategic asset allocation, a target investment return and investment options for surplus LTCS funds.

The Investment Plan, that implements the commitment to establish a long-term investment strategy during 2015-16 for the LTCS Fund, was approved by the LTCS Commissioner on 28 April 2016.

#### *d. Develop client experience and engagement feedback mechanism*

The functions of the LTCS Commissioner under the LTCS Act include advising the Minister about the administration, efficiency and effectiveness of the LTCSS; and monitoring the provision of care, treatment, rehabilitation, long-term support and other services to participants in the LTCSS.

The aim of developing a client experience and engagement feedback mechanism is to be able to inform the LTCS Commissioner on the administration and effectiveness of the Scheme services provided to participants.

A survey of the LTCSS participants was conducted by Modd Research and Evaluation Pty Ltd in March 2016 with a final report received in June 2016. The purpose of the research was to gain feedback from the participants and/or their nominated persons (respondents) in order to understand participant expectations of and experience with the LTCSS.

#### *Research Findings and Recommendations*

Overall the research reported that all respondents felt very positive about the Scheme's existence and expressed a great deal of gratitude especially for having the financial costs of treatment, rehabilitation and care met. Respondents felt the Scheme is meeting the needs of participants to a large extent and one participant indicated their needs were met 'one hundred per cent'. While all respondents expressed gratitude for what the LTCSS provides, some did not feel confident that they knew they were accessing all that they were eligible for. Some respondents understood that some needs may not be within the scope of the Scheme's terms of reference. For others, there was a perception that there was a lack of clarity as to what the Scheme covered or did not cover.

The report included some recommendations to further enhance service delivery and participant experience in the Scheme, such as the provision of information about the Scheme's benefits at regular 3 or 6 month intervals to refresh and reinforce participant understanding of what services the Scheme provides.

As the majority of the findings relate to the management of service delivery to participants by the LTCSA, a copy of the research report and findings has been provided to the LTCSA and the findings discussed with them. It is expected that the client experience and engagement feedback will be conducted on an annual basis.

### **3. SCRUTINY**

During the reporting period the LTCSS did not participate in any Legislative Assembly Committee inquiries related to its activities. There were no Audit Office performance audit reports with recommendations in respect of the LTCSS, and no Ombudsman Reports.

### **4. RISK MANAGEMENT**

The LTCSS is part of CMTEDD. As such, it is covered in CMTEDD's risk management arrangements.

### **5. INTERNAL AUDIT**

The LTCSS is part of the CMTEDD Audit and Risk Committee. CMTEDD's Annual Report section on the Internal Audit Committee applies to the LTCSS.

No internal audits of the LTCSS were undertaken during 2015-16.

## **6. FRAUD PREVENTION**

The LTCSS is part of CMTEDD. As such, it is covered in CMTEDD's Fraud and Corruption Prevention Plan.

## **7. WORKPLACE HEALTH AND SAFETY**

The LTCSS is part of CMTEDD. CMTEDD's Annual Report section on Workplace Health and Safety practices applies to the LTCSS.

## **8. HUMAN RESOURCE MANAGEMENT**

The LTCSS is part of CMTEDD. CMTEDD's Annual Report section on HR management applies to the LTCSS.

## **9. ECOLOGICALLY SUSTAINABLE DEVELOPMENT**

The CMTEDD's Annual Report section on Ecologically Sustainable Development applies to the LTCSS.

For further information contact:

Karen Doran  
LTCS Commissioner  
+ 61 2 6207 0264  
[Karen.Doran@act.gov.au](mailto:Karen.Doran@act.gov.au)



# OFFICE OF THE NOMINAL DEFENDANT FOR THE ACT

## THE ORGANISATION

The ACT Insurance Authority is the Office of the Nominal Defendant of the ACT (the Fund) as defined under Section 13 of the *Road Transport (Third Party Insurance) Act 2008*.

The objectives of the Fund are to:

- > provide a safety net mechanism to meet the costs of third party personal injury claims made by injured parties where:
  - the vehicle involved does not have a compulsory third party insurance policy; or
  - the injured person is unable to identify the driver and vehicle at fault.
- > ensure that persons, who are injured in the circumstances listed above, receive the same entitlements as an injured person would receive where the vehicle did have CTP insurance;
- > collect recoveries from uninsured drivers at fault to the sum paid out by the Fund; and
- > receipt levies collected from each licensed CTP insurer in the Territory as well as the Commonwealth and ACT Governments.

Claims are managed within the auspices of the *Road Transport (Third Party) Insurance Act 2008*, and the Fund meets the cost of all legislated entitlements for injured people including, medical expenses, rehabilitation costs, and lump sum settlements.

## FINANCE

### Revenue

Total income recognised by the Fund during the year amounted to \$6.916 million.

The CTP regulator imposes a levy on licensed insurers and recognised self insurers to meet the cost of nominal defendant claims in accordance with the *Road Transport (Third Party Insurance) Act 2008*.

The amount required to meet the cost of nominal defendant claims is apportioned among the insurers having regard to the amount of third party premium income received. Funds are transferred to the Fund on a quarterly basis.

In addition, revenue is received by the Fund from the following sources:

- > any penalties or penalty interest imposed under the Act;
- > amounts recovered by the Fund;
- > unregistered Vehicle Permits (UVPs) liability contributions to fund cost of nominal defendant claims in relation to unregistered vehicle permits;
- > interest accruing from the investments; and
- > unregistered vehicle fines liability contributions to assist in the funding of the cost of nominal defendant claims.

The following table details funds received as other revenue during the period totalling \$1.026 million.

Source	Amount
Unregistered Vehicle Permits	\$574,000
Unregistered Vehicle Fines	\$411,000

Insured Recoveries	\$21,000
Uninsured owner's & driver's	\$30,000
Total	\$1,026,000

## Expenses

The total expenses paid by the Fund during the year was \$7.961 million.

The total claims expense for the reporting period was \$7.55 million.

## Equity

The Fund had total assets and liabilities of \$28.739 million and \$29.195 million respectively.

As at 30 June 2016 the total equity of the Fund was (\$0.456) million.

## Claims

During the reporting period the Fund received 58 new claims.

There are 115 open claims remaining as at 30 June 2016 with a combined total provision for outstanding claims of \$28.911 million.

Of the 115 open claims, unidentified vehicles account for 39 per cent, unregistered and uninsured vehicles for 55 per cent and 6 per cent are related to unregistered vehicle permits.

## Debtor Recoveries

There are currently 46 'recovery only' claim files open. These files are claims that have either settled or been finalised and the Fund is pursuing recovery from unregistered vehicle owners and the drivers of unregistered vehicles responsible for the accident.

Where the Fund has made payments on a claim involving an uninsured motor vehicle, attempts are made to recover the cost of those payments from the owner or driver concerned.

Recovery prospects are poor in the majority of matters as often it is difficult to identify or locate the driver/owner and when located, generally they do not have the capacity to repay any/all of the costs incurred.

The Office of the Nominal Defendant of the ACT financial statements are reported in Volume 2 of the 2015-16 Chief Minister, Treasury and Economic Development Directorate Annual Report.

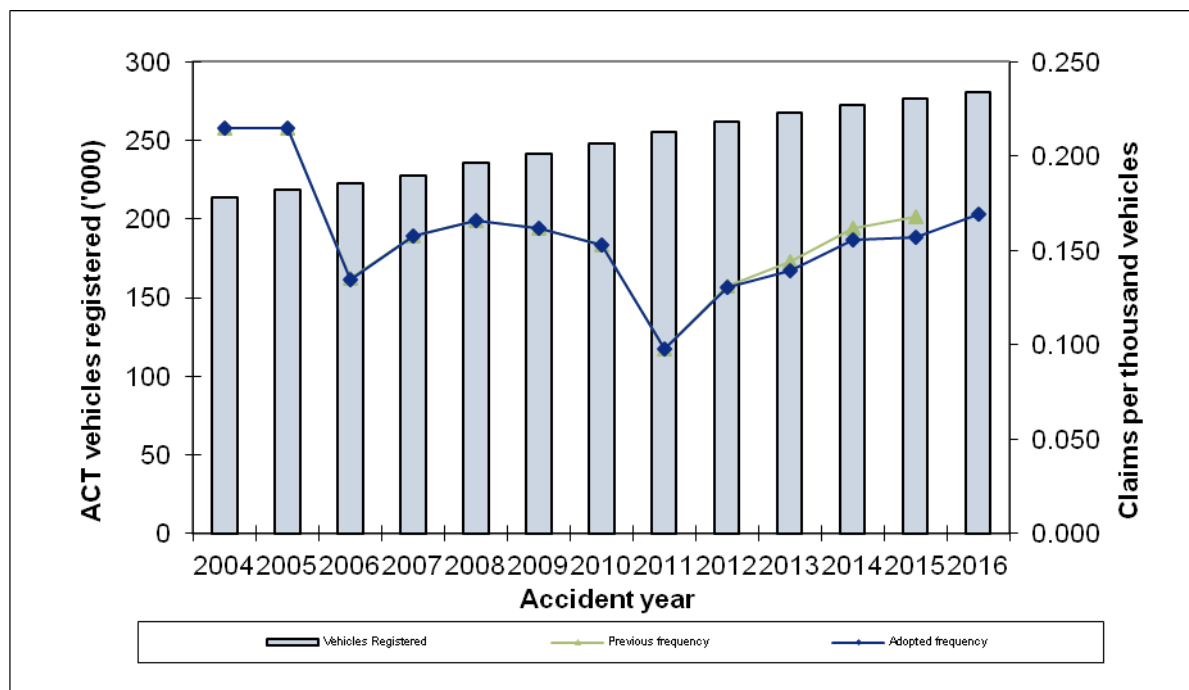
## CLAIMS FREQUENCY AND VEHICLE REGISTRATIONS

The Australian Capital Territory has 280,815 registered vehicles.

During the reporting period there were approximately 0.169 claims per 1,000 vehicles registered.

A comparison between the number of vehicles registered and the number of claims made to the Fund is shown in the following table:

## Claim frequency and vehicle registrations



Source: Nominal Defendant Liability Valuation Report as at 30 June 2016 produced by KPMG Actuarial.

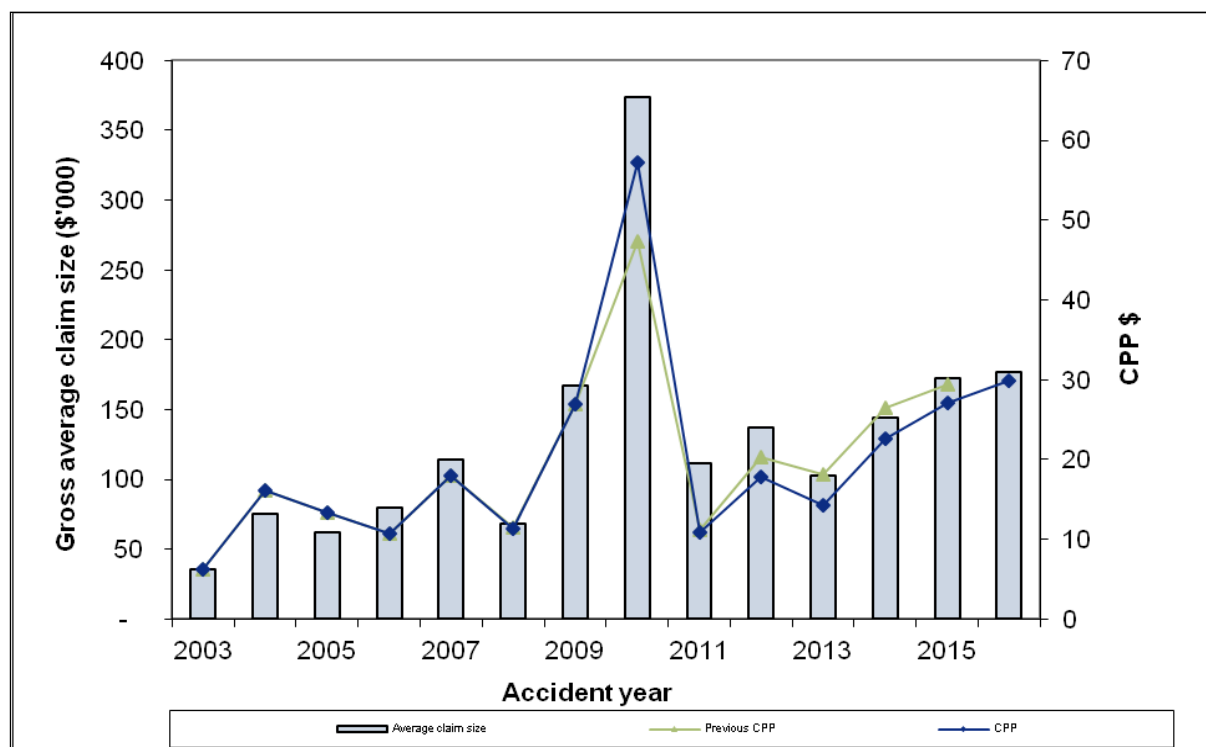
Note:

- > The vehicle registrations for 2016 are sourced from Road User Services ACT, and other years from previous actuarial reports.
- > Claim frequency refers to number of road incidents giving rise to a claim, whether one or more claimants. The measure is expressed per thousand vehicles registered.

## Average claims size and cost per policy

A comparison between the average size of a claim and the cost of a CTP policy is shown in the following table. The average claim size in the period was \$0.177 million while the average CTP Claim per policy cost was \$29.83.

## Average claim size and cost per policy by accident year (inflated and undiscounted)



Source: Nominal Defendant Liability Valuation Report as at 30 June 2016 produced by KPMG Actuarial.

### Note:

- > Average claim size and Cost Per Policy (CPP) are in expected payment date values, but without allowance for time value of money (i.e. present value discounting), and are gross of all recoveries.
- > The historical data component is sourced from previous actuarial reports

Further information may be obtained from:

John Fletcher  
 General Manager  
 ACT Insurance Authority  
 +61 2 6207 0268  
[john.fletcher@act.gov.au](mailto:john.fletcher@act.gov.au)

# Alphabetical Index

---

<i>2015 ACT Arts Policy</i>	75, 76, 104
ACT Aboriginal and Torres Strait Islander Elected Body	64, 96, 97, 100
ACT Academy of Sport (ACTAS)	x, 63, 65, 179, 213
ACT Arts Fund	75, 76, 103
ACT Budget	23, 28, 37, 39, 78
ACT Gambling and Racing Commission	55, 114, 160
ACT Work Safety Commissioner	88
ACTPS Code of Conduct	34, 97, 99
ACTPS Graduate Program	32, 96, 97, 146, 148
ACTPS Recruitment Guidelines	33, 96
ACTPS State of the Service Report	9, 32, 33, 97, 100, 102, 108, 131, 191, 220, 240, 281
<i>ACTPS Workers' Compensation and Work Safety Improvement Plan</i>	16, 35, 36
Activity Based Work (ABW)	x, xiii, 29, 32, 33, 34
Albert Hall	72, 73, 188
Asbestos Insulation	13, 15, 24, 25, 46, 50, 82, 84, 88, 95, 106, 111, 177, 178
Asset Recycling	x, 26, 39, 41, 42, 79, 129, 130
Attraction and Retention Initiative (ARIn)	x, 33, 146, 149
Australia Day	69, 157, 184
Autonomous Vehicles	34, 55
Belconnen Arts Centre	76, 104, 169
Brand Canberra	57, 78, 128
Canberra Balloon Spectacular	24, 26, 69, 70, 157
Canberra Day	24, 69, 70, 72, 157
Canberra Region Joint Organisation	xiii, 27, 29
Canberra and Region Visitors Centre (CRVC)	x, 61, 62, 104, 179
Capability Framework	32, 34, 146
Capital Metro	4, 44, 50, 217, 254, 266, 267, 271, 275, 285
<i>Carbon Neutral ACT Government Framework</i>	72, 134

CBR Innovation Network	57, 58, 60, 125, 194
CBRfree Wifi	58, 124, 125, 172
Cloud (computing)	27, 29, 30, 47, 53, 137, 138, 171
CMTEDD Audit and Risk Committee	21, 132, 139, 140, 141, 217, 236, 297
Commissioner for Public Administration	9, 15, 21, 27, 32, 108, 191, 220, 240, 281
Community Clubs Taskforce	79, 80, 113, 116
Compulsory Third Party Insurance (CTP)	39, 40, 41, 86, 188, 224, 299
<i>Confident and Business Ready: Building on our Strengths</i>	55, 57, 59
Council for the Australian Federation (CAF)	x, 27, 28
Council of Australian Governments (COAG)	x, 27, 28, 132
Digital Services	27, 29, 30, 91, 222
Electronic Document and Records Management System (EDRMS)	xi, 25, 28, 262, 263, 264, 267, 268, 269, 273, 278, 279
Enlighten	24, 26, 69, 70, 71, 90, 104, 137, 198
Enterprise Agreement	21, 32, 34, 101, 148, 149
Executive Management Group	21, 139, 141, 142
Exhibition Park in Canberra (EPIC)	66, 67, 68, 124, 153, 157, 160, 161, 166, 179
Federal Financial Relations	x, 13, 39, 40
Floriade	24, 26, 58, 69, 71, 104, 124, 157, 172, 199, 201, 212
Floriade Nightfest	24, 69, 198, 201, 212
<i>Fraud and Corruption Prevention Plan</i>	141, 236, 298
GIO Stadium	24, 66, 68, 153, 156, 157, 160, 16, 166, 170, 179, 210, 213
Gorman House	75, 76, 175
Healthy Weight Initiative	xi, 31, 33, 34, 89
Human Resources Information Management System (HRIMS)	xi, 52, 95, 171
iConnect	25, 27, 29, 30, 91, 105, 123, 171
International Flights	54, 109
Innovation Connect	57, 58, 59, 125
Lakeside Leisure Centre (LLC)	xii, 63, 175, 176, 209
Land Release Program	26, 54, 55, 132

Lifetime Care and Support (LTCS)	xii, 23, 39, 40, 41, 226, 290
Light rail	39, 42, 234
Lights! Canberra! Action! Film Festival	24, 69, 70
Local Industry Advocate	47, 50
Manuka Oval	24, 37, 66, 67, 68, 153, 157, 160, 161, 166, 170, 179, 210, 213
National Arboretum Canberra	14, 18, 25, 26, 38, 61, 69, 71, 76, 152, 153 156, 157, 160, 161, 166, 168, 171, 178, 179
National Convention Centre	61, 73, 170, 204, 205
National Disability Insurance Scheme	28, 52, 195, 197, 290
New Year's Eve	24, 26, 69, 157, 205
<i>Our Canberra</i>	25, 37, 307
Professional Standards Unit (PSU)	xii, 32, 34
Public Housing	24, 26, 54, 79, 80, 126, 129, 130, 132, 141, 153, 158, 165, 210
Regulatory Reform	15, 16, 27, 28, 30, 55, 120, 126
Respect, Equity and Diversity (RED)	xii, 33, 96, 97, 98, 99, 100, 101, 102, 143, 145, 146
Responsible Investment	xii, 92, 93, 129
Smart Parking	28, 37, 58, 107, 124, 170, 209, 212
Strategic Board	15, 17, 21, 27, 32, 97, 100, 112, 134, 135, 262, 263
Stromlo Forest Park	37, 64, 65, 66, 67, 68, 153, 156, 157, 166, 167, 170, 173, 179, 210
Tax Reform	39, 45
Territory Plan	84, 115, 119, 187, 188
<i>The Capital Framework</i>	42, 50, 103
Transport Canberra and City Services	14, 27, 28, 40, 42, 267
University of Canberra Public Hospital	43, 50, 155
Urban Renewal	14, 17, 28, 42, 79, 80, 126, 165, 217, 251
<i>Work Health and Safety Active Certification Policy (ACP)</i>	x, 49, 50

# Footnotes

---

---

<sup>i</sup> MANF claims comprise an early payment of up to \$5,000 from the CTP insurer without the need for formal claim lodgement and without the requirement for legal representation. Such claims allow ‘fast track’ access to medical and treatment costs allowing the speedy rehabilitation of motor accident injuries, and represent lower cost claims.

<sup>ii</sup> The digital and direct mediums used included: the ACT Government Facebook and Twitter pages; digital and hardcopy versions of the Our Canberra newsletter; and other internal ACT Government publications.

<sup>iii</sup> Deterring fraudulent and exaggerated claims in the NSW CTP insurance scheme, State Insurance Regulatory Authority, page 5. See: [www.sira.nsw.gov.au/\\_data/assets/pdf\\_file/0018/60930/CTP-Fraud-Claims\\_Final.pdf](http://www.sira.nsw.gov.au/_data/assets/pdf_file/0018/60930/CTP-Fraud-Claims_Final.pdf).

<sup>iv</sup> Ibid.

<sup>v</sup> Ibid.

<sup>vi</sup> A small component for ‘other costs and recoveries’ totalling \$0.276 million has been excluded from the heads of damage breakdown.

<sup>vii</sup> Dr. S Rickard, *ACT Lifetime Care and Support Participant Feedback Research 2016 – Research Report*, p. 10

<sup>viii</sup> The levy amount payable by all workers’ compensation insurers and self-insurers in the ACT were based on market share estimates for each insurer and self –insurer payable for the relevant contribution period.