ANNUAL REPORT 2017–18

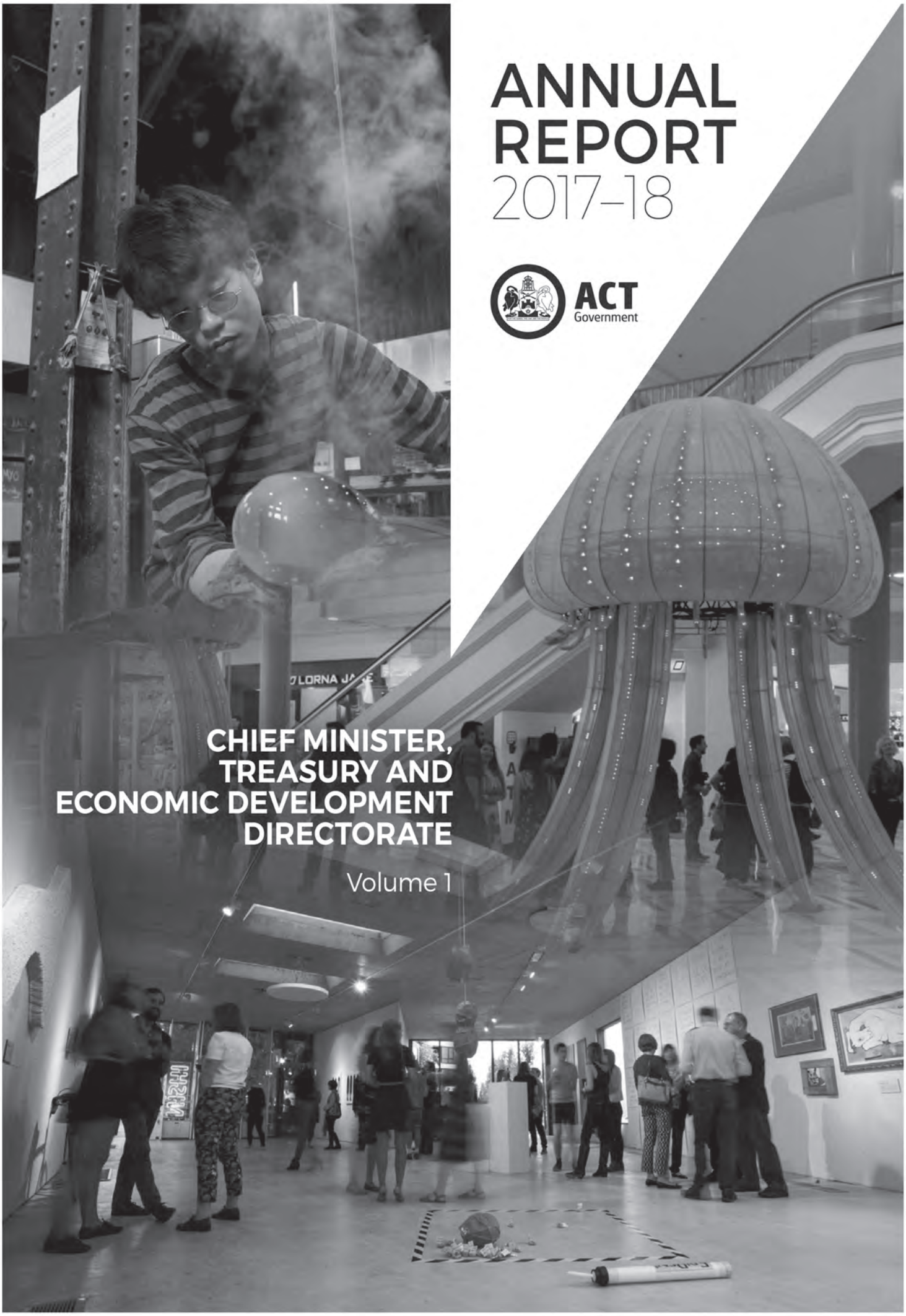
ACT Government

CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE

Volume 1

ANNUAL REPORT 2017–18

ACT Government



CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE

Volume 1

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https://www.cmtedd.act.gov.au/open_government/report/annual_reports .

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Abbreviations and Acronyms

A/g	Acting
AACA	Architects Accreditation Council of Australia
ABW	Activity Based Work
ACAT	ACT Civil and Administrative Tribunal
ACT	Australian Capital Territory
ACTAS	ACT Academy of Sport
ACTIA	ACT Insurance Authority
ACTPG	ACT Property Group
ACTPS	ACT Public Service
ADAPT	Align, Design, Analyse, Program and Transform
ANU	Australian National University
ARIns	Attraction and Retention Incentives
ART	Asbestos Response Taskforce
ASO	Administrative Services Officer
ATE	Australian Tourism Exchange
ATEC	Australian Tourism Export Council
AV	Automated Vehicle
BCP	Business Continuity Plan
CAF	Council for the Australian Federation
CBD	Central Business District
CFMEU	Construction Forestry Mining and Energy Union
CFC	Cultural Facilities Corporation
CIF	Collapsed Insurer Fund
CIO	Chief Information Officer
CIT	Canberra Institute of Technology
CMTEDD	Chief Minister, Treasury and Economic Development Directorate
COAG	Council of Australian Governments
COLA	*Construction Occupations (Licensing) Act 2004*

CPG	Capital Property Group
CTP	Compulsory Third Party
CRM	Customer Relationship Management
CSD	Community Services Directorate
CSS	Commonwealth Superannuation Scheme
CTP	Compulsory Third Party
CVVR	Concessional Vintage Vehicle Registration
DCC	Directorate Consultative Committee
DI Fund	Default Insurance Fund
DRP	Disaster Recovery Plan
DSGC	Digital Services Governance Committee
EA	Environmental Authorisation
EAP	Employee Assistance Program
EBT	Expense on Behalf of the Territory
EDRMS	Electronic Document and Records Management System
EMS	Expense Management System
EPA	Environmental Protection Authority
EPIC	Exhibition Park in Canberra
EPO	Environment Protection Orders
EPSDD	Environment, Planning and Sustainable Development Directorate
FTE	Full Time Equivalent
GC21	Government Contract 21
GST	Goods and Services Tax
GTO	Group Training Organisation
HPRM	Hewlett Packard Enterprises Records Manager software (also known as TRIM)
HR	Human Resources
HRIMS	Human Resources Information Management System
HSR	Health and Safety Representative
HVAC	Heating, Ventilation and Air Conditioning
IAS	Indigenous Advancement Strategy

ICT	Information and Communication Technology
IGA	Intergovernmental Agreement
ILW	Investment Logic Workshops
IMICT	Information Management/Information and Communications Technology
IRE Certification	Industrial Relations Employment Certification
IT	Information Technology
JACS	Justice and Community Safety Directorate
LDA	Land Development Agency
LED	Light Emitting Diode
LGBTIQ	Lesbian, Gay, Bisexual, Transgender, Intersex and Queer
LIPP	Local Industry Participation Policy
LPR	Licence Plate Recognition
LRS	Light Rail Stage
LTCS Act	*Lifetime Care and Support (Catastrophic Injuries) Act 2014*
LTCSA	NSW Lifetime Care and Support Authority
LTCSS	Lifetime Care and Support Scheme
MANF/MAMR	Motor Accident Notification Form and Motor Accident Medical Report
MLA	Member of the Legislative Assembly
MOU	Memorandum of Understanding
MSD	Musculoskeletal Disorders
NIIS	National Injury Insurance Scheme
NCVER	National Centre for Vocational Education Research
NoC	Notice of Claim Form
OCDO	Office of the Chief Digital Officer
P-MARS	Project Management and Reporting System
PCW	Procurement and Capital Works
PPE	Property, Plant and Equipment
PPP	Public Private Partnership
PRI	Principles for Responsible Investment
PSS	Public Sector Superannuation

PSSap	Public Sector Superannuation Accumulation Program
PSU	Professional Standards Unit
PTG	Public Trustee and Guardian
RAP	Reconciliation Action Plan
RAPIWG	Reconciliation Action Plan Implementation Working Group
RED	Respect, Equity and Diversity
RFT	Request for Tender
RIMCoP	Records and Information Management Community of Practice
RMP	Records Management Program
SaaS	Software as a Service
SERBIR	Senior Executive Responsible for Business Integrity and Risk
SMS	Smart Modern Strategic
SOGA/SOGC	Senior Officer Grade A/Senior Officer Grade C
SPA	Superannuation Provision Account
SSICT	Shared Services ICT
TBA	Territory Banking Account
TCCS	Transport Canberra and City Services
TCF	The Capital Framework
TPF	The Partnerships Framework
TQI	Teacher Quality Institute
TRIM	Total Records and Information Management
UEF	Uninsured Employer Fund
UNSW	University of New South Wales
VET	Vocational Education and Training
WHS	Work, Health and Safety
WHSMS	Work, Health and Safety Management System
WIRE	Window to the Information and Records Environment
WWVP	Working with Vulnerable People

Glossary of Technical Terms

ACT Defence Industry Advisory Board – provides strategic direction to guide the ACT Government's commitment to the defence sector. The Board is made up of leading defence and industry experts, chaired by former Chief of Air Force, Air Marshal Geoff Brown AO.

ACT Defence Industry Advocate – the ACT Government delegate appointed to advocate and facilitate collaboration and engagement with Defence, who also serves on the ACT Defence Industry Advisory Board (see above). Kate Lundy, is the current ACT Defence Industry Advocate.

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.

ACTSmart – ACTSmart is a "one-stop-shop" for ACT Government programs and assistance that help Canberrans save energy and water, reduce waste and cut greenhouse gas emissions. Through ACTSmart, the ACT Government assists households, businesses, schools and community groups contribute to a more sustainable future and to reduce the ACT's carbon footprint.

Agile – a digital delivery method/set of principles for developing software. Agile project management methodology is a collaborative, flexible, iterative (continual) design and build process. Projects are characterised by a series of tasks that are conceived, executed and adapted as the situation demands, rather than a pre-planned process.

Australian Apprenticeships – a program of training of apprenticeships (also known as traineeships) resulting in a nationally recognised qualification available to anyone of working age whether they are still at school, a school-leaver, re-entering the workforce or an adult worker wishing to change careers. Australian Apprenticeships provides training in conjunction with employment at a variety of qualification levels in most occupations as well as in traditional trades.

Canberra Region Joint Organisation (CRJO) – 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 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.

CBRfree – is a free public Wi-Fi network available at various locations around Canberra.

CBR Innovation Network – promotes innovation in Canberra.

Confident and Business Ready: Building on Our Strengths – the ACT Government's business development strategy developed to ensure the ACT remains well positioned to continue its growth, create jobs and seize new opportunities.

HPRM – also known as WIRE or TRIM is an electronic document and records management system.

iConnect – is a program with in the directorate that is transforming the delivery of ACT Government digital services to citizens and businesses.

One government – the ACTPS approach to priority setting, policy development and implementation, and program and service delivery, through a culture and way of working that enhances coordination, cohesion and alignment of officials' effort to better serve the ACT Government and Canberra citizens.

Shared Services – provides the ACT Government with core corporate and IT services across the government's directorates and agencies.

Skilled Capital – an ACT Government funded training initiative that provides access to high quality training in areas of skills needs in the ACT and maximises improved employment opportunities for students.

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

Trade Connect Grant – is designed to help small and medium sized Canberra based businesses with a range of export market development activities.

Work Health and Safety Active Certification Policy – aims to prevent fatal, permanent and serious debilitating injuries within the construction industry and improve work health and safety practices on sites where ACT Government construction projects are being delivered.

TRANSMITTAL CERTIFICATES & COMPLIANCE STATEMENT

PART A

Transmittal Certificates

ACT Government
Chief Minister, Treasury and Economic Development

Mr Andrew Barr MLA
Chief Minister
Treasurer
Minister for Social Inclusion and Equality
Minister for Tourism and Special Events
Minister for Trade, Industry and Investment
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Chief Minister

2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report

This report has been prepared in accordance with 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.

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 2017 to 30 June 2018.

I hereby certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006*, Part 2.3 (see section 113 of the *Public Sector Management Standards 2016*).

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the Report to the Legislative Assembly within 15 weeks after the end of the reporting year.

Yours sincerely

Kathy Leigh
Director-General
14 September 2018

Chief Minister, Treasury and Economic Development
GPO Box 158 Canberra ACT 2601 | phone: 132281 | www.act.gov.au

ACT Government
Chief Minister, Treasury and Economic Development

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

Dear Minister

2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report

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

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Yours sincerely

Kathy Leigh
Director-General

14 September 2018

Chief Minister, Treasury and Economic Development
GPO Box 158 Canberra ACT 2601 | phone: 132281 | www.act.gov.au

ACT Government
Chief Minister, Treasury and Economic Development

Ms Meegan Fitzharris MLA
Minister for Higher Education
Minister for Vocational Education and Skills
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report

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

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Yours sincerely

Kathy Leigh
Director-General

24 September 2018

Chief Minister, Treasury and Economic Development
GPO Box 158 Canberra ACT 2601 | phone: 132281 | www.act.gov.au

ACT Government
Chief Minister, Treasury and Economic Development

Mr Mick Gentleman MLA
Minister assisting the Chief Minister on Advanced Technology and Space Industries
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report

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

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Yours sincerely

Kathy Leigh
Director-General

14 September 2018

Chief Minister, Treasury and Economic Development
GPO Box 158 Canberra ACT 2601 | phone: 132281 | www.act.gov.au

ACT Government
Chief Minister, Treasury and Economic Development

Mr Gordon Ramsay MLA
Minister for the Arts and Cultural Events
Minister for Business and Regulatory Services
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report

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

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Yours sincerely

Kathy Leigh
Director-General

14 September 2018

ACT Government
Chief Minister, Treasury and Economic Development

Ms Rachel Stephen-Smith MLA
Minister for Employment and Workplace Safety
Minister for Government Services and Procurement
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report

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Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the Report to the Legislative Assembly within 15 weeks after the end of the reporting year.

Yours sincerely

Kathy Leigh
Director-General

4 September 2018

Chief Minister, Treasury and Economic Development
GPO Box 158 Canberra ACT 2601 | phone: 132281 | www.act.gov.au

Compliance Statement

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) must comply with the 2017 Annual Report Directions (the Directions). The Directions are found at the ACT Legislation Register: www.legislation.act.gov.au/ni/2017-280/default.asp.

The Compliance Statement indicates the subsections, under the five Parts of the Directions that are applicable to CMTEDD and the location of information that satisfies these requirements:

Part 1 Directions Overview

The requirements under Part 1 of the Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The 2017-18 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 CMTEDD are provided within the 2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report to provide readers with the opportunity to provide feedback.

Part 2 Directorate Annual Report Requirements

> The requirements within Part 2 of the Directions are mandatory for all agencies and CMTEDD complies with all subsections. The information that satisfies the requirements of Part 2 is found in the 2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report as follows:

> A. Transmittal Certificate, see pages 3-8;

> B. Organisational Overview and Performance, inclusive of all subsections, see pages 11-212; and

> C. Financial Management Reporting, inclusive of all subsections, see pages 212-223.

Part 3 Reporting by Exception

CMTEDD has nil information to report by exception under Part 3 of the Directions for the 2017-18 reporting period.

Part 4 Agency Specific Annual Report Requirements

The following subsections of Part 4 of the 2017 Directions are applicable to CMTEDD and can be found within the 2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report:

> E. Chief Minister, Treasury and Economic Development – Tobacco Compliance Testing, see page 229; and

> J. Public Land Management Plans, see page 230.

Part 5 Whole of Government Annual Reporting

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

> N. Community Engagement and support, see Volume 3 of this report;

> O. Justice and Community Safety, including all subsections R.1 – R.4, see the 2017-18 Annual Report of the Justice and Community Safety Directorate;

> P. Public Sector Standards and Workplace Profile, see the 2017-18 State of the Service Annual Report; and

> Q. Territory Records, see the 2017-18 Annual Report of Chief Minister, Treasury and Economic, Development Directorate;

ACTPS Directorate annual reports are found at the following web address:
http://www.cmd.act.gov.au/open_government/report/annual_reports .

ORGANISATIONAL OVERVIEW & PERFORMANCE

PART B

B.1 Organisational Overview

Role as a Central Agency

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.

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, the directorate's Ministers and the Cabinet on policy, economic and financial matters, service delivery, whole-of-government (WoG) issues and intergovernmental relations. The directorate facilitates the implementation of government priorities and drives many initiatives, including: supporting the city's future directions set out in *Canberra: A statement of ambition*; strengthening relations with NSW; and the Office of Lesbian, Gay, Bisexual, Trans, Intersex and Queer (LGBTIQ) Affairs.

The directorate coordinated a WoG response to the recommendations of the Final Report, *Working With Children Checks Report*, *Redress and Civil Litigation Report* and the *Criminal Justice Report* of the Royal Commission into Institutional Responses to Child Sexual Abuse. CMTEDD also implemented the Reportable Conduct Scheme, which will provide independent oversight, through the ACT Ombudsman, of the way Canberra's workplaces report, investigate and handle allegations of misconduct involving children.

CMTEDD also leads the strategic direction for the ACTPS, to ensure that it is well positioned to perform its role, including that the ACTPS is inclusive and diverse. The directorate is responsible for leading a one-service approach to putting the citizen at the centre of its communicational and engagement efforts, and in the delivery of services.

Through Access Canberra the directorate provides protection to the community through one stop shop licensing and regulatory services and aims to make it easier for community members to interact with the ACT Government.

The directorate leads the strategic digital agenda for the ACT Government. It provides advice, support and project delivery for the digital transformation of government services, and ensures alignment of government ICT and digital priorities and initiatives across the ACTPS.

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

The directorate facilitates business development and new investment, tourism and events, sport and recreation and arts, often in coordination with the private sector, to increase the economic performance of the ACT and create a more active and vibrant community. It works with the tertiary education and research sector to promote 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. It is responsible for vocational education and training in the Territory.

Values

Respect

> We take pride in our work.

> We value and acknowledge the contribution of others.

> 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.

> 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.

> 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.

> 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.

> 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 Tourism and Major Events, Minister for Sport and Recreation, Minister for Higher Education, Training and Research, Minister for Regulatory Services, Minister for the Arts and Community Events, and Minister for Workplace Safety and Industrial Relations. 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.

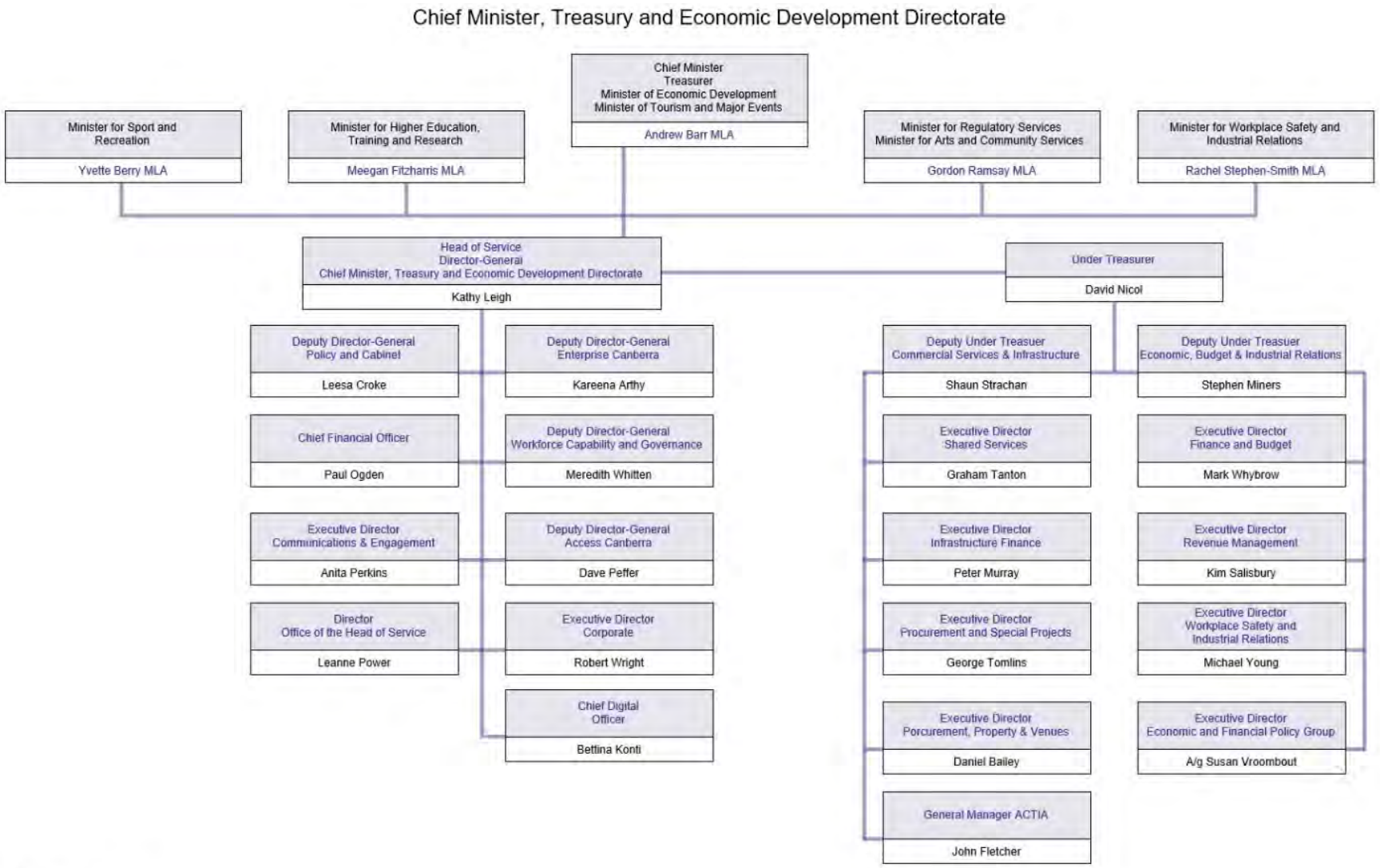
Organisational Structure

From 1 July 2017, under new Administrative Arrangements, the Directorate moved to two streams:

- the **Chief Minister stream**, headed by the Director-General CMTEDD, comprising the following functions:
  - Office of the Head of Service;
  - Policy and Cabinet;
  - Strategic Finance;
  - Communications and Engagement;
  - Enterprise Canberra;
  - Workforce Capability and Governance;
  - Access Canberra;
  - Corporate; and
  - Office of the Chief Digital Officer.
- the **Treasury stream**, headed by the Under Treasurer, which comprises two sub-streams:
  - Economic, Budget and Industrial Relations, headed by the Deputy Under Treasurer, comprising the following functions:
    - Finance and Budget;
    - Revenue Management;
    - Workplace Safety and industrial Relations; and
    - Economic and Financial Policy Group.
  - Commercial Services and Infrastructure, headed by the Deputy Under Treasurer, comprising the following functions:

- Shared Services;
- Infrastructure Finance;
- Procurement and Special Projects;
- Procurement, Property and Venues; and
- ACT Insurance Authority (ACTIA).

Organisation Chart



ACT Government
Chief Minister, Treasury and Economic Development

Internal Accountability

Senior Executives and their responsibilities

The responsibilities of the CMTEDD Executives as at 30 June 2018 included:

Head of Service and Director-General – 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 (WoG) leadership and strategic direction to the ACTPS including chairing the Strategic Board.

Chief Minister Stream

Deputy Director-General Policy and Cabinet - Government Policy and Reform (Output 1.1) – Ms Leesa Croke

Policy and Cabinet supported the Chief Minister, as leader 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 – Workforce Capability and Governance (Output 1.2) – Ms Meredith Whitten

Workforce Capability and Governance was responsible for the strategic people agenda and supported the development and strategic capability of the ACTPS 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.

It was responsible for ACT Public Sector employment framework including legislation, core terms and conditions and industrial relations.

Workforce Capability and Governance also provided support to the Head of Service, the Public Sector Standards Commissioner, the Remuneration Tribunal, and the Strategic Board and its subcommittees.

Executive Director Communications and Engagement - Coordinated Communications and Community Engagement (Output 1.3) – Ms Anita Perkins

Communications and Engagement Division was responsible for directorate and WoG communications engagement, digital communications, branding and public affairs. The division also coordinates protocol advice, hospitality, special events and awards for the Chief Minister, supports the ACT program for official and high profile visiting delegations, and provides secretariat services to the Head of Service for ACT and national honours and awards.

Chief Digital Officer - Digital Strategy (Output 1.4) – Ms Bettina Konti

The Chief Digital Officer was responsible for driving the ACT's digital transformation of government services and leading the whole of government strategic direction for ICT. The Office of the Chief Digital Officer (OCDO) reported directly to the Director-General of CMTEDD and Head of Service and worked with the ACTPS Strategic Board to drive WoG advice and assistance on digital strategy development and implementation.

Deputy Director-General Access Canberra – Access Canberra (Output 2.1) – Mr Dave Peffer

Access Canberra provided a one-stop-shop for ACT Government and regulatory services to make access for the community to government services easier and simpler. Access Canberra actively engaged with business, community groups and individuals to promote and support community safety while also working to identify areas to reduce red tape to make dealing with the ACT Government easier.

Deputy Director-General Enterprise Canberra – Innovation, Trade and Investment (Output 3.1) – Ms Kareena Arthy

Innovate Canberra promoted and focused on investment facilitation and attraction, innovation and entrepreneurship, international engagement, and the ACT's key sector capability areas (Space and Spatial Technology; Cyber Security; ICT and e-Government; Sport Technology; Health Innovation; Agriculture and Environmental Sciences), all with the overarching goal of supporting the Government commitment to grow and diversify the ACT economy.

Deputy Director-General Enterprise Canberra – VisitCanberra (Output 3.2) – Ms Kareena Arthy

VisitCanberra created and implemented a range of innovative tourism marketing and development programs in partnership with local industry, national bodies and institutions. VisitCanberra supported the Territory's economic development by promoting Canberra to the region, the nation and the world to increase visitation and attract business investment and students.

Deputy Director-General Enterprise Canberra – Sports and Recreation (Output 3.3) – Ms Kareena Arthy

Active Canberra was responsible for the delivery of Government's sport and active recreation policies, including targeted funding programs, training opportunities and sector development that supports increased sport and active recreation participation for the ACT community. Active Canberra also supported local athletes to reach their potential through the ACT Academy of Sport (ACTAS), managed the Territory's support scheme for elite sporting teams, and worked with a range of stakeholders in identifying and progressing future facility needs.

Deputy Director-General Enterprise Canberra – Events (Output 3.4) – Ms Kareena Arthy

Events ACT sought to manage, support and attract events that are aligned to Canberra's brand, that deliver strong economic outcomes and that make a valuable contribution to city vibrancy, social cohesion and community pride. Events ACT planned, promoted and delivered events, and provided leadership on event related matters to the ACT.

Deputy Director-General Enterprise Canberra – Arts and Engagement (Output 3.5) – Ms Kareena Arthy

artsACT contributed to the development of the arts, encouraging community participation in and access to the arts through supporting artistic excellence and diversity, strengthening the sustainability of the arts, and promoting the capacity for the arts to contribute to social and economic outcomes.

Deputy Director-General Enterprise Canberra – Higher Education, Training and Research - (Output 3.6) – Ms Kareena Arthy

Higher Education, Training and Research worked closely with Innovate Canberra to deliver collaborative sector building projects in partnership with ACT region higher education and research institutions.

Chief Finance Officer – Mr Paul Ogden

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

Executive Director Corporate – Mr Robert Wright

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

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.

The Treasury Stream comprises two sub-streams, Economic, Budget and Industrial Relations and is headed by Deputy Under Treasurer, Mr Stephen Miners, and Commercial Services and Infrastructure and is headed by Deputy Under Treasurer, Mr Shaun Strachan.

Treasury Sub-stream - Economic, Budget and Industrial Relations

Deputy Under Treasurer – Mr Stephen Miners

The Deputy Under Treasurer, Economic, Budget and Industrial Relations is responsible for four Divisions:

- Economic and Financial;
- Finance and Budget;
- Workplace Safety and Industrial Relations; and
- Revenue Management.

The primary purpose of each Division is outlined below:

Executive Director Economic and Financial – Economic Management (Output 4.1) – Ms Sue Vroombout

Economic and Financial Policy 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 – Financial Management (Output 4.2) – Mr Mark Whybrow

Financial Management was responsible for advising the government and agencies on: the development and performance of the Territory's annual budget; providing policy and budget advice; and advising on financial issues relating to agencies and the Territory including WoG financial reporting. Financial Management is also responsible for expenditure reviews of services, programs and functions provided by government.

Executive Director Workplace Safety and Industrial Relations – Workforce Injury Management and Industrial Relations Policy (Output 5.1) – 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 Revenue Management – Revenue Management (Output 6.1) – Mr Kim Salisbury

Revenue Management was responsible for administering the Territory's property, duty and payroll tax laws. It also administered a number of concessions schemes.

Treasury Sub-stream - Commercial Services and Infrastructure

Deputy Under Treasurer - Mr Shaun Strachan

The Commercial Services and Infrastructure (CSI) Group brings together four of the ACT Government's commercial and infrastructure service divisions:

- Shared Services;
- Infrastructure Finance and Capital Works;
- Property, Procurement and Venues; and
- ACT Insurance Authority.

The primary purpose of each Division is outlined below:

Executive Director Shared Services – Shared Services (Output 7.1) – Mr Graham Tanton

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

Executive Director Infrastructure Finance and Capital Works – Infrastructure Finance (Output 8.1) – Mr Peter Murray

Infrastructure Finance and Capital Works delivered infrastructure financial advice and capital works, partnering with Directorates to achieve ACT Government objectives.

Executive Director Procurement, Property and Venues - Property Services (Output 9.1) – Mr Daniel Bailey

Property Services managed Territory owned commercial buildings, government office accommodation, community/multipurpose buildings, aquatic centres and leases in commercial buildings on behalf of the Territory.

Executive Director Procurement, Property and Venues - Venues (Output 9.2) – Mr Daniel Bailey

Venues managed the National Arboretum Canberra, GIO Stadium Canberra, Exhibition Park in Canberra, Manuka Oval and Stromlo Forest Park. Venues promoted these as Canberra's leading tourism, sporting, event and function venues.

Executive Director Procurement and Special Projects – Goods and Services Procurement (Output 9.3) – Mr Daniel Bailey

Goods and Services Procurement undertook the delivery of procurement activities on behalf of all government directorates and agencies for goods and services.

General Manager, ACT Insurance Authority – ACT Insurance Authority – Mr John Fletcher

The ACT Insurance Authority (the Authority) operated under the *Insurance Authority Act 2005* (the Act). The Authority worked to protect the assets and services of the Territory by providing risk management support and insurance services to all ACT Government directorates and statutory authorities.

Executive Director Procurement and Special Projects – Procurement and Special Projects – Mr George Tomlins

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

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 2016*.

Significant Committees of the Directorate

Name of Committee	Role of Committee
ACTPS Strategic Board	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, the Deputy Director-General, Workforce Capability and Governance and the Deputy Director-General, Policy and Cabinet. The Board provided WoG leadership and strategic direction to the ACTPS.
Digital Services Governance Committee	The Digital Services Governance Committee (DSGC), chaired by the Chief Digital Officer, is a standing sub-committee of the ACTPS Strategic Board. The DSGC drove the ACT Government's ICT reform agenda, including transforming service delivery, building service capacity, and implementing ICT portfolio governance to strengthen the benefit realisation and return-on-investment. Its membership is drawn from across government to provide a spread of insight and expertise.
CMTEDD Executive Management Group	The Executive Management Group (EMG) oversaw governance within CMTEDD. Its membership consisted of the Director-General CMTEDD; the Under Treasurer; the Executive Director Corporate; and the Chief Finance Officer.
Audit and Risk Committee **(Further details are available in B.5 Internal Audit)**	The Audit and Risk Committee assisted the Director-General and the Under Treasurer in fulfilling their 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 (Environment, Planning and Sustainable Development Directorate) and an independent chair and deputy chair. Observers and a representative from the ACT Auditor-General's Office also regularly attended meetings.

Name of Committee	Role of Committee
CMTEDD Work Health and Safety Committees	The CMTEDD Work Health and Safety Committees (WHSC) comprise three tiered committees which provide consultative forums for work health and safety matters across CMTEDD. The WHSCs are established in accordance with the ACT Work Health and Safety Act 2011 (the WHS Act) and the Public Sector Management Act 1994. The CMTEDD Work Health and Safety Committees are established against the following levels: Tier 1: Directorate Level WHS Committee Tier 2: Organisational Group WHS Committees Tier 3: Workgroup WHS Committees Information is cascaded down from the Tier 1 Committee and similarly information or issues can be raised at the Tier 3 level and reported and managed through the higher committee tiers. The functions of the committees were to: • facilitate communication and consultation between management and workers relating to workers' health and safety at work; • assist in the development of protocols, rules and procedures relating to health and safety that are to be followed or complied with at the workplace; • review information related to Work Health and Safety (WHS) performance so as to assist the Directorate to achieve continuous improvement in the management of WHS; • consider relevant programs that enhance employee health and wellbeing; and • provide a mechanism to enable unresolved WHS issues to be escalated and resolved.

Name of Committee	Role of Committee
Directorate Consultative Committee (DCC)	The ACTPS Enterprise Agreements 2013-2017 provide for the establishment of a Directorate Consultative Committee (DCC). Key objectives of the DCC were to: • monitor the operation and implementation of the Agreements; • consider any proposed new or significant changes to directorate policy statements and guidelines that relate to the provisions of the Agreements; • exchange information about workplace issues affecting employees; • consult on any existing performance management schemes, and on the development of any new performance management schemes, in the directorate; and • The DCC consisted of employee, union and management representatives, with Corporate providing secretariat support.
Information Management/ Information and Communications Technology (IMICT) Committee	The Information Management/Information and Communications Technology (IMICT) Committee provided high-level strategic direction and governance to the management of ICT within the directorate. The Committee was responsible for: • endorsing the directorate's Digital Strategy and its associated Action Plan annually; • monitoring progress with the directorate's Digital Strategy; and • when required, reviewing recommendations on proposed ICT strategies. Membership consisted of the Director-General; Under Treasurer; 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.

Achievements

In 2017-18 CMTEDD continued to support the Chief Minister, Cabinet and its subcommittees providing high level strategic advice to fulfil their obligations and effectively manage the ACT's relationships with the Australian Government, state and territory governments, and a number of intergovernmental committees and fora, including Council of Australian Governments (COAG).

CMTEDD coordinated the ACT Government's response to the recommendations of the final Report, *Working with Children Checks*, *Redress and Civil Litigating* and the *Criminal Justice Reports* of the Royal Commission into Institutional Response to Child Sexual Abuse.

The directorate lead and delivered several projects to support important new, or amendments to existing, legislation and schemes including:

- the WoG preparations for the Open Access Information Scheme under the *FOI Act 2016,* including delivery of the Open Access Information web page;

- supported the introduction of amendments to the *Ombudsman Act 1989* to improve information-sharing to ensure child protection, law enforcement and oversight bodies have access to the information they need to be effective in dealing with child welfare and safety concerns;

- implementation of the Reportable Conduct Scheme (including consequential amendments to the Ombudsman Act) which will provide independent oversight, through the ACT Ombudsman, of the way Canberra's workplaces report, investigate and handle allegations of misconduct involving children; and

- the successful delivery of the ACT Government's pilot deliberative democracy process; a citizens' jury on the Compulsory Third Party (CTP) Insurance Scheme.

CMTEDD increased the number of digital services to 330 that are now available through Access Canberra. Canberrans now have easier and simpler access to information and range of services including: land titles (through a new online portal); fair trading; Justices of the Peace; and operational licences. Access Canberra's shopfronts and contact centre recorded more than 1 million visits, while the Access Canberra website recorded more than 3 million visits. Access Canberra continued to keep the community safe through its regulatory functions including the inspection of vehicles, plumbing and gas installations, and worksites and workplaces (WorkSafe ACT).

CMTEDD announced the ACT Centre for Data Excellence, to assist directorates to increase the use of data to inform policies and improve services. In May 2018, the ACT Digital Account was released. Available as both a browser experience via www.myaccount.act.gov.au and as a mobile app, the account enables citizens to engage and customise their interaction with government across a growing range of services, by verifying their identity using a single username and password.

The directorate supported the Government's commitment to grow and diversify the ACT economy in several key sector capabilities, including: Space and Spatial Technology; Cyber Security; ICT and e-Government; Sport Technology; Health Innovation; Agriculture and Environmental Sciences. This included funding of $750,000 to support industry access to the Australian National Space Test Facilities and the ACT Centre for Entrepreneurial Agri-technology. In addition, CMTEDD will continue to maximise opportunities within the Defence sector through the work of the Defence Industry Advocate and the Defence Industry Advisory Board.

CMTEDD managed the ACT Government's branding including social media accounts, and WoG media monitoring and strengthened its engagement with the community through the delivery of a *WoG Communications & Engagement Strategy.* The strategy set the priorities for key public information activities and opportunities for the community to engage in conversations with us. The Canberra community was kept well informed via the *Our Canberra Newsletter* (online and print) distributed to 180,000 households, and more than 47,000 subscribers.

Canberra continues to attract tourism and is in a strong position to achieving its tourism 2020 target of growing overnight visitation to $2.5 billion by 2020. The directorate, through VisitCanberra, achieved significant aviation outcomes for Canberra with the expansion of international flights in and out of Canberra which is now a globally connected city. Canberra International Airport now has 14 international flights per week landing from both Singapore Airlines and Qatar Airways, increasing international visitors to Canberra by 16.9%. Domestic aviation was also improved with enhanced services provided by Tigerair, including a new service to Brisbane and increased frequency of the Melbourne service. Domestic overnight visitors grew 10.6% to the year ending December 2017.

Lonely Planet announced that Canberra was ranked third in their top cities to visit list in 2018. This provided a unique opportunity to raise awareness of Canberra as a tourism destination and drive overnight visitation from key markets.

CMTEDD supported, hosted and delivered a range of entertainment, community activities, celebratory and sporting events at various venues, including: Floriade; Enlighten; the Rugby League World Cup 2017; ICC World Twenty20 2020 Cricket (WT20 2020); Canberra Nara Candle Festival; New Year's Eve; Australia Day celebrations; Symphony in the Park; Canberra Day celebrations; Reconciliation Day; the Canberra Balloon Spectacular; and the Lights! Canberra! Action! film festival. Thirty-five high profile matches were held at GIO Stadium and Manuka Oval attracting over 336,000 patrons, while Stromlo Forest Park, and EPIC hosted 239 events, and the National Arboretum Canberra also attracted significant numbers.

The attendance and economic impact of these events is significant. Floriade recorded an overall attendance of 434,414 over 30 days generating over $37.4 million, and Enlighten recorded an overall attendance over 17 days of 319,622, generating $4.4 million. All other events were well attended, with both local and international visitors contributing to Canberra's economy.

The directorate, through artsACT, contributed to the development and implementation of ACT Arts Policy though the release of the *Social Inclusion in the Arts Plan*, which will inform future improvement and access to arts events and programs. In addition, the directorate finalised a number of activities throughout 2017-18, including: the *ACT Aboriginal and Torres Strait Islander Arts Consultation Report* and the *ACT Aboriginal and Torres Strait Islander Arts Action Plan;* new Arts Activities funding (allowing greater flexibility for artists); a new three year funding agreement with the Australian National University (ANU) School of Music and School of Art and Design for 2018-2020; and initiation of the Canberra Wellington Indigenous Artists Exchange pilot in collaboration with the Wellington City Council.

CMTEDD progressed the Women in Trades Grants Program to deliver funded projects targeting the increase in uptake of women into male dominated trades. The ACT became a signatory to *National Partnership on the Skilling Australians Fund*, providing access to approximately $20.4 million of Australian Government funding for vocational education and training over the life of the agreement, with a particular focus on apprenticeships and traineeships.

The directorate continued to develop and implement strategies to improve the ACTPS including; the development of a Whole of Government, *'Culture READY'* strategy to support positive workplace culture, and the development and implementation of the *ACT Government Veterans Employment*

Strategy and Veterans page on the *ACTPS Employment Portal*. CMTEDD also held the first *Disability Employment Service (DES) Provider Expo* in August 2017, which aimed to link members of the community and new school leavers with Local providers that support the employment of people with disability and Aboriginal and Torres Strait Islander peoples.

Shared Services delivered quality outcomes through continued innovation and improvements in service delivery including:

- the automation of invoicing across Government, which resulted in over 76% of invoices being paid through the system, with 95% of those paid within 28 days, an increase in performance of 10% on last year;

- the launch of the new WoG Shared Services Website that provides quicker and easier access to corporate information, products, and service, resulting in the reduction in printing and paper forms; and

- winning the category of *Excellence in Process Improvement and Innovation* at the *2018 Shared Services & Outsourcing Network (SSON) Excellence Awards.*

CMTEDD led innovative and best practice in procurement, planning, and financing for the delivery of Territory infrastructure. Early engagement across government was key to planning and delivery of the Territory's Capital Works program. The directorate also provided expert advice on Public Private Partnerships (PPP's) worth $1.5 billion in total, including the ACT Law Courts project and the Light Rail Stage 1, and managed over $400 million in Territory Capital Works annually.

The directorate, under the Smarter Government Spending initiative, announced in the 2017-18 Budget, will better coordinate its property custodianship through consolidation of the management of non-specialised property. It achieved this through a partnership approach with other directorates to identify efficiencies.

Work also commenced on two new office buildings in Civic and Dickson that will accommodate 1,900 staff and enable the implementation of the ACT Government's hub and spoke model of WoG accommodation strategy. Early works and excavation has commenced on both sites. Both projects are on track for completion in 2020.

CMTEDD delivered and implemented the Contractor Central portal, which provides improved governance, compliance, and reporting by allowing Managers across government to quickly recruit and manage labour hire, streamlining business processes and improving transparency. Staff are engaged through a single system providing a consistency and effective management of contracted workers. It also provides competitive pricing through the NSW Contingent Workforce Scheme, and has a focus on providing local industry with more opportunity to do business with the ACT Government. This initiative has saved the ACT Government over $4 million and consolidated over $45 million in annual spending, along with budget savings. There are currently 44 suppliers pre-qualified to supply the ACT Government and over 370 workers engaged.

CMTEDD, through the Treasury, has continued to enhance the Territory's budget management, including finalising the implementation of a whole of government initiative, the Government Budget Management System. Additionally, Treasury prepared the Territory's Consolidated 2016-17 Annual Financial Statements, the 2017 18 Budget Review and the 2018-19 Budget, consistent with legislative requirements and timeframes.

Outlook

Strategic and operational priorities for CMTEDD in 2018-19 include:

- providing support to the Chief Minister, Cabinet and subcommittees to fulfil their obligations and interactions with the Australian government, and state and territory governments;
- progressing plans to develop and promote Canberra as a LGBTIQ welcoming city and implement the governments vision to address inequality through the Office for LGBTIQ Affairs;
- coordinating commitments from the Government's response to the Royal Commission into Institutional Response to Child Sexual Abuse Reports;
- supporting, coordinating and developing the ACTPS workforce through the release of a Whole of Government workforce plan for graduate level positions;
- driving organisational and cultural change through the Workforce Transformation Group in supporting the ACTPS to prepare and transition to the new office accommodation in Dickson and Civic in 2020;
- coordinating and celebrating the 25th Anniversary of the ACTPS;
- strengthening community engagement and driving citizen centric services through digitisation of services across government, and to be a leader in the provision of customer and regulatory services while continuing efforts in building an organisation that is flexible and agile;
- enhancing the way in which directorates use and share data to improve services and decision making through improving data literacy and data management;
- adopting a risk-based approach to compliance and enforcement to ensure that resources are targeted to where the risks of harm, unsafe practices or misconduct are the greatest, thereby strengthening capacity to take action where the community, workers and the environment are most at risk.
- delivering the Priority Investment Program to seed collaborative sector building projects in partnership with key stakeholders, and supporting opportunities for commercialisation through investment attraction strategies that are aligned to the Territory's identified key sector capability areas including: Space and Spatial Technology; Cyber Security; ICT and e-Government; Sport Technology; Health Innovation; and Agriculture and Environmental Sciences;
- working on investment attraction and internationalisation of the ACT economy through supporting the implementation of the Commissioner for International Engagement's International Engagement Strategy;
- focusing on achieving the ACT's Tourism 2020 target to grow the value of overnight visitation to $2.5 billion by 2020;
- actively pursuing opportunities to grow new international and domestic aviation making access easier for the domestic market and to connect to new destinations internationally;
- supporting events that have the ability to drive significant visitation outcomes through the Major Events Fund;

- enacting new legislation and associated regulatory practices for the conduct of combat sports in the ACT, including an ACT specific registration scheme and inspectorate function;

- delivering a Women's Sport Forum that inspires and educates participants, while also serving as a further impetus to shared progression of strategy and vision across the sector, increasing opportunities for female leadership, participation and equity in sport;

- formalising arrangements for the Canberra District Rugby League's development of a Rugby League Centre of Excellence and Community Hub at Northbourne Oval in Braddon;

- recognising the immense value of nature play, and delivering targeted sessions and programs to provide inspiration and guidance to ACT-based schools, activity providers and parents for the delivery of nature play-based activities for children and young people;

- supporting, and enhancing exciting high quality tourism and community events that provide strong economic, social and cultural benefits for the ACT, including the development of a new festival for delivery in winter 2020 to promote Canberra's strengths in innovation, design, culture, coding and gaming;

- delivering the $15 million Belconnen Arts Centre Stage 2 development, including completion of Phase 1 (detailed design) and commencement of Phase 2 (construction) of the expansion of the Belconnen Arts Centre's facilities through funding provided as part of the 2018-19 ACT Budget;

- developing legislation and associated guidelines to implement the new CTP insurance scheme chosen by the citizens' jury. CMTEDD will develop the new information technology system required for the new scheme;

- continuing to lead and coordinate the ACT's participation in the Commonwealth Grants Commission 2020 Methodology Review of Goods and Services Tax (GST) revenue sharing relativities;

- increasing the automation of manual processes, ongoing process review and improvements to the WoG program, working with stakeholders to manage the suite of ICT resources and systems, and continuing to increase the use of cloud storage to seek significant capital savings through reducing the need for ICT resources;

- continuing to progress the ACT Courts PPP project, in addition to providing support and advice to Transport Canberra and City Services (TCCS) for Light Rail Stages 1 and the potential Stage 2;

- providing advice, secretariat and governance support to a range of taskforces and Executive-led meetings, and contributing to effective management and planning across Government for infrastructure and capital works planning and project delivery; and

- implementing a new centralised property service model, with work commencing on new office accommodation in Dickson and the Civic to accommodate 1,900 public servants, which is part of a broader vision for renewing the Central Business District (CBD), the City to Lake and the Capital Metro projects.

The directorate will progress the following projects to enhance and improve consistency of procurement and contracting activities across government, and to increase transparency and compliance, including:

> a Whole of Government Professional and Consulting Services Panel (PCSP) which aims to reduce the cost of obtaining and using professional and consulting services;

> the "Online Simple-procurement Quoting And Reporting" (OSQAR) system[1], which provides an online web-based procurement tool for producing the Request for Quotation (RFQ) documents for procurement valued from $25,000 up to $200,000; and

> sourcing new software tools for it simple procurements under $25,000 to support the directorate as the current Microsoft tool, InfoPath will ceased to be maintained by Microsoft.

Priorities for the directorate to improve financial management, revenue and budget processes include:

> further developing the ACT Revenue Office's Business Intelligence capabilities to refine existing compliance activities and expend into new areas such as landholder duty;

> introducing legislation and administrative systems and processes for a Point of Consumption Gambling Tax which will commence from 1 January 2019; and

> developing a new Rental Bonds Portal, which is anticipated to have a soft launch in August 2018 with a full roll out in September 2018.

Aboriginal and Torres Strait Islander Reporting

CMTEDD worked to deliver a range of programs, projects and initiatives to support Aboriginal and Torres Strait Islander Canberrans, this included:

> the launch of the directorate's first *Reconciliation Action Plan (RAP)* in 2017 and continued review and monitoring of implementation of the deliverables of the RAP through the CMTEDD Commitments Register to increase accountability for achieving commitments;

> the implementation of the RAP which is overseen by the RAP Implementation Working Group (RAPIWG) and is made up of employees from across CMTEDD and led by an Executive Sponsor. Some key achievements of the RAP so far include:

- formation of the RAPIWG;
- engagement of an Executive Sponsor to chair the RAPIWG;
- progression and ongoing support of the CMTEDD Aboriginal and Torres Strait Islander Mentoring Group, including a back to country excursion and cultural sensitivity session;
- development and review of the CMTEDD Aboriginal and Torres Strait Islander Employment Development Strategy;

[1] OSQAR is based on the Australian Government's *Commonwealth Contracting Suite* (CCS).

- continuing inclusion of a Reconciliation category in the 2018 CMTEDD Staff Awards program, ensuring individuals and teams are recognised for their ongoing commitment to the directorate's reconciliation journey;

- delivery of Aboriginal and Torres Strait Islander Cultural Awareness training sessions to staff;

- the launch of a new employment pathway program that employed 10 Aboriginal and/or Torres Strait Islander staff to assist with events at Venues Canberra. The program provides opportunity for individuals to undertake paid work experience and training to support entry/re-entry to the workforce;

- successful completion and promotion of participants in the 2017 ACTPS Aboriginal and Torres Strait Islander Traineeship program;

- promotion and delivery of events for NAIDOC Week and National Reconciliation Week, including the presentation of two language sessions during NAIDOC Week and the celebration of the first anniversary of the launch of the Directorate's RAP;

- presentation of Directorate Reconciliation Awards during NAIDOC Week; and

- celebration of the one year anniversary of the possum-skin cloak made by Ngunnawal women. During this celebration, the women were presented with certificates of appreciation and a copy of the video sharing their stories.

Other key work undertaken by CMTEDD to support Aboriginal and Torres Strait Islander Canberrans included:

> the continuation of the Aboriginal and Torres Strait Islander Vocational Employment Program (previously the Aboriginal and Torres Strait Islander Traineeship) and the provision of support and pastoral care to Aboriginal and Torres Strait Islander trainees, graduates and assistance and guidance for work areas;

> two National Reconciliation Week events which were supported by the Office for LGBTIQ Affairs and hosted by the ACT Aboriginal and Torres Strait Islander LGBTIQ Network, had over 250 participants in attendance;

> establishing the Aboriginal and Torres Strait Islander Business Development and Entrepreneurship Program. The program is delivered under a Service Funding Agreement with local Indigenous business, Yerra Pty Ltd. The program received $200,000 in funding for 2018-19, to deliver targeted and specialised business, a Yarning Circle, employment training, advice, product and finance workshops, and an Aboriginal and Torres Strait Islander Business Trade Show (in the second year), and referrals to existing vocational training courses;

> building on the RAP to create opportunities for Aboriginal and Torres Strait Islander peoples to engage in and influence the cultural life of the ACT, such as the planting of an Aboriginal garden at the Canberra Region Visitor Centre and Welcome to Country and interpretive signage designed in consultation with a local Ngunnawal advisor to be installed in 2018-19;

> increasing the size of the size of the Indigenous bush tucker garden at the National Arboretum Canberra as a commitment of the RAP. The garden demonstrates the plants used by Aboriginal and Torres Strait Islander people for food, fibre, hunting, and medicines;

- working in close partnership with the ACT Aboriginal and Torres Strait Islander Elected Body, to begin work to reactivate Boomanulla Oval as an important hub for the local Indigenous community;

- implementing partnerships with major peak sporting organisations to increase the promotion and uptake of the Indigenous Small Grants Program;

- holding Canberra's first Reconciliation Day public holiday on Monday 28 May 2018, making the ACT the first Australian jurisdiction to recognise Reconciliation Day as a public holiday;

- holding a public event in collaboration with the Community Service Directorate (CSD) to mark Reconciliation Day in Glebe Park which was attended by approximately 8,000 people. The events aim was to promote the understanding of the impact of historical events and Aboriginal and Torres Strait Islander culture;

- establishing a new Aboriginal and Torres Strait Islander Arts Officer and continuing to co-design the new arts programs in response to the ACT Aboriginal and Torres Strait Islander Action Plan, in consultation with the ACT Aboriginal and Torres Strait Islander Arts Network, to deliver a suite of new specific Aboriginal and Torres Strait Islander arts programs arts programs;

- piloting an indigenous artist exchange with Wellington City Council (New Zealand) which will strengthen cultural connections between cities, and acknowledge and celebrate what is unique to each place;

- engaging with the Aboriginal and Torres Strait Islander Elected Body and the United Ngunnawal Elders Council to inform the development of improved pathways for Aboriginal and Torres Strait Islander people into training and employment opportunities;

- funding for targeted training support through the Australian Apprenticeships and Skilled Capital programs;

- supporting the training of the 205 Aboriginal and Torres Strait Islander people who commenced an Australian Apprenticeship from 1 June 2017 to 30 May 2018, through payments totalling $125,000;

- 42 Aboriginal and Torres Strait Islander people accessed $82,000 in funding through Skilled Capital for qualifications and skills sets ranging from Certificate II to Diploma level across the Business, Community Services, Construction, ICT, Hospitality and Security sectors.

The directorate set a target for 2018 to halve the gap between Aboriginal and Torres Strait Islander people and non-Indigenous employment rates. This target remains challenging, however, those Aboriginal and Torres Strait Islander Canberrans employed in apprenticeships and traineeships have made a significant contribution with:

- Aboriginal and Torres Strait Islander peoples making up approximately 4.6% of all apprentices and trainees and 2.4% of Skilled Capital enrolments in the ACT. In comparison, Aboriginal and Torres Strait Islander people make up approximately 1.6% of the ACT working-age population; and

- the 2017 Australian Government Funded Student Outcome Survey by National Centre for Vocational Education Research (NCVER) showing that 91% of the ACT Aboriginal and Torres Strait Islander respondents were employed after completing their course which is higher than the national figure of 67% in 2017.

The Education Directorate and CMTEDD through Skills Canberra, have worked collaboratively to develop an expanded Australian School-Based Apprenticeship (ASBA) Initiative including:

> ten fully subsidised positions for Aboriginal and Torres Strait Islander students to undertake an ASBA through work at an ACT Public School; and

> five places that have a 50% wage subsidy for ASBAs working within ACT Government directorates.

An Aboriginal and Torres Strait Islander Employment Pathway Program has also been developed by the directorate to:

> provide an opportunity for up to 12 Aboriginal and Torres Strait Islander jobseekers to undertake a 12 week employment pathway program, incorporating a mix of accredited and non-accredited training, along with paid work placements with Venues Canberra;

> provide opportunities for pre-employment initiatives for Aboriginal and Torres Strait Islander youth at risk and adult jobseekers under the Skilling Australians Fund are also currently being explored through collaborative efforts of Skills Canberra, CMTEDD Corporate, CIT, ACT Education Directorate and Australian Government Department of Small Business;

> continue to grow and develop the ICT Traineeship Program which has been redesigned and new positions established with a new focus on the ICT help desk functions; and

> promote diversity and address of gaps through recruitment, retention and development to promote an inclusive culture.

The Indigenous Procurement Policy (IPP) is currently a priority for government and the directorate. An Indigenous Procurement Policy Committee has been established to develop the draft policy, which aims to promote and target opportunities for Aboriginal and Torres Strait Islander small to medium enterprises to further the economic independence of Aboriginal and Torres Strait Islander Canberrans.

CMTEDD has in support of the IPP, contributed to and undertaken a number of initiatives aimed at increasing Aboriginal and Torres Strait Islander suppliers gain access to government business opportunities including:

> the delivery of three ACT Government construction projects implemented to strengthen Indigenous procurement outcomes including the Ngunnawal Bush Healing Farm, the Secure Mental Health Unit (Dhulwa), and the University of Canberra Hospital;

> the inclusion of Ngunnawal Elders in tender evaluation processes for projects with particular significance to the Territory's Aboriginal and Torres Strait Islander community, and the involvement of an Aboriginal and Torres Strait Islander cultural liaison officer on projects during the design development stage; and

> approaching the Territory's Aboriginal and Torres Strait Islander community to undertake smoking ceremonies and/or water ceremonies and Welcome to Country at demolition; construction commencement, project handover, and is committed to the process for managing indigenous artefacts discovered on construction sites.

Further, CMTEDD is also committed to the prominent display of Aboriginal and Torres Strait Islander artwork in new facilities, and engages with the relevant Aboriginal and Torres Strait Islander reference groups in naming of facilities.

Additionally the directorate:

- displayed the Australian Flag, Aboriginal and Torres Strait Islander Flags and the ACT Flag in the Canberra Nara Centre, Winyu House, Cosmopolitan Building and the National Arboretum as a physical representation of the directorates commitment to reconciliation;
- delivered Aboriginal and Torres Strait Islander Cultural Awareness Training; and
- continued to grow and develop the Aboriginal and Torres Strait Islander Traineeship Program.

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 provides advice and direction across the ACTPS on complex policy matters, incorporating a central agency coordination role in strategic planning, social and economic policy, regulation reform, regional policy and government information. The directorate supports the Chief Minister, Cabinet and its Subcommittees and the Head of Service as Secretary of Cabinet through the provision of policy and support, secretariat functions and advice. The directorate has responsibility for monitoring the progress of government priorities as articulated through the government's election commitments, the Parliamentary Agreement and strategic priorities.

CMTEDD provides secretariat support to the Policy Council. The Council comprises a Deputy Director-General representing each directorate. Similar to Strategic Board, it is intended that members take a WoG, one service and strategic approach. It is chaired by the Deputy Director-General, Policy and Cabinet, CMTEDD.

The directorate supports the Chief Minister in representing the ACT at intergovernmental forums and manages and coordinates the ACT's relationships with other jurisdictions and the Commonwealth. Most notably this includes:

> the Council of Australian Governments (COAG);

> the Council of the Australian Federation (CAF);

> the Council of Capital City Lord Mayors (CCCLM); and

> the Canberra Region Joint Organisation (CRJO).

In 2018, this has included supporting the Chief Minister as Chair of CAF and CCCLM.

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

Highlights

In 2017-18 the directorate had responsibility for the following WoG policy and project initiatives:

> coordinated a WoG approach for promoting Canberra as the most LGBTIQ welcoming city in the country through the Office for LGBTIQ Affairs, including:

- co-ordinating support for the LGBTIQ community during the Same-Sex Marriage survey;
- promoting LGBTIQ-inclusive events;
- supporting and engaging with the LGBTIQ Ministerial Advisory Council on matters where the government is seeking advice and guidance; and

- providing policy advice to the Chief Minister, Cabinet and other Directorates on LGBTIQ issues;

Testimonial

Hundreds from Canberra's LGBTIQ community joined their friends, families and other allies to march through the city centre as part of the Spring OUT Pride Parade, 18 November 2017.

"With the establishment of the Office for LGBTIQ Affairs, lesbian, gay, bi, trans, gender diverse, intersex and queer Canberrans see that their government is serious about supporting our communities. The Office understands the importance of engaging with us to ensure that our views are heard. This means that our needs can be better addressed by our government.

The Office has also provided wonderful support to the LGBTIQ Ministerial Advisory Council and together we are working to create positive change in our communities and across government."

Anne-Marie Delahunt, Chair, ACT LGBTIQ Ministerial Advisory Council

- coordinated a WoG response to the recommendations of the Final Report, *Working With Children Checks Report*, *Redress and Civil Litigation Report* and the *Criminal Justice Report* of the Royal Commission into Institutional Responses to Child Sexual Abuse;
- implemented the Reportable Conduct Scheme, which will provide independent oversight, through the ACT Ombudsman, of the way Canberra's workplaces report, investigate and handle allegations of misconduct involving children;
- supported the introduction of amendments to the *Ombudsman Act 1989* in 2017 to improve information-sharing to ensure child protection, law enforcement and oversight bodies have access to the information they need to be effective in dealing with child welfare and safety concerns, and to expand the scope of the Reportable Conduct Scheme to all functions of religious organisations.
- assessed the use of behaviourally informed service and program design in the ACT; and
- worked with state and territory counterparts to advocate for every capital city to receive an Australian Government City Deal.

The directorate provided support for COAG and the CAF meetings, including:

- chairing and secretariat responsibilities for CAF during 2018;
- hosting a CAF meeting in Canberra in February 2018;
- supporting the ACT's participation in various COAG Senior Officials' meetings;
- supporting the Chief Minister's participation in COAG in February 2018; and
- policy advice, and coordination of cross-government working groups and participation in national working groups on reform initiatives including health and hospital funding, the National Disability Insurance Scheme, housing and homelessness, schools education, national energy market, national security and reducing violence against women and their children.

The directorate managed and coordinated regional partnerships and participation and the ACT's relationships with:

- the NSW Government through the *ACT-NSW Memorandum of Understanding for Regional Collaboration (MoU)*;

- the Queanbeyan-Palerang Regional Council (QPRC) through the *ACT-QPRC Statement of Intent* and annual work plan;

- the surrounding NSW local councils, which are members of the CRJO, to pursue a best of region approach to policy and projects;

- the capital cities through the CCCLM;

- the Commonwealth on Jervis Bay Territory service delivery, and

- the Northern Territory through the ACT-NT Strategic Cooperation Agreement.

The directorate has continued to give objective, strategic advice and support to Cabinet and its subcommittees on decisions before government and monitor and report on the implementation of government priorities. CMTEDD has also continued to provide advice and support to directorates preparing cabinet submissions and other briefings.

CMTEDD coordinated regulation and government reform initiatives across government, including policy and project initiatives targeted at improving the effectiveness and efficiency of regulation and processes to strengthen the delivery of government priorities. This work included:

- managing the transition of industry for the cessation of greyhound racing in the ACT from 30 April 2018 following the passage of the *Domestic Animals (Racing Greyhounds) Amendment Act 2017* in November 2017;

- engaging with industry and the community to evaluate the ACT's on-demand transport industry (taxi, hire car and rideshare) reforms;

- the *Red Tape Reduction Legislation Amendment Act 2017*, which included amendments to reduce duplication and reporting for charities and incorporated associations registered with the Australian Charities and Not-for-profits Commission;

- undertaking a detailed evaluation of the extended smart parking trial in Manuka to assess the technology's suitability for wider deployment across the ACT. The trial is now complete with permanent implementation plans underway;

- coordinating ACT Government feedback on sun-setting Commonwealth legislation applying to the ACT;

- reviewing the ACT Evaluation Policy and supporting evaluation work by Directorates; and

- developing new regulatory arrangements for controlled sports in the ACT.

All but two of the directorate's accountability indicators were met against this output. The targets not met were:

- *Whole of government policy and project initiatives* - working with the Australian Government to deliver a City Deal for the Canberra Region. While the directorate's efforts towards achieving a City Deal have been ongoing, and it was expected that finalisation of a *City Deal Memorandum of Understanding* would occur during 2017-18, the timing of final agreement is now a matter for the Australian Government; and

- *Regulatory and process reform initiatives* - the initiative, the Red Tape Reduction Legislation Amendment Bill 2018 was delayed to allow for further community consultation on the legislation proposals.

Future Direction

In 2018-19 the directorate will:

- continue to provide high quality, objective strategic advice to the Chief Minister and Cabinet and its subcommittees on decisions before government;
- continue to provide advice and support to Cabinet and the Manager of Government Business in the Legislative Assembly;
- monitor and report on the implementation of government priorities;
- provide policy support as required to directorates on complex policy matters;
- assist to achieve government objectives through effective engagement with Australian, State and Territory governments, through COAG and CAF frameworks as well as through treaties and agreements;
- refresh performance accountability indicators across the ACT Government;
- coordinate a WoG work strategy to meet the commitments outlined in the response to the Royal Commission into Institutional Responses to Child Sexual Abuse *reports*, including the: *Working With Children Checks Report*; *Redress and Civil Litigation Report*; and *Criminal Justice Report*;
- continue to develop and promote Canberra as Australia's most LGBTIQ welcoming city;
- continue to promote better regulation across government and remove unnecessary burdens on businesses and the community and ongoing engagement with the COAG regulatory reform agenda;
- finalise the provision of transition support to the greyhound racing industry in the ACT;
- lead collaborative work with NSW Local and State Governments to support the growth and prosperity of the Canberra Region;
- work with the Australian Government to refresh arrangements governing the delivery of state-type services to Jervis Bay Territory;
- work with directorates to implement agreed recommendations of the ACT's on-demand transport industry evaluation (taxi, hire car and rideshare) reforms;
- review licencing, registration, authorities and permits across government to assess where there are opportunities for regulatory improvement;
- implement new regulatory arrangements for controlled sports in the ACT;
- review the *Land Titles Act 1925*; and
- continue Manuka Smart Parking as a business as usual system, in conjunction with other directorates.

Further information can be obtained from

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Output 1.2 Workforce Capability and Governance

Overview

The directorate continued to provide strategic policy advice and support to the Head of Service on matters relating to ACTPS employment. Areas of responsibility include flexible work arrangements, service-wide employment, industrial relations, workforce strategy, organisational learning and development, investigations, and accountability and governance. The directorate also provided support to the statutory offices of the Public Sector Standards Commissioner, ACT Remuneration Tribunal, Joint Council and provided support to the People and Performance Council and the Human Resource (HR) Directors' Forum.

Highlights

Against this output in 2017-18 the directorate:

- developed and implemented the *ACTPS Learning Strategy* which articulates the commitment to an ongoing learning environment for the ACTPS and reinforces the commitment to innovation and change;

- developed and implemented the *ACTPS Core Learning Policy* which supports the *ACTPS Learning Strategy* and *ACTPS Shared Capability Framework* in building the ACTPS of the future. It identifies training for all employees regardless of their directorate or their position. Core learning subjects have been selected to ensure employees are aware of the fundamentals of working in the ACTPS and provide consistent core skills development across the Service;

- continued to implement the *ADAPT (Align, Design, Analyse, Program and Transform) Strategic Workforce Planning toolkit* (the toolkit) and broaden its usage. A fully accessible smart form version of the toolkit was launched on the ACTPS Employment portal. The toolkit is designed to assist directorates to 'future proof' their workforce and take an evidence-based approach to workforce design;

- initiated development of a WoG *'Culture READY'* strategy to support positive workplace culture. Partnered with directorate HR teams to develop communications and practical resources for continuous improvement in working and management practices;

- developed and implemented the *ACT Government Veterans Employment Strategy* and Veterans page on the *ACTPS Employment Portal*. The Strategy focuses on assisting veterans as they transition from the Australian Defence Force (ADF) into civilian employment. An all-staff survey, undertaken in late 2017, identified 134 veterans in the ACTPS. Six ACTPS senior executives have been identified as Veterans Executive Champions. While their role is evolving, they are looking to be involved in activities such as: ADF Transition Seminars, mentoring and providing advice to selection panels on translating ADF skills and experience into ACTPS roles;

- administered the WoG graduate program. The graduate program continues to be a successful strategy in recruiting future leaders into the ACTPS. In 2017, a cohort of 38 graduates completed the program and moved to permanent roles in the Service. The 2018 program has increased to 50 graduates;

- Workforce Capability and Governance continued to develop strategies to increase capability within the ACTPS through increased diversity. The *ACTPS Staff with Disability and Allies Network* was established. The Network aims to assist the ACTPS to create and sustain an inclusive

workplace, to increase disability confidence of employees and awareness while also leveraging the skills and talents of our employees with disability. In addition, the first *Disability Employment Services (DES) Provider Expo* in August 2017. The Expo is an avenue for members of the community and new school leavers to link in and meet with local providers that support the employment for people with disability and Aboriginal and Torres Strait Islander peoples. Due to its success and positive feedback the Expo will be held in August 2018;

> the ACTPS People with Disability and Aboriginal and Torres Strait Islander Frameworks were launched in the second half of 2017. The Frameworks acknowledge the level of maturity that now exists in this area across the ACTPS. They are high level documents providing overarching direction on inclusion activities, which directorates can implement locally, or participate at a whole of government level. The ACTPS also continued the Inclusion Vocational Employment Program (previously Traineeship) for people with disability and Aboriginal and Torres Strait Islander people and promoted participation in the Graduate program, providing individual support and pastoral care to participants, and support and guidance work areas across the ACTPS. Promotion of the ACTPS' commitment to inclusion employment at public events included expos, forums, schools, organisations and broader community;

> during Reconciliation Week 2018, Lisa Coulson, Employment Inclusion Officer, and William Towler, Senior Manager, Workforce Inclusion were also recognised for the development and delivery of the CMTEDD Aboriginal and Torres Strait Islander Career Development Program. The Career Development program was held in May 2017 and involved 27 Aboriginal and Torres Strait Islander staff who participated in development training activities that will aid their career progression *(see photograph under Testimonial);*

> managed the Workforce Transformation Program which aims to drive organisational and cultural change, particularly the relocation of an estimated 3,000 staff into the new Dickson and Civic Office Blocks during 2020. About 800 staff are now working flexibly across four locations, including ACT Property Group offices at 255 Canberra Avenue Fyshwick and Access Canberra at TransACT House in Dickson;

> the Whole of Government policies about flexible and home based work have been reviewed and new policies developed for Remote Work Arrangements and Activity Based Work. Working groups have been established for programs of activity in Workplace Culture, Technology, and Operations under the direction of the Workforce Transformation Group;

> coordinated ACTPS input into the Government Response to the 79 recommendations from the Select Committee Report 2017 – *Inquiry into an Independent Integrity Commission* which was tabled on 20 March 2018 and is available at https://www.parliament.act.gov.au/in-committees/select_committees/an-Independent-Integrity-Commission/Inquiry-into-an-Independent-Integrity-Commission#tab-1002307-6 ;

> in partnership with the Justice and Community Safety Directorate (Parliamentary Counsel's Office and Legislation, Policy and Programs), prepared for the ACT Government, the Integrity Commission Bill 2018 and associated policy development prior to referral to the ACT Legislative Assembly Select Committee for an Independent Integrity Committee 2018;

> supported the Remuneration Tribunal;

> launched and promoted the refreshed approach to the Whole of Government Employee Assistance Program, comprising four providers of choice for directorates and staff;

- supported the appointment and induction of the new Public Sector Standards Commissioner, Mr Ian McPhee AO PSM;

- coordinated the Service wide Executive development program including delivering four executive development events on leading an agile, responsive and innovative public service into the future. This series focussed on community engagement, digital transformation, collaboration with the National Capital Authority and leadership;

- delivered the *2017 ACT Public Service Awards for Excellence* with 130 nominations across the six categories of: *Respect; Integrity; Collaboration; Innovation; Leadership;* and *Bill Harris Executive Leadership;*

- participated in training with the ACT Ombudsman's Office in relation to the Reportable Conduct Scheme which oversees how organisations prevent, and respond to allegations of, child abuse and misconduct;

- implemented dispute resolution options for managing workplace behaviours;

- provided advice and assistance to directorates and other public sector entities regarding appropriate management of Reportable Conduct matters across the ACTPS; and

- developed and implemented a website for directorate HR managers and public sector entities to access Professional Standards Unit (PSU) case updates online for each of their matters on a weekly basis.

Testimonial

In 2017 the Inclusion Employment Team from Workforce Capability and Governance Division received a Commendation for Inclusion in Employment – Public Sector at the Chief Minister's Inclusion Awards. The team was recognised for re-designing their Vocation Employment Program for people with disability, to be more flexible and to take into account the specific needs of both the individual and the work area.

The directorate met three of four 2017-18 accountability targets against this output.

Two of the three projects of the *Regulatory reform of ACTPS Employment Framework and processes* indicator were not completed:

- ACTPS bargaining round negotiations of common terms and conditions of the ACTPS enterprise agreements were progressed during 2017-18 but were unable to be finalised by 30 June 2018 as expected. It is anticipated that agreement to the common core will be achieved early in the new financial year; and

- review of the whole of government flexible and home based work policies were progressed during 2017-18. Work during the year included analysing the flexible and home based work policies against best practice, as well as engaging and consulting with directorates. It is expected that the new policies for Activity Based Working and Remote Working Arrangements will be approved and published on the ACTPS Employment Portal early in the new financial year.

Future Direction

In 2018-19 the directorate will:

- drive organisational and cultural change through the Workforce Transformation Group to ensure workforce change readiness ahead of the completion of the Dickson and Civic Office blocks during 2020;
- provide advice and support for Activity Based Work initiatives within directorates;
- commence development of workforce planning across the ACTPS for entry level positions;
- support the ACT Government on the Select Committee on an Independent Integrity Commission Inquiry 2018 and finalise legislation for the ACT Government's consideration and Legislative Assembly debate;
- continue to support the ACT Remuneration Tribunal to carry out its legislative responsibilities;
- continue to support training across the ACTPS including executive development programs;
- continue to maintain the employment framework comprising the *Public Sector Management Act 1994* and the *Public Sector Management Standards 2016*;
- continue to support training across the ACT Public Service including executive development programs; and
- update the Annual Report Directions under the *Annual Report (Government Agencies) Act 2004* for 2018-19 onwards.

Further information can be obtained from

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Output 1.3 Coordinated Communications and Community Engagement

Overview

The directorate supports WoG directorate and internal communications, engagement, branding and public affairs advice and coordination, including for emergency responses.

The directorate provides strategic and digital communications advice as well as protocol and ceremonial event support for the Chief Minister. It manages 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 2017-18 the directorate:

> led the government's engagement reform project to deliver meaningful, responsive, accountable and inclusive opportunities for genuine engagement;

> produced the first *Whole of Government Communications and Engagement Strategy* as part of government's commitment to strengthen the ACT Government's community engagement practices including using a more deliberative approach to engagement;

> provided communications and engagement support for the government's first Citizens' Jury on Compulsory Third Party Insurance;

> established a fortnightly electronic newsletter to keep subscribers informed of new engagement activities, updates and outcomes and engagement events;

> produced the Our Canberra digital and print newsletter to directly communicate with Canberrans on ACT Government news, initiatives and services:

- including a monthly regionalised newsletter to almost 185,000 Canberra households, and
- a monthly digital newsletter delivered to more than 45,000 subscribers (an increase of 14% in the past year);

> managed the ACT Government's branded social media accounts, including Facebook, Twitter, LinkedIn and YouTube. All channels experienced growth in followers in the past year including a 27% increase for Facebook and 12% for Twitter;

> managed the media monitoring service, incorporating traditional media monitoring with digital media monitoring;

> supported a framework to purchase creative services and advertising;

> provided campaign advertising support across government and to the Independent Reviewer for Campaign Advertising;

- produced and implemented communications and engagement strategies for key projects, including:
  - the Royal Commission on Responses to Institutional Responses to Child Sexual Abuse;
  - the 2018-19 ACT Budget;
  - communications for the ACT Public Service on the same-sex marriage voluntary postal survey; and
  - the naming of Canberra as the 3rd best place to travel in the world by Lonely Planet;
- updated the *ACT Community Communications and Information Plan (CCIP),* a sub plan to the *ACT Emergency Plan*, which details arrangements for effective communication by ACT Government directorates with the public and the media before, during and after major emergencies and incidents;
- updated several government websites to provide a better user experience for Canberrans as part of a revised look and feel of all sites
- facilitated emergency communications training opportunities for staff from across directorates, including:
  - a discussion exercise ahead of the bushfire season;
  - media liaison officer training for the Crowded Places Strategy; and
  - discussion exercises ahead of major events including the Rugby League World Cup, New Year's Eve, Australia Day and the National Multicultural Festival;
- delivered the 43rd Canberra Citizen of the Year Award, and the 2018 ACT Scientist of the Year Award as well as support for the ACT Australian of the Year Awards and Order of Australia honours;
- delivered inductions to the ACT Honour Walk and a number of ceremonial tree plantings at the National Arboretum by visiting dignitaries including:
  - for Her Excellency Daw Aung San Suu Kyi, State Counsellor of the Republic of the Union of Myanmar;
  - His Excellency Mr Issoufou Mahamadou, President of the Republic of Niger; and
  - Her Excellency Kolinda Grabar-Kitarović, President of the Republic of Croatia; and
- delivered a new directorate staff intranet.

The directorate exceeded its 2017-18 accountability targets against this output.

Future Direction

In 2018-19 the directorate will:

- deliver an online Insights Community to support the ACT Government's commitment to strengthen Canberrans' involvement in government decision-making;

- provide WoG advice on training and professional development in the areas of communications and community engagement.
- provide a post-budget update of the *WoG Communications and Engagement Strategy*; and
- conduct emergency communications training exercises for all ACTPS directorate communications staff.

Further information can be obtained from

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Output 1.4 Digital Strategy

Overview

The directorate, through the Office of the Chief Digital Officer (OCDO), drives digital transformation across the Service by providing strategic direction and advice on WoG digital and ICT strategy.

The directorate sets the framework for digital transformation with the ACT Government Digital Strategy. Strategic governance is overseen by the Digital Services Governance Committee, which provides guidance over technology architecture, standards and practices and governs several measures to ensure that the digital portfolio aligns with the government strategic direction.

CMTEDD provides support and guidance to Strategic Board in respect of the alignment of technology initiatives in the budget planning process.

Highlights

Against this output in 2017-18, the directorate led two strategic projects:

> driving a citizen centred, mobile first approach to digital service design and delivery across government. The iConnect program delivered a platform that offers core digital capabilities, including citizen identity, to assist directorates in providing digital services. The iConnect platform provides the foundation for a future where Canberrans will be able to easily transact with a range of government services from their mobile device; and

> the newly announced ACT Centre of Data Excellence which will enable the government to make better evidence-based decisions and deliver better services through improved use of data and analytics. The directorate developed the business case based on the outcome of the *Data Warehouse and Analytics Framework* pilot program, and to date has implemented the core data platform and recruited the team, ready to support directorates in 2018-19.

In addition, the directorate:

> provided support and guidance for the Digital Services Governance Committee:

- ensuring alignment of budget proposals with digital strategy through the budget assessment process, in collaboration with Treasury and WoG representation on the Budget Assessment Sub-Committee;
- implementing the Common Capabilities framework. This is key guidance material for aligning investments in technology across the Service;
- completed the trial of the Digital Initiatives Program. Results include an updated agreed Single Public Face for ACT Government websites, and a second year of WoG digital research and analyst access for all ACT Government employees; and
- completed the development of the Application Portfolio Management tool which enables improved technology road-mapping across government and worked with Chief Information Officers (CIOs) and Shared Services to map out the future application of tool;

> through iConnect, continued to promote digital service delivery, including:

- the ACT Digital Account which was released to the public in May 2018, establishing a digital service delivery channel that will enable people to personalise and customise their interaction with government. Available as both a browser experience via www.myaccount.act.gov.au and as a mobile app, the ACT Digital Account will provide access to a growing number of services across government with identity verification and a single username and password; and

- as at 30 June 2018 is the ACT Digital Account is being utilised by the Community Services Directorate for the ACT Diversity Register and My Family service. This is a significant step towards realising the government's vision for digital service delivery.

> continued to promote the value of government data, including:

- finalising the Data Warehouse and Analytics Framework pilot;
    - completing the five project pilots, demonstrating the value of a WoG data management practice;
- establishing of the Centre of Data Excellence;
    - with the first version of the ACT Data Lake, which went into production in April 2018, becoming operational;
    - recruited the team for the Centre of Data Excellence which will be on boarded during July 2018; and

> promoted Open Data for both government and the community through sponsorship of GovHack 2017. The ACT Government sponsored seven local and two national prizes in the 2017 competition. The ACT competition weekend had the second highest number of competitors from across Australia and over 50 projects were submitted. The ACT Government was also awarded the '*Best State/Territory Government Participation Award*'.

The directorate met all its 2017-18 accountability indicators against this output.

The one target that was exceeded was:

> *Common Capabilities Framework* - sign off of the Common Capabilities Framework in June 2018, was an additional initiative that was completed, taking the total number of accountability indicators under this output to four. The Common Capabilities Framework is the key guidance material for aligning investments in technology across the Service.

Future Direction

In 2018-19 the directorate will continue to:

> work with the Digital Services Governance Committee to provide timely, clear and valuable advice to Budget Committee of Cabinet on digital/technology budget bids;

> deliver the iConnect Program that will:

- in partnership with directorates, deliver value to the community through the use of the ACT Digital Account; and
- drive the delivery of citizen centric, mobile first design in the digitisation of services across government;

> operate/oversight the Centre of Data Excellence which will:

  - deliver the next version of the data technology platform which can scale to the needs of directorates;
  - develop governance frameworks for a whole of government data management practice;
  - support data sets from each directorate being ingested and available;
  - apply sophisticated analytics to at least one complex policy question;
  - establish a Community of Practice to build data and analytics capability across government; and
  - increase the ability to publish de-identified data through open data;

> promote cyber security awareness and resilience within Government, and work closely with Shared Services ICT Cyber-Security branch to identify and communicate the pathways for cloud assessment and enable timely self-assessment where appropriate; champion a national approach to promote innovation, integration and use of public sector data for administration, policy development, service delivery, and regulatory functions, through participation in the Deputy Senior Officials Working Group;

> drive digital transformation through the support of the Digital Services Governance Committee and its work program;

> promote the value of open data for community and economic development through sponsorship of a community hackathon (GovHack 2018); and

> develop a *Smart Cities Framework*, providing principles and guidance on how to utilise the Internet of Things and Big Data to improve policy and services.

Further information can be obtained from

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Output 2.1 Access Canberra

Overview

The directorate, through Access Canberra, provided protection to the community through a one-stop shop for ACT Government customer and regulatory services. Access Canberra made access to government services for the community and business easier and simpler by providing an effective service hub through shopfronts, the contact centre and online services.

Under this output the directorate provided over 700 different types of services to the ACT community through, amongst others: registering births, deaths, marriages and changes of name; issuing driver licences; inspecting and registering cars; issuing certificates of occupancy for houses and undertaking electrical, plumbing and gas inspections for new and existing buildings; providing advice on consumer rights and faulty household products; and licensing trades people.

The directorate focused on adopting a risk-based approach to compliance and enforcement to ensure that resources are targeted to where the risks of harm, unsafe practices or misconduct are the greatest, thereby strengthening its capacity to take action where the community, workers and the environment are most at risk. This regulatory approach utilises an engage, educate and enforce model which builds an understanding of regulatory obligations within the community and encourages compliance with various pieces of legislation.

Highlights

The 2018 Access Canberra customer satisfaction survey revealed that the overall satisfaction with Access Canberra increased to 89%, specifically:

> satisfaction with service centres reaching 96% mainly as a result of customers being able to complete a transaction in one visit and the excellent service provided by staff; and

> the satisfaction rating for the website increasing from 83% in 2017 to 90% in 2018. 61% of respondents reported they had accessed the website. This is significantly higher than last year's result of 52%.

In 2017-18 the directorate, through Access Canberra:

> provided efficient service delivery;

> made doing business in the ACT easier;

> grew the number of online services;

> delivered and facilitated availability of information online which is easily accessible;

> reduced the regulatory burden for those businesses doing the right thing by undertaking risk based inspection activities, making it easier to do business in the ACT;

> undertook inspection and investigation activities aimed securing compliance with the law; and

> supported a range of statutory office holders.

Efficient service delivery

> welcomed more than 406,000 customers through its Service Centres where over 550,000 transactions were completed;

> the average wait time at Service Centres was 10 minutes 22 seconds and the average transaction time was 8 minutes 8 seconds;

> 67,500 items of feedback were left at the Q-Flow pedestals in the 2017-18 financial year, with customers scoring customer service at an average of 4.85 out of 5; ease of access at 96.6% and the ability to complete a transaction during one visit at 97.4%;

> recorded more than 3 million visits to the Access Canberra website and received close to 650,000 phone calls;

> implemented an Interactive Voice Response (IVR) on 18 August 2017 to give priority to calls concerning work safety and urgent public safety issues (e.g. injured wildlife, sharps, issues with roads);

> expanded the webchat service to offer a more personalised experience, 12,719 webchats were handled by the Contact Centre;

> centralised a Complaints Management Team (CMT) which commenced on 1 July 2017 and managed 9,164 complaints; and

> increased the use of credit cards and non-cash payment systems on all ACT Government parking machines with 75.2% of all payments now being electronic.

Made doing business in the ACT easier

> assisted event organisers in obtaining 479 approvals across 263 events and supported 10 new liquor businesses to commence trading; and

> visited 94 businesses engaged in a Working with Vulnerable People (WWVP) regulated activity, resulting in 556 individual registration checks.

Made services available online and complete services online

> simplified forms, making them more accessible, with 330 services now offered online, and processed more than 6.4 million online transactions;

> launched the redesigned Access Canberra website which included new features such as a prominent search bar, pictorial selection of services, addition of feature articles to the home page, and topic based pages, allowing for the promotion of key initiatives;

> introduced improvements to Fix My Street including a redesign for trees and shrubs, street lights and pot holes reporting which now includes real time delivery of incidents to depots and enables the closing of the feedback loop;

> accepted 3,251,880 web sessions through the Access Canberra website and 61,954 feedback submissions;

> introduced an online Working With Vulnerable People renewal form to provide simpler and faster renewals;

- introduced online driver licence renewals and the ability for drivers to submit driver licence medical and eye test reports online. The online driver licence service commenced on 4 September 2017, and at 5 July 2018 more than 19,000 driver licences had been renewed online;

- provided motorists with the option of disputing or seeking withdrawal of parking and traffic camera infringement online. In 2017-18 more than 6,600 online applications were received;

- work commenced to enable motorists issued with a parking or traffic camera infringement notice to notify online who incurred the infringement if they were not the driver. Once this information is received, the infringement notice will be transferred to the person responsible for the offence; and

- the vehicle inspection station at Hume, designed to allow inspection of light vehicles and heavy vehicle combinations including B-Doubles and trailers, continued to assist customers with online bookings and introduced some service centre services such as issuing an Unregistered Vehicle Permit (UVP) and recording government inspections so that both light and heavy vehicles registration renewals can be renewed online.

Delivered and facilitated availability of information online which is easily accessible

- through the development of a fair trading portal that provides a one-stop shop for consumer and business fair trading information. The portal offers a quick and easy way for the community to lodge a complaint. It also brings together resources and tools in the one place, saving time, and supporting businesses to understand their rights and responsibilities;

- developed the Worksafe ACT portal that provides a one-stop shop for consumer and business WorkSafe information. The portal offers a quick and easy way for the community to report a workplace issue;

- through the development of a Justice of the Peace (JP) online register, customers can now locate an ACT Justice of the Peace in a number of ways: online search, visit a signing centre or phone. ACT JP's can also log into the Access Canberra website to update their personal profile;

- through the development of a FixMyStreet (MySuburb) dashboard, customers can now track current jobs online, see certain types of services scheduled per suburb as well as notifications and updates;

- through the development of a new digital public registers for incorporated associations, historic death index, historic marriage index, building and pest inspectors, occupational discipline register;

- through the development of an operational licences register where people can search if a person or business is registered or licensed in a specific industry;

- through the development of an online infringement image viewer. From 18 May 2018 customers were able to view their infringement image online. The images available through this service are for offences detected by ACT fixed mobile cameras only;

- with the Environment, Planning and Sustainable Development Directorate completed scanning aerial imagery dating back over 50 years and as a result aerial imagery of the ACT is available to the public free of charge on ACTMAPi; and

> the first release of ACTLIS (ACT Land Information System) went live on 10 May 2018 allowing increased accessibility to the Land Titles Register. Customers can now access this service from any location using normal browsers from PCs, tablets and mobile phones. Previously customers would either have to use a solicitor, conveyancer, email or attend the office with the suburb, section and block details to order a title search. ACTLIS has opened up searching so that any member of the public can logon, enter a street address and obtain a search saving them time and money.

Reduced regulatory burden on business

> reduced timeframes for assessment for a range of regulated activities;

> implemented the *Traders (Licensing) Act 2016* thus simplifying the licensing regime for four traders categories: motor vehicle repairers, motor vehicle dealers, second-hand dealers and pawnbrokers;

> progressed work on the government's commitment to growing outdoor dining on public unleased land and reducing outdoor dining fees. A total of 42 new permits were issued under the *Public Unleased Land Act 2013* activating further public spaces in the ACT for outdoor dining, hawking activities and verge permits;

> progressed implementation of the government's regulatory reforms for charities to make it easier for the non-profit sector to meet ACT and Commonwealth reporting requirements;

> implemented the government's commitments to barrier free conveyancing and foreign ownership register data sharing with the Commonwealth;

> from 1 July 2017, the directorate has been collecting data to facilitate the ongoing provision of sales and transfer data to the Australian Taxation Office (ATO) to support delivery and maintenance of the National Register of Foreign Ownership of Land Titles;

> on 18 September 2017, the system for collecting conveyancing duty (stamp duty) on property transactions was changed to the new Barrier Free Model. The new model applies to all conveyance transactions executed on or after 18 September 2017 that are required to be registered on the Land Titles Register. This model also removes the need for customers to attend a Shopfront for stamp duty assessments and payments;

> continued to support events and business initiatives by approving 40 authorisations for extended trading hours for special events including Soccer World Cup, ANZAC Day and live music functions; and

> coordinated joint compliance inspection programs across industries and reduced impacts to businesses, including:

- a retail awareness program at major shopping centres to engage with retailers to promote the functions of Access Canberra and to provide advice about obligations under the Australian consumer law, workers compensation legislation, work safety and food legislation. Inspectors also actively promoted the directorate's small business self-help website, http://comply.accesscanberra.act.gov.au/c/comply ; and

- covered liquor, wagering, security 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.

Undertook inspection and investigation activities aimed at securing compliance with the law

> conducted 240 WWVP compliance activities, resulting in 5,312 registration checks;

> conducted 1,760 WWVP registration checks through desktop audits;

> identified 18 instances of non-compliance with WWVP legislative framework, with the majority of issues relating to a failure to produce the registration card on request and not holding a valid registration – in these instances investigators took the approach of engaging and educating individuals to have their WWVP cards with them when undertaking a registered activity or assisting them to become registered under the WWVP scheme;

> conducted 94 investigations into the alleged breaches of the *Working With Vulnerable People (Background Checking) Act 2011* resulting in 11 suspended registrations, including two suspension decisions which were appealed to ACT Civil and Administrative Tribunal (ACAT);

> implemented the Licence Plate Recognition (LPR) cameras. The LPR systems provide greater access to parking spaces (through turnover) for all drivers, by encouraging drivers to comply with parking time limits;

> implemented a new traffic camera infringement notice adjudication system. The system enhances the detection of offences resulting in the issuing of more infringement notices to deter unsafe driving behaviours. Motorists also have the ability to view the infringement image online;

> undertook 57,931 total on-road inspections, comprising of 56,327 light vehicles and 1,604 heavy vehicles and resulting in 1,464 vehicle safety defects being identified and issued with a defect notice and 2,174 warnings issued;

> conducted monthly examinations for all individuals applying for a Class C Builder's licence:

- a total of 61 individuals have sat the Class C Builders examination;
- 50 individuals were successful and were issued a Class C Builders licence;
- 11 individuals were unsuccessful and were refused a Class C Builders licence; and
- conducted a number of targeted engagement activities focusing on a range of matters including: licensing of persons within the real estate industry, toy safety, major events (including liquor and security licensing compliance) prohibited liquor advertising, motor vehicle repairer and dealer industries to ensure compliance with Australian Consumer Law obligations and licensing requirements, the X-Films industry to ensure appropriate advertising of classified material and engaging with retirement village residents in relation to legislative provisions and scam awareness;

> engaged with real estate agents to secure compliance with the requirements in the *Agents Act 2003* to lodge trust account audits within the prescribed period;

> referred four matters to the ACAT related to a contravention of the *Agents Act 2003* where agents failed to undertake a trust account audit within the prescribed period. All matters were successful with range of disciplinary orders imposed;

> undertook a range of construction inspections and investigations including:

- 8,581 inspections of new electrical work;
- 11,464 random inspections of alterations and additions to existing electrical installations;
- 13,038 inspections of plumbing installations;
- 2,668 inspections of gas installations; and
- 891 Energy and Construction audits for the *Building Act 2004* and the Energy rating assessments;

> undertook a range of operations and inspections under the *Environment Protection Act 1997* including:

- issued 33 Environmental Authorisations (EA's), bringing the number of EA's currently administered by the EPA to 286;
- entered into 40 Environmental Agreements, bringing the number of agreements currently administered by the EPA to 192;
- endorsed 93 erosion and sediment control plans;
- received and responded to 542 contaminated Land Search enquiries;
- undertook 1,535 inspections of development sites and contaminated sites; and
- commented on 584 Development Applications as referred from the Planning and Land Authority and the National Capital Authority;

> continued cooperation with the National Heavy Vehicle Regulator to participate in coordinated compliance and enforcement activities which has included a range of targeted campaigns, resulting in the inspection of 195 heavy vehicles (prime movers, B- Doubles, buses, semi-trailers) to ensure compliance; and

> undertook a range of fair trading compliance and enforcement activities including:

- provided advice and support to people about their consumer rights under fair trading legislation;
- utilised a risk based approach to complaints management that ensures resources are directed to areas of greatest need; and
- engaged with and educated traders about their obligations under fair trading legislation with a view to reaching a satisfactory resolution for clients, particularly in relation to the Australian Consumer Law, regulated industries such as motor vehicle dealers and repairers, management of units plan and with residential building issues;

Key statistics for services offered by the directorate

> the Environment, Land and Planning Shopfront at Dickson:

- lodged 1,454 Development Applications;
- issued 1,197 Compliance Certificates;
- processed 1,762 Exemption Declaration applications;

- provided 934 fingerprint services;
- issued 321 ACT Access Cards;
- processed 844 Land Access Activity Notices; and
- processed 1,402 Deposited Plan requests.

> the Building Services Shopfront in Mitchell:

- processed 4,638 Building approvals;
- issued 4,241 Certificates of Occupancy and Use;
- processed 2,533 Building file requests;
- processed 6,930 Energy Efficiency Rating returns;
- prepared 5,812 Building Conveyancing reports;
- prepared 11,832 Lease Conveyancing reports;
- booked 19,388 plumbing inspections;
- booked 18,473 electrical inspections;
- registered 23,229 Plumbing plans and permits, backflow and minor works permits; and
- registered 29,303 Certificates of Electrical Safety;

> under the *Liquor Act 2010* issued a total:

- 704 of commercial and non-commercial liquor permits;
- 60 new liquor licences including;
    - 11 OFF Licences;
    - 39 ON Licences;
    - 9 GENERAL Licences;
    - 1 CLUB Licence;
    - processed 1,528 quarterly instalment payments; and
    - processed 476 liquor licence renewals/conversions to perpetual licences.

> registered:

- 6,507 births, issuing 13,206 certificates;
- 1,013 change of names, issuing 618 certificates;
- 1,529 marriages, issuing 2,969 certificates;
- 5 civil unions, issuing 3 certificates;

- 73 civil relationships, issuing 385 certificates; and
- 2,376 deaths, issuing 3,178 certificates.

> facilitated business and economic growth whilst minimising risks to the community by issuing a range of licences, registrations and appointments in accordance with relevant regulatory requirements:

- 1,236 new Security Employees, 852 renewals;
- 67 Security Master, 68 renewals;
- 131 Real Estate/Business/Stock & Station Agents, 546 renewals;
- 14 Motor Vehicle Dealers, 28 renewals;
- 22 Motor Vehicle Repairers, 113 renewals;
- 11 Brothels, 20 renewals;
- 205 Associations Incorporated;
- 2 Pawnbroker renewals;
- 9 Second Hand Dealers, 10 renewals;
- 57 Employment Agents, 60 renewals;
- 1 Charitable Collections; and
- 75 Justice of the Peace.

> issued:

- 8,119 licences for Construction Occupations;
- 2,516 General Construction Induction Cards;
- 169 High Risk Work Licences;
- 363 Architects Registrations; and
- 51 Work Health and Safety licences and permits.

> the directorate resolved many building and planning complaints by working with the community. The team:

- received 366 complaints related to planning laws;
- received 546 complaints related to construction laws;
- settled 226 cases, a case may include multiple complaints and complaints that cover both building and planning issues; and

> the directorate, within the broader construction industry issued a total of 11,218 licences, registration and permits;

> processed 33,855 applications (new and renewals) for WWVP registrations;

> there are 15 Transport Booking Services now providing Taxi, Hire Car and Rideshare services across the ACT. This included:

- 2,269 rideshare drivers and licensed rideshare vehicles accredited in the ACT; and
- numbers of taxi and hire car licensed drivers also increased; and

> the Land Titles Office received a total of 63,792 lodgements and registered 65,160 documents under the *Land Titles Act 1925*.

Supported the ACT Work Safety Commissioner

> successfully prosecuted two matters:

- one business in relation to its demolition of a Mr Fluffy house over its failure to comply with its work health and safety duty, resulting in the company being ordered to pay a fine of $60,000; and
- another in relation to unsafe work practices involving asbestos. The penalties included fines totalling $1,980 plus additional clean-up costs of $248,000;

> conducted 4,134 workplace inspections resulting in:

- 205 Improvement Notices issued under the *Work Health and Safety Act 2011;*
- 95 Prohibition Notices issued under the *Work Health and Safety Act 2011*;
- four Improvement Notices issued under the *Dangerous Substances Act 2004; and*
- one Prohibition Notice being issued under the *Dangerous Substances Act 2004;*

> conducted 2,424 proactive workplace inspections across a number of industries. 350 of those workplace inspections included Events such as Summernats, The Canberra Show, National Multicultural Festival, National Folk Festival, NSW/ACT Cross Border Construction Project and targeted audit activity such as the Apprentice and Young Workers Campaign;

> undertook oversight of safe demolition activities in relation to the government's Loose-fill Asbestos Insulation Eradication Scheme, including:

- worked with the Asbestos Response Taskforce (ART) and Procurement and Capital Works to provide ongoing regulatory information, guidance and advice to assist in the ongoing delivery of the Scheme;
- conducted 867 workplace inspections with no significant safety concerns identified; and
- enhanced internal governance processes and procedures in response to the Auditor General Report No.1 of 2017 *WorkSafe ACT's Management of its Regulatory Responsibilities of the Demolition of Loose-fill Asbestos Contaminated Houses* (further information on the report recommendations and actions taken can be found in section B3 Scrutiny);

- continued to work closely with SafeWork NSW on the NSW/ACT Cross Border Construction Project 2016-2019, which aims to increase coordination and cooperation between jurisdictions at a number of levels to create a cultural change in the construction industry, with joint inspections to take place four times a year. In April 2018, a breakfast was held at Ainslie Football Club with 150 attending. The theme of the breakfast was Mental Health of Young Workers in Construction and also included the ongoing focus of Falls from Heights. The program will continue into the new financial year with an additional two seminars scheduled;

- produced a periodic industry newsletter and other communiques to over 13,000 individual subscribers covering information on construction, environment and workplace matters;

- worked closely with Skills Canberra and other stakeholders on concerns regarding apprentice and young workers. As a result, WorkSafe commenced workplace visits along with a number of information sessions to Registered Training Organisations (RTOs) and Group Training Organisations (GTOs) across the Electrical and Plumbing Industries. This included discussions with over 144 young workers to ensure they are receiving appropriate supervision and training especially on work health and safety issues relevant to their industry; and

- developed a variety of education and guidance material with key safety messages distributed through social media platforms;

Supported the ACT Work Safety Commissioner as part of Healthier Work Program

- conducted 149 Healthier Work workplace visits and assisted 35 workplaces to create a 12 month health and wellbeing plan to become 'Healthier Work Recognised' (first year of recognition);

- evaluated the plans of 34 workplaces which have now become 'Healthier Work Recognised Silver Status' (second year of recognition);

- evaluated the plans of 14 'Healthier Work Recognised Silver Status' workplaces which have now become 'Healthier Work Recognised Gold Status' (third year of recognition);

- evaluated the plans of 10 'Healthier Work Recognised Gold Status' workplaces which have now become 'Healthier Work Recognised Gold Status' (fourth year of recognition);

- assisted 6,155 Canberrans make the healthy choice the easier choice within the workplace setting;

- partnered with the Canberra Business Chamber to deliver four training sessions on creating healthier work environments to 54 attendees and delivered ten mentoring sessions to 152 Healthier Work champions in workplaces;

- held two Healthier Work breakfasts attended by over 200 participants to recognise workplaces who have completed their first, second or third year of the program, including a breakfast in conjunction with the Physical Activity Foundation; and

- held a Healthier Work Day Forum with 150 attendees.

The directorate met three and exceeded four out of ten accountability indicators against this output and did not meet the other three targets. The targets exceeded by more than 5% were:

- *Percentage of services completed online* - where there has been a greater than forecast take up of online services (including online Driver Licence renewals);

- *Compliance rate during targeted campaign inspections* - where the effectiveness in initial and on-going engagement has meant that there has been less requirement for education and/or enforcement activities; and

- *Compliance activities: engage, educate, enforce* - as effectiveness in initial and on-going engagement has meant that there has been less requirement for education and/or enforcement activities.

The targets not met by more than 5% were:

- *Percentage of the Canberra community satisfied with the ease of interacting with Access Canberra* - where the overall ease of dealing rating remained steady from 2016-17. The rating for ease of dealing was anticipated to increase with additional digital service offerings but this has not occurred; and

- *Reduction of regulatory burden on business by undertaking risk-based coordinated inspection activities* - where due to a change in circumstances there was a need to delay the completion of two planned programs until 2018-19. This reduction in planned activity levels has contributed to the result.

Future Direction

In 2018-19, the directorate will continue to:

- expand the digital service offering, aiming for 80% of services being available digitally by 2020;

- evaluate, and where necessary adapt our service delivery model to harness 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;

- use various sources of intelligence and data to better inform our compliance and engagement activities with the community and regulated industries;

- engage with and educate industries to ensure they understand their obligations under legislation;

- identify further opportunities for coordinated compliance activities across a range of regulatory responsibilities;

- help grow and diversify the economy by reducing red tape and working with industry, particularly the hospitality and gaming industries, and the events sector;

- provide support to the Gambling and Racing Commission;

- provide regulatory oversight of Light Rail development including the dedicated allocation of three WorkSafe ACT inspectors to monitor health and safety on worksites; and

- focus on proactive initiatives and targeted workplace inspections based on complaints monitoring and data intelligence.

Further information can be obtained from

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Output 3.1 Innovation, Trade and Investment

Overview

Under this output the directorate:

- delivers programs to accelerate the commercialisation of locally generated intellectual property and to enhance the innovation capability of the private sector;
- delivers activities to support the ongoing internationalisation of the ACT economy through trade and investment, and supporting the work of the Commissioner for International Engagement; and
- delivers initiatives and policy advice to promote the economic development of the ACT region, including its universities, research organisations, innovation partners and business organisations.

Output 3.1 Innovation, Trade and Investment works closely with Output 3.6 Higher Education, Training and Research to deliver collaborative sector building projects in partnership with ACT region higher education and research institutions. Activities that relate directly to support for the higher education and research sector, which were previously contained within the Innovation, Trade and Investment output, are reported within Output 3.6 Higher Education, Training and Research for 2017-18.

Highlights

In 2017-18 the directorate:

- continued the implementation of *Confident and Business Ready: Building on Our Strengths*, focusing on investment facilitation and attraction, innovation and entrepreneurship, international engagement, and the ACT's key sector capability areas (Space and Spatial Technology; Cyber Security; ICT and e-Government; Sport Technology; Health Innovation; Agriculture and Environmental Sciences), all with the overarching goal of supporting the Government commitment to grow and diversify the ACT economy;
- progressed development of these key sectors in partnership with the ACT Vice Chancellors' Forum, the CBR Innovation Network, the ACT Defence Industry Advisory Board, the Canberra Space Sector Development Working Group and the Canberra Node of AustCyber (The Australian Cyber Security Growth Network);
- continued to promote the ACT's defence industry strengths through the work of the Defence Industry Advocate and the Defence Industry Advisory Board, leveraging the established defence presence in the ACT and supporting Canberra region businesses to maximise opportunities from defence sector activity;
- led development of a tripartite Memorandum of Understanding comprising the ACT, South Australian and Northern Territory governments to cooperate on space industry development advocacy, supplemented by formal representations to the COAG Industry and Skills Council and direct advocacy to the Prime Minister and portfolio Ministers to promote the clear benefits in selecting Canberra as the base for an Australian National Space Agency;

- delivered a collaborative and successful Team Canberra presence at the September 2017 International Astronautical Congress in Adelaide in partnership with ANU, UNSW Canberra, Northrop Grumman Australia, EOS Space Systems and Geospatial Intelligence;

- convened a space sector National Conversation at Mount Stromlo in November 2017, bringing together more than 90 key stakeholders to discuss collaboration opportunities and a shared vision for the sector;

- in partnership with Geoscience Australia, hosted a post-Federal Budget briefing in May 2018 for 80 local space sector representatives from business and industry associations to learn more about opportunities arising from the $300 million space sector initiatives announced in the 2018-19 Federal Budget, including the Australian Space Agency, Digital Earth Australia, National Positioning Infrastructure Capability, and Satellite Based Augmentation System initiatives;

- supported the Commissioner for International Engagement to implement the International Engagement Strategy by facilitating inward investment opportunities, supporting ACT business access to trade and export markets, and delivering four ministerially-led trade delegations to priority international markets (China: August 2017; United States: October 2017; New Zealand: November 2017; and United States: February 2018);

- delivered the 2017 ACT Chief Minister's Export Awards, with Aspen Medical named ACT Exporter of the Year;

- facilitated inward investment enquiries across a range of industry sectors including agritech, transportation, health sciences, retail, space, ICT and renewables;

- continued the delivery of CBRfree Wi-Fi across town centres and key public spaces, providing around 550,000 unique access log-ins to Canberrans and visitors annually;

- supported Screen Canberra to build local screen industry capability, and the Screen Production Fund to attract and support high-profile screen productions in Canberra. In 2017 the Screen Production Fund supported local production of *Secret City Series 2*, and Screen Canberra supported the November 2017 Canberra Week in Wellington by hosting the screening of two Canberra film productions, *Rip Tide* and *Blue World Order*, to stakeholders in Wellington;

- supported the CBR Innovation Network to assist and enable around 650 local entrepreneurs to grow their businesses and commercialise new intellectual property;

- supported the CAN Drive Automated Vehicle (AV) trial in a research partnership with locally-based, globally-successful Canberra technology company Seeing Machines, aimed at driving improvements in vehicle technology and road safety strategy, and building Canberra's reputation as Australia's technology testbed;

- established the Aboriginal and Torres Strait Islander Business Development and Entrepreneurship Program, providing targeted business, product and finance workshops, specialist business advice sessions and mentoring, introducing local Aboriginal and Torres Strait Islander businesses to existing business support programs, and linking with formal training and education from the Canberra Institute of Technology (CIT);

- facilitated national data and research innovation group Data61 to engage in a number of joint projects with ACT Government directorates including: smart parking; Geospatial data visualisation of vulnerabilities in the Canberra community to improve service outcomes; diabetes consumer information; analytics of education outcomes from public schools; and analysing

patient Emergency Department journeys to improve performance (National Emergency Access Target analytics);

- facilitated national data and research innovation group Data61 to engage in a number of joint projects with ACT Government directorates including: smart parking; Geospatial data visualisation of vulnerabilities in the Canberra community to improve service outcomes; diabetes consumer information; analytics of education outcomes from public schools; and analysing patient Emergency Department journeys to improve performance (National Emergency Access Target analytics); and

- in partnership with the Environment, Planning and Sustainable Development Directorate's Renewable Energy Innovation Fund provided funding support to five commercial operators within the renewable energy and clean-tech sectors through the Innovation Connect grant program.

The directorate had three accountability indicators containing ten separate measures. Of the ten measures, six were met, two were exceeded and two were not met.

The six measures met were:

- *Deliver targeted programs to support innovative start-ups;*

- *Satisfaction on the effectiveness of ACT Government programs and initiatives to support innovative start-ups through surveys of the CBR Innovation Network Board and the Innovation Community Forum;*

- *Deliver targeted programs to support development of key industry capability in the ACT Innovation ecosystem;*

- *Satisfaction on the effectiveness of ACT Government programs and initiatives to support development of key industry capability in the ACT Innovation ecosystem through surveys of the CBR Innovation Network Board and Community Forum; and*

- *Number of lead responses generated from Invest Canberra program activity; and Number of investment facilitation projects supported.*

The two measures exceeded were:

- *Innovation Connect (ICon) new client connections* - (target 50, outcome 60) which reflects strong awareness and interest in the Government's support for innovation programs; and

- *Number of international trade and investment campaigns and delegations* - (target 3, outcome 4) which reflects the Government's increased focus on international engagement activity enhanced by the introduction of direct flights, increased sister city activity, and the appointment of the Commissioner for International Engagement.

The two measures not met were:

- *Innovation Connect (ICon) successful grant applications* - (target 15, outcome 12) while the volume of applications to the program could sustain the target output, the evaluation process and advice of the Assessment Panel was to allocate funding to 12 applications where grant funding would make greatest impact. Non-successful grant applicants typically receive other, more appropriate, forms of support pertinent to their stage of development; and

> *Trade Connect grants delivered* - (target 30, outcome 3) the Trade Connect grant program, which is a long-standing micro-grant program for individual exporters, was discontinued during the 2017-18 reporting period. The availability of individual exporter grants has been realigned to company participation in Government-led international delegation activity. Delegations are a more effective way of developing exporter capability, with companies receiving specialist support provided by participating partner organisations such as the Canberra Business Chamber, Austrade and the CBR Innovation Network.

Future Direction

In 2018-19 the directorate will:

> deliver the Priority Investment Program to seed collaborative sector building projects that are aligned to the identified priority sectors;

> partner with key stakeholders to develop targeted investment attraction strategies that support commercialisation of opportunities linked to the ACT's key capability sectors;

> continue to progress and promote Canberra's defence, space and spatial technologies strengths and assets through participation in fora such as Aerospace Futures in July 2018 and the Defence and Industry Conference in August 2018;

> support the Commissioner for International Engagement's ongoing implementation of the International Engagement Strategy and international trade delegations with programs that support investment attraction and internationalisation of the ACT economy;

> support the work of the newly established Strategic Projects unit, focused on the proposal for the University of New South Wales (UNSW) to expand its operations in the ACT through the establishment of a new campus in the City's East; and investigation and community engagement regarding the future use of Canberra Technology Park in Watson; and

> finalise the last remaining delivery points of the CBR Free WiFi Network.

Further information can be obtained from

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Output 3.2 VisitCanberra

Overview

The directorate creates and implements a range of innovative tourism marketing and development programs in partnership with local industry, national bodies and institutions, which aim to support the Territory's economic development through increased visitation to the ACT and region.

Highlights

During 2017-18, the directorate:

> managed an extensive program of activity to support the announcement that Canberra was ranked 3rd in the world in *Lonely Planet's Best in Travel Guide 2018;*

> through the 2017-18 Major Event Fund (MEF), supported a total of six major exhibitions and events with a total investment of $1 million, including:

- *Songlines*: *Tracking the Seven Sisters* at the National Museum of Australia;
- *Hyper Real* at the National Gallery of Australia;
- *Summernats* 2018;
- *Cartier: The Exhibition* at the National Gallery of Australia; and
- the *Enlighten Night Noodle Markets 2018*;

> partnered with the Australian Tourism Export Council (ATEC) to deliver an *Export Ready Accelerator Program* for six Canberra tourism businesses, providing a learning pathway for the businesses who are committed to building international-readiness and entering the export market;

> in conjunction with operating the 2017 Floriade Information Marquee the Canberra and Region Visitors Centre (CRVC) launched Shop CBR. Shop CBR provided an opportunity for local and regional suppliers to showcase and sell their produce and products in a retail space managed by the CRVC;

> won the Visitor Information Services award at the 2017 Canberra and Region Tourism Awards for the service provided by the Canberra and Region Visitors Centre, and went on to compete at the Qantas National Tourism Awards;

> delivered:

- projects, under the Commonwealth Tourism Demand Driver Infrastructure program, including the National Conservatory at the Australian National Botanic Gardens; the Safari Bistro at the National Zoo & Aquarium; and developing premium visitor experiences at Mulligans Flat and Tidbinbilla Nature Reserve;
- the 2017 Canberra Region Tourism Awards in partnership with the National Capital Attractions Association;
- key activations and ongoing marketing campaign activity utilising the VisitCanberra destination platform *One Good Thing After Another*, to build awareness of Canberra as a

tourism destination, leveraging the Lonely Planet Best in Travel award accolade, activations included;

- Canberra in a Can, which involved large-scale activation sites in Sydney and Melbourne;
- the Canberra/Can'tberra Quiz, designed for digital engagement;
- large-scale brand awareness campaigns including television, outdoor and digital advertising and a variety of content partnerships;
- several commercial marketing partnerships with the airline and travel industries, including Virgin and Tigerair, and online booking platform TripAdvisor; and
- in partnership with Singapore Airlines, five international ongoing marketing campaigns across four international markets with the purpose to build awareness of Canberra as a destination and increase the awareness of Canberra's diversity of experiences;

> attended:

- the Australian Tourism Exchange (ATE) from 16-19 April 2018 in Adelaide along with nine industry partners. Conducting more than 170 one-on-one meetings with international buyers from established and emerging markets;
- the Australian Tourism Exchange (ATE) Media Marketplace event in Adelaide on 13-14 April 2018 to pitch Canberra region experiences and story ideas to 80 international and domestic media;
- a number of trade shows in Australia and key international markets, conducting more than 180 one-on-one appointments with international buyers including India Travel Mission, Greater China Travel Mission, and Australian Tourism Export Council (ATEC) Meeting Place; and
- the Corroboree West trade training workshop hosted by Tourism Australia, providing training to 300 travel agents from the UK, Europe and America;

> welcomed:

- the inaugural Qatar Airways service from Doha to Canberra in February 2018; Qatar Airways now operates a daily service to Canberra, connecting the Capital with 150 destinations worldwide;
- the new daily service from Singapore to Canberra (with a transit in Sydney) by Singapore Airlines in May 2018; this included a new Boeing 777-300ER aircraft deployed on the route; and
- the expansion of Tigerair services connecting Canberra to Brisbane and increase in frequency to 8 flights per week between Canberra and Melbourne;

> hosted:

- fourteen domestic and 18 international media visits through the Visiting Journalist and Influencer Program;

- five familiarisation visits for travel trade during the year, from the key international markets of: China, India, Malaysia, UK and NZ;
- Tourism Australia's Global Leadership Team Meeting in October 2017;
- China-Australia Year of Tourism Ambassador, Xiubo Wu and his family, in partnership with Tourism Australia, on a media visit to Canberra in July/August 2017; and
- the third Destination Canberra Conference at the QT Canberra in February 2018, attended by over 210 ACT and Canberra Region delegates;

The directorate exceeded its three 2017-18 accountability indicators against this output:

> *ACT Accommodation – Room Occupancy Rate* – the target was to deliver an outcome greater than the national average. The directorate met its 2017-18 accountability target against this output. For the 12 months ending May 2018, the STR Global estimated National average for room occupancy is 76.8%, compared with 77.3% for the ACT;

> *Canberra and Region Visitors Centre* - the target for the overall visitor satisfaction with customer service levels was to achieve an outcome greater than 85%. Surveys are collected daily and for the period 1 July 2017 – 31 May 2018 a total of 1,328 surveys had been completed. The directorate met its target by more than 13%, against this output with overall satisfaction for this period currently at 97.6%; and

> *visitcanberra.com.au website* - the target for visits to the site was 1,300,000. As at 30 May 2018 it had received 1,621,154 visits for the 2017-18 year. The directorate met and exceeded its 2017-18 accountability target against this output, the visitcanberra.com website, or average approximately 134,400 per month with an increase in traffic from the USA. The estimated number of visits to 30 June 2018 is therefore 1,612,800.

Future Direction

In 2018-19 the directorate will continue to:

> promote Canberra as a short break destination Under the *One Good Thing After Another* marketing platform;

> work with airline partners and industry to grow international visitation from key markets;

> support the development of new experiences and investment in new products including hotel investment;

> actively pursue opportunities to grow new international and domestic aviation to make access easier for the domestic market and connect to new destinations internationally;

> invest in the Major Event Fund to support events that have the ability to drive significant visitation outcomes; and

> promote demand driving activities that will focus on ensuring the ACT's Tourism 2020 target to grow the value of overnight visitation to $2.5 billion by 2020 is achieved.

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Output 3.3 Sport and Recreation

Overview

The directorate is responsible for the delivery of Government's sport and active recreation policies, including targeted funding programs, training opportunities and sector development that supports increased sport and active recreation participation for the ACT community. Active Canberra also supports local athletes to reach their potential through the ACT Academy of Sport (ACTAS), manages the Territory's support scheme for elite sporting teams, and works with a range of stakeholders in identifying and progressing future facility needs.

Highlights

During 2017-18, the directorate:

- through ACTAS, continued to provide performance service support for 103 nationally identified ACT athletes from Olympic, Paralympic and Commonwealth Games sports. Performance services include: coaching, strength and conditioning, psychology, nutrition, sports science and sports medicine coordination;
- successfully transitioned sportsgrounds operations and aquatics management to Transport Canberra and City Services and ACT Property Group respectively, while continuing Active Canberra's direct leadership and engagement in key projects such as Narrabundah Ball Park, Stromlo Forest Park and Gungahlin future facility developments;
- delivered the 2017 CBR Sport Awards on 1 December 2017, with more than 40 award nominations and 350 attendees at the gala awards event held at the National Arboretum Canberra;
- distributed more than $2.4 million in community grants, including implementation of the Women's Sport and Recreation Participation and Leadership Program which supported nine initiatives to a total value of $100,000;
- established through the Nature Play network, support for Outdoor Classroom Day held on 7 September 2017, with over 80 local schools and early learning centres embracing the opportunity to showcase or experience outdoor learning opportunities;
- developed new guidelines for Female Friendly Sporting Infrastructure to create safer and more welcoming environments for female participation, with the guidelines already having been applied at new or upgraded amenities at Dickson, Melrose and Gowrie;
- launched the strategic partnership with Her Canberra to create an online portal that promotes and tells the story of women's participation, linking providers and events. In the first six months from launch in October 2017, "Her Canberra Active" published 40 articles and received almost 99,000 total visits;
- had four current ACTAS Scholarship holders and 16 graduates participate in the Gold Coast Commonwealth Games in sports ranging from badminton and basketball through to cycling, hockey and para-triathlon;

- supported the staging of a first-round Fed Cup tie (Australian and Ukraine) at the Canberra Tennis Centre in February 2018, an event secured through past Active Canberra funding agreements in support of the Canberra Tennis Centre's redevelopment;

- delivered the sport and recreation component of the Commonwealth's Indigenous Advancement Strategy (IAS), providing participation assistance to Aboriginal and Torres Strait Islander people in the ACT and region and supporting new programs to increase physical activity engagement;

- initiated new longer-term performance fee agreements for the Canberra Capitals (Basketball) and Canberra United (Football), while also working in partnership with the University of Canberra and ACT Property Group to establish the National Convention Centre as the new home court for the Capitals;

- furthered development of new legislation to ensure safety and compliance for the conduct of combat sports in the ACT, completing further sector consultation on a draft Bill in June 2018; and

- completed key community projects funded through the Sport and Recreation Grants Program including a significant redevelopment of the Kippax Tennis Club and the Disc Golf course at John Knight Park. Footage promoting the Disc Golf course attracted 67,000 views on the ACT Government's Facebook.

The directorate has two accountability indicators against this output, both of which were met:

- *Number of nationally identified priority athletes support by the ACT Academy of Sport* - the target of (100) was exceeded, with 103 scholarship holders in the reporting period; and

- *Number of organisations funded to support participation opportunities in sport and recreation* - the ACT the target of (80).

Future Direction

In 2018-19 the directorate will:

- through the delivery of targeted sessions, provide inspiration and guidance to ACT-based schools and activity providers to more capably and confidently delivery nature play-base activities in community or school settings; completion of a feasibility study regarding a new ice sports facility in the Territory;

- deliver a Women's Sport Forum that inspires and educates participants while also highlighting opportunities in leadership, participation and equity for women and girls in sport;

- finalise the Future Indoor Sports Facility Provision Feasibility Study and provide to government for consideration of the recommendations;

- formalise Territory support to the Canberra Raiders for the establishment of a Centre of Excellence at Northbourne Oval;

- build on further collaboration and partnership opportunities between ACTAS and the Australian Institute of Sport (AIS) as an outcome of their co-location;

- as part of a new AIS structure and focus, continue discussions regarding ACTAS extending its athlete servicing, with requisite financial resources from the Commonwealth;

- enact new legislation and associated regulatory practices for the conduct of combat sports in the ACT, including an ACT specific registration scheme and inspectorate function;

- progress the planning and design requirements for the development of the district playing fields at Throsby; and

- implement key recommendations from the Elite Sports Funding Review completed in early 2018, individually customising and better aligning performance and community activations of our elite teams with key government priorities.

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Output 3.4 Events

Overview

The directorate, through Events ACT, seeks to manage, support and attract events that are aligned to Canberra's brand, that deliver strong economic outcomes and that make a valuable contribution to city vibrancy, social cohesion and community pride.

Highlights

In 2017-18 the directorate delivered the following key events:

> Floriade;

> Enlighten;

> Canberra Nara Candle Festival;

> New Year's Eve;

> Australia Day;

> Canberra Day; and

> Reconciliation Day.

Economic activity generated as a result of staging Floriade

In 2017 Floriade generated a total attendance of 434,414 over 30 days, an increase of 10.2% on the previous year's attendance figure (394,046). The 2017 event attracted 87,553 unique interstate and international visitors that came to Canberra specifically to attend Floriade or extended their stay due to the event. These visitors generated a total of 157,493 visitor nights in the ACT. Floriade generated a $37.4 million economic impact for the ACT.

Economic activity generated as a result of the Enlighten Festival

In 2018 the Enlighten Festival generated a total attendance of 319,622, across the event's 17 days (includes multiple visits), an increase of 11.9% on the previous year's attendance figure (285,714). The 2018 event attracted 10,789 unique interstate and international visitors that came to Canberra specifically to attend the Enlighten Festival or extended their stay due to the event. These visitors generated a total of 29,277 visitor nights in the ACT. The Enlighten Festival generated a $4.4 million economic impact for the ACT.

Strong ongoing attendance levels and positive feedback

The strong ongoing attendance levels and positive feedback received by the directorate, across the following portfolio of important community events, points to high levels of community awareness, support and satisfaction:

> the Canberra Nara Candle Festival attracted more than 15,000 people to Canberra Nara Peace Park on Saturday 28 October;

- New Year's Eve celebrations on Sunday 31 December featured two fireworks displays over City Hill, a family concert in Civic Square and the *Bass in the Place* dance party in Garema Place, and generated a combined attendance of 35,000;

- Canberra's Australia Day celebrations, which included the Fireworks Spectacular, attracted 55,000 people to the shores of Lake Burley Griffin on Friday 26 January; and

- Canberra Day celebrations on Monday 12 March were attended by 15,000 people at Stage 88 in Commonwealth Park.

Satisfaction with the management of Events grants in the ACT

A satisfaction survey was completed to measure the standard of service and assistance to event organisers through the delivery of the grants management process for the *ACT Event Fund*. In 2017, a satisfaction figure 91.4% was achieved, which exceeded the target of 80%.

The directorate met three out of four of its accountability indicators against this output.

The indicator not met was:

- *Economic activity generated as a result of staging Floriade* - The primary reason behind the statistical variance between Floriade's 2016 and 2017 economic impact relates to the use of a new event evaluation supplier in 2017 with a change in methodology, including an increase in the sample size of attendees interviewed.

Future Direction

In 2018-19 the directorate will:

- continue to deliver and develop a high quality suite of tourism and community events that provide strong economic, social and cultural benefits for the ACT. This includes the ongoing development and enhancement of Floriade and Enlighten as key anchor events on Canberra's annual calendar;

- continue to support the ACT's events and festivals sector through delivery of the *ACT Event Fund* and through the facilitation of development workshops that support capacity building and upskilling opportunities for local event organisers and key community groups;

- continue to plan for the successful delivery of ICC World Twenty20 (WT20) women's cricket matches in Canberra in February-March 2020, in close consultation with the organising committee, key government stakeholders and key sporting/community groups;

- in consultation with key stakeholders, build on the success of the inaugural Reconciliation Day public event ahead of the ACT's next Reconciliation Day public holiday in May 2019; and

- develop a new festival to be delivered in Winter 2020, focussing on promoting Canberra's strengths in innovation, design, culture, coding and gaming.

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Output 3.5 Arts and Engagement

Overview

The directorate supports the development of the arts, encouraging community participation in and access to the arts through supporting artistic excellence and diversity, strengthening the sustainability of the arts, and promoting the capacity for the arts to contribute to social and economic outcomes.

Highlights

In 2017-18 the directorate:

- provided funding of $5.9 million to 25 arts organisations, $1.7 million in community outreach funding (including to the ANU School of Music and School of Art and Design) and $0.85 million for over 80 individual arts projects;
- released the ACT Aboriginal and Torres Strait Islander Consultation Report and the *ACT Aboriginal and Torres Strait Islander Arts Action Plan* (the Action Plan). The Action Plan details future outcomes for the ACT Aboriginal and Torres Strait Islander arts communities;
- established the ACT Aboriginal and Torres Strait Islander Arts Network as a working group to co-design future Aboriginal and Torres Strait Islander arts programs. Establishment of the Network is an outcome of the Action Plan and is in line with the ACT Aboriginal and Torres Strait Islander Agreement principle of supporting the rights of Aboriginal and Torres Strait Islander peoples to freely determine their political status and to freely pursue their economic, social and cultural development in line with the right to self-determination;
- developed program principles in conjunction with the ACT Aboriginal and Torres Strait Islander Arts Network to guide engagement and the development of specific Aboriginal and Torres Strait Islander arts programs;
- continued to work across government on the development of the Kingston Arts Precinct;
- facilitated information exchange with arts organisations regarding cultural tourism;
- provided baseline funding for arts projects to the value of $850,000 including for film projects delivered through Screen Canberra;
- introduced new arrangements on 1 June 2018 for Arts Activities Funding as part of the Arts Funding Plan with further arrangements for organisations being developed;
- commenced funding the ANU School of Music advanced music performance at $250,000 per year for four years;
- commenced funding for the Art, Not Apart festival for three years to 2020 at $130,000 per year;
- finalised design and tendered construction of new stairs for building egress at Gorman House Arts Centre as part of a $900,000 initiative announced in 2017-18 for improvements at five arts centres over four years;
- completed work on fire system improvements ($200,000) at the Street Theatre which included new fire detectors, fire indicator panel and additional site hydrant;

- completed the tendering process and preliminary design for the $15 million Belconnen Arts Centre Stage Two. Stage Two works comprise of an extension to the existing building that will include a new multi-use performance/town hall space, new administration space, new dance studio and additional exhibition space;

- managed the ACT Public Art collection including planned and unscheduled maintenance as well as minor conservation works to Ethos and electrical upgrades to various artworks;

- delivered a highly successful temporary exhibition of sixteen public artworks at Floriade 2017 including two commissioned artworks to be permanently installed off-site and one ephemeral artwork located at Regatta Point;

- participated in an Auditor-General's Performance Audit examining the effectiveness of selected ACT Government agencies' management of public art and commenced implementation of the report recommendations including preparation of a comprehensive collection maintenance plan;

- undertook secretariat duties and planning for the annual Meeting of Cultural Ministers and associated meetings of Officials;

- released the *Social Inclusion in the Arts: 2017 Plan*;

- worked in collaboration with Wellington City Council to initiate the Canberra Wellington Indigenous Artist Exchange pilot which will strengthen cultural connections between our cities, and acknowledge and celebrate what is unique to each place; and

- increased artsACT's communications capabilities to include video which is being utilised to showcase Canberra artists and arts activities.

The directorate met all 2017-18 accountability indicators against this output, exceeding all five;

- *Number of art organisations supporting community participation* - was 26 for the 2017-18 financial year, exceeding the target of 25;

- *Number of engagement activities with the community on arts and cultural matters* – five were carried out during the year exceeding the target of four;

- *Number of attendees at programs delivered by artsACT funded organisations* - there were 459,000 attendees, exceeding the estimated target of 350,000. This variance is a result of variations in programming across Keys Arts Organisations and Program Organisations;

- *Tenants satisfaction with management of community arts facilities* - the satisfaction survey surpassed targets with 89% of tenants satisfied with the service and assistance they received from community arts facilities. This is a favourable variance above the target of 80% as a result of most respondents being satisfied; and

- *Satisfaction with the management of grants administered by artsACT* - 88% were satisfied with the service and assistance they received which is a favourable variance above the target of 80%. The survey assesses various aspects of the grants process and rated highly against the application, assessment, acquittal and staff assistance processes and this is reflected in the results.

Future Direction

In 2018-19 the directorate will:

> develop an arts engagement plan to outline opportunities for the community and arts sector to discuss trends, common interests and goals and create a framework for an exceptional art experience in Canberra including investigating an arts innovation hub;

> commence delivery arrangements for pop up arts activities in Woden and Gungahlin;

> implement outcomes identified in the *ACT Aboriginal and Torres Strait Islander Arts Action Plan*; work with the ACT Aboriginal and Torres Strait Islander Network to establish programs; and establish a new identified position for an Aboriginal and Torres Strait Islander Arts Officer within artsACT;

> finalise the Arts Funding Plan including:

- development of a new model for Arts Organisation funding in consultation with the sector;
- delivery of the new model for Arts Activities Funding including monitoring and continuous improvement; and
- commencement of new arrangements for Capacity Building activities for artists and arts organisations;

> continue the delivery of the $15 million Belconnen Arts Centre Stage 2 including completion of Phase 1 (detailed design) and commencement of Phase 2 (construction) and work with the Belconnen Arts Centre including the development of programs in readiness for the opening of the new centre;

> continue the delivery of improvements to five arts centres ($880,000 over four years). Upgrades to be completed at Ainslie Arts Centre, Gorman House Arts Centre, Strathnairn Arts, Tuggeranong Arts Centre and Watson Arts Centre;

> create better arts facilities ($250,000) through work on a specialist asset replacement scheme to guide asset management of arts facilities and commence scheme implementation. Complete investigations and design for Watson Arts Centre kiln shed rectification works;

> continue management of the public art collection including finalisation of a comprehensive maintenance plan to guide conservation works and scheduled maintenance;

> organise and undertake secretariat duties for the Meeting of Cultural Ministers and Officials meeting in September 2018;

> deliver the Canberra Wellington Indigenous Artist Exchange pilot, which will entail sending a local Aboriginal and/or Torres Strait Islander artist to Wellington and hosting a Wellington-based Māori artist in Canberra; and

> establish a new Ministerial advisory mechanism for the Arts.

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Output 3.6 Higher Education, Training and Research

Overview

Under this output the directorate:

> delivers initiatives and policy advice to promote the economic development of the ACT region, including its universities, research organisations, innovation partners and business organisations;

> determines skills needs in the ACT, which in turn inform the delivery of the Skilled and Business Migration Program and the prioritisation of funding for vocational education and training, including for apprenticeships and traineeships; and

> manages quality in the Vocational Education and Training (VET) system through monitoring and auditing of Registered Training Organisations (RTOs) and field officer visits to Australian Apprentices.

Output 3.6 Higher Education and Research works closely with Output 3.1 Innovation, Trade and Investment to deliver collaborative sector building projects in partnership with ACT region higher education and research institutions.

Highlights

In 2017-18 the directorate:

> delivered the 2017-18 Key Capability Area funding program, committing a total of $750,000 to the following projects:

- *ANU – Enabling Industry Access to Australian National Space Test Facilities* was awarded $250,000 funding to provide industry access to the National Space Test Facility at ANU. The facility, which comprises state-of-the-art infrastructure to serve the needs of the Australian space industry, will play a major role in the growth of Australia's space industry. The ACT Government's funding will make it easier for start-ups, SMEs and research groups to access the facility; and

- *ANU – ACT Centre for Entrepreneurial Agri-technology* was awarded $500,000 funding support. The funding will create a unique Agri-tech and Environmental Sciences hub that is one of a kind in the Asia-Pacific region. It will drive regional, national and international industry innovation, competitiveness and productivity in agriculture. It will also provide benefit to the local economy through job creation, attraction of high quality investment from national and international companies as well as high quality researchers, academics and students;

> delivered the ACT Vice Chancellors' Forum – this key body, chaired by the Chief Minister and the Minister for Higher Education, Training and Research, brings together Canberra's tertiary education sector and comprises Vice Chancellors from ANU, UC, CIT, UNSW Canberra, Australian Catholic University and Charles Sturt University. During 2017-18 the Forum discussed a number of issues including student safety and cooperation between the ACT Government and the sector to attract investment to Canberra. The Forum also oversaw the implementation of the Government's international education strategy, *Canberra: Australia's Education Capital*, including the Study Canberra annual work plan;

- worked with the University of New South Wales (UNSW) to explore options for the establishment of a new campus in Canberra;

- undertook community consultation on the future use of the technology park at Watson for higher education;

- delivered the ACT international education strategy *Canberra: Australia's Education Capital* and the 2017-18 Study Canberra work plan. The work program included:

  - the joint scholarship programs with ANU (for students from India and Indonesia) and the University of Canberra (for international ICT students) of $10,000 for up to ten students per academic year to assist with living costs;

  - delivering the high profile Chief Minister's Student Welcome;

  - producing international student marketing benefits such as *Top 10 Reasons to Study in Canberra,* in 15 languages, and the *Insider Guide to Canberra*;

  - participation in the Council for International Students Australia conference and the Australian International Education Conference;

  - delivering the Study Canberra Student Ambassador program to promote the benefits of living and studying in Canberra; and

  - assisting newly arrived students with information, referrals and advice at events such as Orientation Weeks, Tertiary Open Day, and the Canberra CareersXpo as well as providing a welcome desk at Canberra Airport to meet newly arrived international students;

- continued to deliver strong growth in Apprenticeship and Traineeship commencements against a backdrop of a national decline;

- launched the Women in Trades Grants Program and allocated funding to targeted projects to increase the take up of women in male dominated trades. This work will contribute to the understanding of, and promulgate best practices for recruiting and retaining women in trades;

- visited hundreds of apprentices and employers to support student progress through their Australian Apprenticeship through the Field Officer program, and well as promoting the benefits of training through engagement with key stakeholders including industry and schools;

- provided advice and support to the Minister for Higher Education, Training and Research, in order for the ACT to became a signatory to the *National Partnership on the Skilling Australians Fund*, providing access to approximately $20.4 million of Australian Government funding for vocational education and training over the life of the agreement, with a particular focus on apprenticeships and traineeships;

- undertook activities to improve Australian Apprentice Safety, including:

  - collaboration with Worksafe ACT to develop a guidance note for supervisors of Australian Apprentices;

  - prioritisation of field officer visits for our youngest apprentices (Australian School-based Apprentices);

  - introduction of data and information sharing arrangements with Worksafe ACT;

- funding of a dedicated Worksafe ACT inspector for Australian Apprentices; and
- participation in the Apprentice and Young Workers Safety Advisory Committee;

> continued to adapt to the changing nature of the VET sector by providing funding for Skill Sets – shorter training products comprising one or more units of competency linked to a licensing requirement or an industry need – under the Skilled Capital Initiative;

> further enhanced the Skilled Capital and User Choice (Australian Apprenticeships) initiatives by delivering subsidy increases to appropriately reflect ACT skills needs; and

> developed, in collaboration with the Education Directorate, an expanded Australian School-Based Apprenticeship (ASBA) Initiative that will provide opportunities for young people to gain industry experience whilst still attending secondary school. This initiative includes ten fully subsidised positions for Aboriginal and Torres Strait Islanders students to undertake an ASBA through work at an ACT Public School and an additional five places that have a 50% wage subsidy for ASBAs working within ACT Government directorates;

The directorate had six accountability indicators containing 15 separate measures against this output. Of the 15 measures, four were met, seven were exceeded and four were not met.

The four measures met were:

> *Canberra: Australia's Education Capital Destination Marketing and Engagement (Study Canberra Program);*

> *Student Experience (Student Ambassadors Program);*

> *Collaboration (ACT Vice Chancellors' Forum); and*

> *Precinct development projects and initiatives developed in collaboration with institutions (Key Capability Area Fund).*

The seven measures exceeded were:

> *Participation in vocational education and training (VET) - Aboriginal and Torres Strait Islander students* - (target 9%, outcome 10%) which reflects a greater uptake of vocational education and training participation by Aboriginal and Torres Strait Islander students than anticipated;

> *Total number of students undertaking vocational education and training (VET) qualifications - Aboriginal and Torres Strait Islander students* - (target 650, outcome 740) which reflects a greater uptake of vocational education and training participation by Aboriginal and Torres Strait Islander students than anticipated;

> *VET graduate outcomes after training - Improved employment circumstances* – (target 55%, outcome 66%);

> *Skilled Migration Attraction and Facilitation - Employer Sponsored Nominated* - (target 350, outcome 571) which reflects that results against this measure are demand driven - policy changes implemented during the 2017-18 period by the Australian Government's Department of Home Affairs have generated an increase in demand by employers wanting to nominate workers for Employer sponsored nominations, most likely as employers are unsure what further changes will be implemented in the next financial year;

- *Total number of students undertaking vocational education and training (VET) qualifications - All students* – (target 16,500, outcome 16,870);

- *Total number of students undertaking vocational education and training (VET) qualifications – students with a disability* (target 1,850, outcome 1,890); and

- *Skilled Migration Attraction and Facilitation - Average number of monthly visits to Canberra. Create Your Future website* - (target 15,000, outcome 25,613) which reflects the value potential migrants place in the accessibility of online information when determining the suitability of Canberra as a place to live and work.

The four measures not met were:

- *Skilled Migration Attraction and Facilitation - Skilled Independent Nominated* (target 350, outcome 241) reflects that results fluctuate based on awareness and interest in migration to Canberra. This measure includes only overseas applicants who apply for ACT nomination in this stream, however during 2017-18 there has been an increase in demand by Canberra residents seeking ACT nomination. Going forward, the anticipated high demand by Canberra residents combined with changes being implemented by the Australian Government Department of Home Affairs will require a revised program management;

- *Skilled Migration Attraction and Facilitation - Participation in the settlement support program for ACT nominated migrants* (target >70%, outcome 35%) reflects that this is a demand driven program and participation is voluntary. Consistent with the increase in demand by Canberra residents seeking ACT nomination, accordingly fewer applicants require settlement support. This measure has been discontinued from 2018-19;

- *Participation in vocational education and training (VET) for all students* (target 4.5%, outcome 4.1%). Comparatively, the ACT was the only jurisdiction to increase overall participation in VET from 2016 to 2017; and

- *VET graduate outcomes after training – employed after training or in further study* – (target 92%, outcome 91%).

Future Direction

In 2018-19 the directorate will:

- continue delivery of the Vice Chancellors' Forum to support sector growth and position Canberra as the nation's leading education and research city;

- develop Study Canberra initiatives focused on social media collaboration, employability and post-study work support, hosting visiting agents and influencers, accommodation planning and support, safety awareness and updated marketing benefits;

- launch a mature-age worker grant program to further support Canberrans to upskill and reskill;

- develop and implement projects under the National Partnership on the Skilling Australians Fund that aim to:

    - further strengthen the quality of training, systems and support available to increase vocational education and training commencements;

- continue to improve access and equity and ensure government-subsidised VET programs in the ACT effectively contribute to improved post-school education and employment outcomes for people experiencing disengagement or disadvantage;
- improve the retention and completion rates of apprentices and trainees;
- continue to support non-apprenticeship training opportunities that have a strong link to employment outcomes;
- ensure training meets the skills needs of local industry, including new and emerging industries;
- continue to work on a possible new UNSW campus and options for future higher education uses of the Technology Park at Watson;
- continue to support CIT as the public provider and largest provider of apprenticeships training in the ACT;
- create stronger pathways from schools into employment related training;
- promote the benefits of work-based training to students, their influencers and industry; and

> continue to work collaboratively to support the health and safety of young people in training.

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Output 4.1 Economic Management

Overview

The directorate is 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 borrowings, 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 (SPA), (see Output EBT 1 Superannuation Provision Account).

The directorate also oversaw the ACT's financial relations with the Australian Government, states and the Northern Territory within a framework encompassing the operations of the Intergovernmental Agreement (IGA) on Federal Financial Relations.

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

The directorate was also responsible for the administration of the Lifetime Care and Support (LTCS) Scheme for persons catastrophically injured in motor vehicle accidents in the ACT on or after 1 July 2014 and ACT private sector workers catastrophically injured on or after 1 July 2016 (see annexed Annual Report for the Lifetime Care and Support Fund). It is also responsible for the ACT's input to the continuing National Injury Insurance Scheme (NIIS) reform agenda.

Highlights

Against this output in 2017-18 the directorate:

- prepared economic and revenue forecasts for the 2017-18 Budget Review and the 2018-19 ACT Budget;
- produced and published the ACT's first Tax Expenditure Statement for the 2015-16 financial year;
- provided advice and analysis on the 2016 Population Census;
- implemented the initiatives of stage 2 of the government's tax reform program, commencing 2017-18, building a fairer and more sustainable ACT tax system;
- provided analysis and advice on revenue proposals to support the ACT budget;
- monitored, reported and advised on movements to key economic indicators;

- led a cross-directorate working group to develop regulatory reforms to support a competitive procurement for 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;
- monitored and reported on the ACT's participation in the Asset Recycling Initiative;
- negotiated funding for regulatory reform under the Small Business Regulation Reform Bilateral Agreement with the Commonwealth;
- participated in the development of the National Housing and Homelessness Agreement, which secured funding for housing services;
- facilitated the annual evaluation of the ACT's credit rating;
- managed within the IGA framework, the Government's participation in the 2017-18 deliberations of the Standing Council on Federal Financial Relations and supported Heads of Treasuries Secretaries, and associated forums including Board of Treasurers, Deputy Heads of Treasuries, GST Advisory Sub Committee, GST Policy & Administration Sub Group and the Heads of Treasuries National Partnership Network;
- managed within the IGA framework, the flow of federal funding to the ACT totalling $2.3 billion (approximately 41% of ACT general government sector revenue in 2017-18);
- directed the ACT's participation in the Commonwealth Grants Commission processes, including the Report on GST Revenue Sharing Relativities - 2018 Update and the Commonwealth Grants Commission 2020 Methodology Review due to report to the Commonwealth and the States and Territories by 28 February 2020;
- directed the ACT's participation in the Australian Productivity Commission inquiry into Australia's system of horizontal fiscal equalisation which reported to the Commonwealth Government on 15 May 2018;
- 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;
- continued to improve the financial reporting in the Territory by issuing Model Financial Statements focused on improved readability of material information;
- successfully delivered the ACT Government's pilot deliberative democracy process; a citizens' jury on the Compulsory Third Party Insurance Scheme. The jury process commenced in September 2017 and concluded in March 2018, when the citizens' jury chose a CTP model they believe best meets the needs of all road users in the ACT;
- supported the functions of the CTP Regulator, including approving new premium filings for all insurers (see annexed Annual Report of the CTP Regulator); and
- supported the functions of the Lifetime Care and Support Commissioner of the ACT (see annexed Annual Report for the LTCS Commissioner).

The directorate met all three accountability indicators against this output.

Future Direction

In 2018-19 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 2018-19 Budget Review and the 2019-20 Budget;
- undertake economic and fiscal modelling as well as economic and revenue forecasting;
- publish a Tax Expenditure Statement for the ACT for the 2016-17 financial year;
- undertake analysis of the housing outlook;
- undertake a review of the Lease Variation Charge;
- prepare the government's response to the Assembly Inquiry into the methodology for determining general rates and land tax for strata residences;
- establish a cross Directorate Population Advisory Group;
- publish Population Projections for the ACT based on the 2016 Census;
- progress the implementation and further development of tax reform initiatives;
- implement the government's policy on taxation;
- provide advice on government's further participation in the next stages of the IGA on Competition and Productivity Enhancing Reform;
- provide economic assessment and advice on a range of matters to be considered by the government;
- manage the ACT Government's participation in the 2018-19 deliberations of the Standing Council on Federal Financial Relations and supporting fora;
- manage the flow of federal funding to the ACT estimated at $2.3 billion;
- direct the ACT's participation in the Commonwealth Grants Commission Report on GST Revenue Sharing Relativities - 2019 Update;
- direct the ACT's participation in the Commonwealth Grants Commission 2020 Methodology Review due to report to the Australian Government and the States and Territories by 28 February 2020;
- advise on the Australian Productivity Commission inquiry into Australia's system of horizontal fiscal equalisation, report findings and the Australian Government's response;
- continue implementation of a new compulsory third party insurance scheme in the ACT;
- develop a new information technology system for the compulsory third party insurance scheme;
- contribute to the Heads of Treasuries Accounting and Reporting Advisory Committee; and

> provide guidance to agencies on major new accounting standards effective from 1 July 2019.

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Output 4.2 Financial Management

Overview

The directorate is responsible for advising the Government and agencies on the development of the Territory's Budget; providing policy and budget advice on a range of Government priorities and services; and advising on financial issues relating to agencies and the Territory including whole of government financial reporting.

The directorate is also responsible for reviews of services, programs and functions provided by the Government.

Highlights

In 2017-18 against this output the directorate:

- prepared the Territory's Consolidated 2016-17 Annual Financial Statements, the 2017-18 Budget Review and the 2018-19 Budget consistent with legislative requirements and timeframes;
- prepared the budget appropriation bills - the *Appropriation Act 2017-2018* and *Appropriation (Office of the Legislative Assembly) Act 2017-2018* - which were passed by the Assembly on 24 August 2017;
- prepared supplementary appropriation bills - *Appropriation Act 2017-2018 (No. 2)* and *Appropriation (Office of the Legislative Assembly) Act 2017-2018 (No. 2)* - which were passed by the Assembly on 12 April 2018;
- provided regular updates to the Budget Committee of Cabinet on the Territory's finances to allow the Government to manage public finances appropriately and maintain a strong balance sheet;
- coordinated and participated in 'across government' and national working groups, and provided policy advice on national reform initiatives including the National Health Reform Agreement, National Disability Insurance Scheme and school funding reforms;
- worked with directorates on the development of policy through involvement in meetings and working groups including the Health Infrastructure Operations Working Group, Business Support and Infrastructure Executive Committee, and the Public Housing Renewal Program Steering Committee;
- provided regular updates to the Government on the progress of its infrastructure program , including regular reports to the Budget Committee of Cabinet; and
- commenced and completed a review of Care and Protection and Out of Home Care Services and a review of ACT Libraries.

The directorate met all of its accountability indicators against this output.

Future Directions

In 2018-19, the directorate will:

> prepare the 2018-19 Budget Review and the 2019-20 Budget, and the Territory's Consolidated 2017-18 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;

> work with directorates to ensue sound financial management and high quality advice to Cabinet; and

> undertake two reviews considering options to deliver sustainable repairs and maintenance and property services, across the ACT government.

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Output 5.1 Workforce Injury Management and Industrial Relations Policy

Overview

The directorate is responsible for ACT workplace relations regulatory frameworks including for work safety, workers' compensation, dangerous substances, workplace privacy, public holidays and portable long service leave.

The directorate also supports the management and prevention of workplace injuries by delivering safety, return to work and injury management services for the ACT Government.

Highlights

In 2017-18 against this output the directorate:

> contributed to a reduction of more than 20% in the rate of serious workplace injuries in the ACT Public Sector through the WoG injury prevention and management initiatives. These initiatives included;

- early intervention physiotherapy services for injured workers;
- enhancements to information technology systems used to prevent and manage work injury; and
- refinement of rehabilitation case management practices and supporting systems.

An independent audit of the directorate's rehabilitation management system reported a 100% compliance rate with the applicable Commonwealth guidelines for the second year in a row.

The directorate met or exceeded five out of six accountability indicators against this output.

The target not met was:

> *Conduct of an actuarial review of the ACT private sector Worker's Compensation Scheme* - the target required the production of an actuarial review report for the private sector workers' compensation scheme by April 2018, however, publication was delayed until May 2018.

Targets that were exceeded were

> *Achieve a conformance rating of 85% or higher in the annual audit of the ACT Government Rehabilitation Management System* - which required that an audit of the WoG rehabilitation management system returned a conformance rating of 85% or more. The audit found a 100% compliance rating. The rehabilitation management system is integral for providing injured public servants with early and effective return to work support;

> *Provide policy advice on issues relating to industrial relations, injury management, work safety, and dangerous substances regulation* - which examines the volume of policy advice provided to Government, was exceeded by 20%, due to a higher than forecast number of legislative policy matters considered during 2017-18;

> *Represent the ACT and coordinate activities arising from, national industrial relations, work safety and injury management forums* - which examines the number of national policy forums

contributed to, was exceeded by 29% due to a higher than forecast range of work safety and workers' compensation matters considered by Safe Work Australia; and

- *Reduce the ACT public sector incidence of serious workplace injury* - which measures the number of serious work related injuries across the public sector. The target for this indicator indicates the degree of improvement required for the ACT public sector to meet national work health and safety strategy targets by 2022. The level of improvement achieved was 21% better than required and means the ACTPS is well on its way to achieving injury reduction targets.

Future Direction

In 2018-19 the directorate will remain focused on reducing the human and economic costs of work injury and improving conditions for working people including through:

- establishing a workers' compensation self-insurance framework to improve claim management services and return to work outcomes for the public sector;
- designing and implementing injury reduction strategies for the construction industry, young workers, apprentices and trainees and people involved in insecure work;
- working with other jurisdictions and SafeWork Australia to finalise the review of national work safety laws and engage with ACT workers, industry and their representative bodies on rolling out any changes arising in the Territory;
- manage regulatory reforms to the work safety, workers' compensation and workplace relations frameworks;
- design and deliver new whole of government health and wellbeing and injury prevention initiatives; and
- review and refine the whole of government work health and safety strategy.

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Output 6.1 Revenue Management

Overview

The directorate, through the Revenue Management Division, administers taxation legislation in the ACT and a number of assistance schemes.

In 2017-18 the directorate:

- provided 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 a range of 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 Rental Bonds function;
- administered the Home Loan Portfolio; 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 ACAT and Courts.

Highlights

During 2017-18 the directorate:

- collected more than $1.6 billion taxation revenue;
- generated $19.7 million in revenue (including penalties and interest) through compliance activities in 2017-18, 48% more than the 2016-17 result;
- launched the Barrier Free model of conveyance duty which no longer requires purchasers of property to contact the ACT Revenue Office. Information about property transactions is securely relayed to the ACT Revenue Office after the transaction is lodged at the Land Titles Office for duty verification and assessment;
- implemented a new revenue collection management IT platform with all return based taxes (including payroll tax) and conveyance duty being moved to the new system;

> deployed a new portal, the Self Service Portal (SSP) to allow taxpayers of return based taxes to register and lodge returns on line. This portal being deployed in phased releases to tax payers;

> launched a new ACT Revenue Office website providing comprehensive information on ACT taxes;

> acquired the administration of the Rental Bonds function from Access Canberra;

> produced and published a new Revenue specific information privacy policy; and

> implemented the following initiatives and legislative changes through:

- continued cuts to conveyance duty under the ACT Government's Tax Reform program, including the removal of conveyance duty for commercial properties under $1.5 million;
- amendments to the *Land Tax Act 2004* to extend land tax to vacant properties by imposing land tax on non-principal place of residence properties;
- amendments to the *Planning and Development Act 2007* to allow lease holders to defer payment of lease variation charges until their development is complete;
- minor policy and technical amendments to the *Duties Act 1999*, the *First Home Owner Grant Regulation 2015*, the *Payroll Tax Act 2011*, the *Rates Act 2004* and the *Taxation Administration Act 1999* to improve the operation and administration of the ACT's tax laws.

Of the four 2017-18 accountability indicators against this output three were achieved:

> *Debt Management – Level of Outstanding Debt* - the average level of collectable debt to revenue ratio for 2017-18 was 3.9% compared to the target of 2.5%. The variance of this accountability indicator from the target reflects that general rates, with a higher debt to revenue ratio than other tax lines, is now a higher proportion of the overall tax base as a consequence of tax reform. From next year this accountability indicator will be presented in terms of general rates and other taxes.

> *Compliance Revenue per Inspector* - compliance revenue per inspector was $1,185,028 compared to the target of $650,000. The Compliance team re-engineered its Land Tax investigations through the enhancement of business intelligence. Payroll Tax and Duty investigations also saw positive results.

> *Internal Reviews of Objections Completed* - all objections determined in 2017-18 were completed within 12 months with 99% being completed within 6 months.

Future Direction

In 2018-19 the directorate will:

> introduce legislation and administrative systems and processes for a Point of Consumption Gambling Tax which will commence from 1 January 2019;

> deploy a Rental Bonds Portal to provide capability for rental bonds transactions to be lodged and released through an online self-service portal for property investors and their agents; and

> continue to roll out portal access to allow taxpayers of return based taxes to register and lodge returns on line.

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Output 7.1 Shared Services

Overview

The directorate, through Shared Services, provides a range of ICT and corporate services including; infrastructure, applications support and development, ICT project services, transactional human resource and finance services to directorates and agencies.

The key outputs to be delivered include:

> services to government agencies as outlined in Shared Services ICT catalogue of services and affirmed through various service level and support agreements;

> management of the WoG data and communications network;

> payroll and personnel services;

> records management and courier activities to government directorates;

> end to end financial services including; financial reporting, accounts receivable, accounts payable, and debt management services; and

> publishing services including multimedia, online, print and signage services.

Highlights

During 2017-18 the directorate:

> progressed the automation of Long Service Leave for ACT Government employees;

> implemented the rollout of the Accounts Payable Invoice Automation System across all directorates in September 2017 including the implementation of electronic supplier registration. The solution will deliver cost and time processing efficiencies along with improved timeliness of payments to suppliers, enhanced controls of payments and greater visibility and tracking of invoices received within ACT Government. This implementation received recognition at the *2018 Shared Services & Outsourcing Excellence Awards* by achieving Runner Up in the category of Excellence in Value Creation;

> integrated the Territory's Financial Management Information System, Oracle EBS, with Territory Revenue and the Project and Management Reporting Systems (P-MARS);

> progressed the upgrade of the current internally hosted salary packaging solution to a Cloud supported product. The reduction of manual data entry, enhanced reporting features and an online employee portal with user friendly functionality will be some of the key benefits of this implementation when it goes live during the first quarter of 2018-19;

> working in conjunction with the Justice and Community Safety Directorate the Kronos (workforce management) application was upgraded providing increased functionality on mobile devices. Kronos was also implemented for Bimberi within the Community Services Directorate;

> established the Human Resource Management Solution Program and implemented a WoG governance structure and framework to support successful delivery of the Program. The directorate approached the market to seek a preferred software product and implementation

partner. The outcome of the procurement process is planned for completion in the first half of 2018-19;

- launched the new Shared Services Website with over 160 paper based forms digitised with automatic workflows. The Shared Services Website won the category of Excellence in Process Improvement and Innovation at the *2018 Shared Services & Outsourcing Network (SSON) Excellence Awards;*

- delivered a WoG Application Portfolio Management (APM) platform to enable directorates to make informed decisions about their business application portfolios;

- implemented an Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS) Cloud solution and continuing the migration of ACT Government business systems to public cloud;

- progressed the upgrade of Microsoft Office tools and the standard operating environment across government;

- provided recruitment activities to support the Health Directorate to establish staffing for University of Canberra Hospital;

- supported the transition of 438 staff onto the WoG Electronic Document Management System enabling directorates to move towards comprehensive digital records management. In the last financial year those staff have created 45,679 electronic files containing 636,708 electronic documents; and

- the Canberra Region Local Industry Participation Policy (LIPP) was developed to establish a way of testing local industry involvement in approaches to market. SSICT has included assessment of local industry participation in its recent procurements and has been actively providing feedback on ways to improve the outcome of increased opportunities for local industry.

Testimonial

With the introduction of the Shared Services Website, the directorate has continued its commitment to deliver faster, more effective digital services, paving the way for greater efficiencies for directorates and further contributing to a digital government.

The Shared Services Website was announced as the winner of a national award for *Excellence in Process Improvement and Innovation* at the *2018 Shared Services & Outsourcing Excellence Awards*. APIAS also achieved Runner Up in the category of *Excellence in Value Creation.*

"The new ACT Government Shared Services Website was launched in September last year.

The Website is a very real digital transformation that meets the objectives of the Government's digital strategy. The transformation took the former Shared Services Customer Portal, where nearly all services were accessible only by paper based forms, and transformed it into a contemporary digital platform with online forms, accessible information and an extensive Catalogue of Services.

The digitisation of these processes has provided many benefits to the ACT Government in areas of sustainability, service delivery and customer engagement."

Awards Judge, Shared Services Outsourcing Week,
Shared Services & Outsourcing Excellence Awards 2018

Picture of team accepting of *Excellence in Process Improvement and Innovation at the 2018 Shared Services & Outsourcing Network (SSON) Award*

The directorate met 9 out of 11 accountability indicators against this output. Targets not met were;

> *Average time taken for telephone service requests to be answered by a Service Desk Officer* - was 47 seconds (target 30 seconds) due to a significant increase in call volumes as a result of the government wide roll out of a major Microsoft Office upgrade and a greater focus on first time resolution. Changes have been made to the management of the Service Desk resourcing to ensure significant improvements to call waiting times; and

> *Finance service requests made via the Service Desk are resolved within Service Standard timeframes* - was 82% (target 90%) due to an increase in the volume and complexity of requests, including supporting users with approving and re-assignment of invoices, since the introduction of Invoice Automation in September 2017. New targeted processed and team cross training are improving results.

Future Direction

In 2018-19 the directorate will:

> redesign the ACT jobs website and further enhance online services for recruitment;

> further develop the standard of communication around services and products delivered by Shared Services via the Shared Services website;

> explore possibilities for automation of data entry processes;

> implement a WoG, single approach, to storage of physical records through a panel of external record storage providers;

- finalise the implementation of the automated Long Service Leave solution in the second half of 2018-19;

- seek to commence detailed design and implementation planning of the new Human Resource Information Management System to align with a tightly integrated program of business change to establish improved and more efficient WoG Service Delivery Model for Payroll and Human Resources;

- expand the usage of the Accounts Payable Invoice Automation System to include the processing of staff reimbursements and community payments and implement an Expense Management System (EMS) for the acquittal of credit cards expenses;

- acquire a Commercial-Off-The-Shelf (COTS) debt management and debt recovery system that will enable directorate external debt to be pursued on an end-to-end basis by Shared Services and improve process efficiencies in dealing with external debts; and

- implement Single Touch Payroll in conformity with ATO requirements with implementation to commence from 1 July 2019.

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Output 8.1 Infrastructure Finance and Capital Works

Overview

The directorate's Infrastructure Finance and Capital Works Division (IFCW) brings together specialist capability in the management and delivery of capital works, as well as the support of selection, funding, implementation and delivery of complex and major infrastructure projects. The directorate also advises on PPP transactions, including procurement.

The directorate achieves this by:

> advising the Government on procurement and related construction industry policy;

> supporting the delivery phase on major projects;

> administering a range of pre-qualification schemes;

> developing and implementing The Partnerships Framework (TPF) policy, The Capital Framework (TCF) and the Guidelines for Unsolicited Proposals;

> establishing and managing WoG contracts and panels;

> reviewing PPP contract management arrangements;

> providing whole-of-life project transaction support;

> providing governance and secretariat support for major projects, a range of taskforces and other projects as directed by Cabinet;

> coordinating the Work Health and Safety Active Certification Policy for ACT Government construction sites;

> providing commercial support on the assessment of unsolicited proposals; and

> progressing infrastructure reform through new delivery models, improved governance, and better allocation of project risks.

Highlights

Testimonial

Work Health Safety – Active Certification

The ACT Government is committed to procuring and promoting safe outcomes in all ACT Government construction projects, facilitated by Infrastructure and Capital Works (IFCW).

This is achieved by assessing Work Health and Safety through several stages of assessment and assurance:

1. *Prequalification for contractors performing work over $250,000 where they need to be third party assured to regulations such as ASNZ/ 4801;*
2. *Weighted assessment criteria (WAC) meaning safety is weighted at thirty percent in tender evaluations, ACT Whole of Government working with construction projects of a value of more than $250,000;*
3. *Active Certification Policy; and*
4. *Consultation with regulator (Worksafe ACT) and the Office of the Federal Safety Commissioner on broader WHS issues with the construction industry in Canberra.*

In addition CMTEDD has a dedicated Superintendent of Works (SOW) who actively engages with industry bodies, contractors and other jurisdictions. The SOW is also a member of the ACT Government Safety Advisory Committee.

The directorate was involved in the following projects, and continues to:

ACT Courts PPP Project - support this project through project management and by providing advice through its membership of the Executive Steering Committee and Senior Representative's Group;

Light Rail Stage (LRS) 1 and 2 - provide support and advice to the project team of LRS1, in addition to support for LRS2 such as risk workshops, Investment Logic Workshops (ILW) and market soundings;

Unsolicited Proposals - review and assess proposals under the Guidelines for Unsolicited Proposals, in addition to providing secretariat and governance support to the Unsolicited Proposal Steering Committee (UPSC);

The Capital Framework - support The Capital Framework (TCF) by assisting directorates to develop stronger business case submissions, enabling more thorough planning, appraisal and evaluation in the formative stages of the investment lifecycle;

Sport and Recreation Phillip Oval Upgrade - this project has had a number of technical and stakeholder challenges with AFL and Cricket Australia as well as local stakeholders which when complete will provide a significantly improved asset for sporting events at the highest level with new facilities, accessibility improvements with a new lift and improved player amenities;

Continued the Loose Fill Asbestos Insulation Demolition Program - to safely demolish houses in 2017–18 under budget and ahead of schedule;

Secure Local Jobs Code - to consult and work across government and with key stakeholders to implement and operationalise changes to the *Government Procurement Act 2001* that will extend Industrial Relations Employment (IRE) Certification requirements over additional industries and provide greater oversight for the ACT Government on obligations applying to companies in those industries that contract with the ACT Government;

Project Management and Reporting System (P-MARS) - to develop a new contract and project management system for infrastructure and capital works is well underway and is expected to be available for full testing and WOG implementation in the second half of 2018;

Other project involvement - providing secretariat services to an increasing number of large or high risk infrastructure projects and internal government committees and processes. It is also developing and will make available a simplified package to support other directorates managing large infrastructure projects; and

University of Canberra Hospital Specialist Centre for Rehabilitation, Recovery and Research (Budget $204.522 million) - this project was completed on programme, with the completion of Milestone One in November 2017 and Milestone Two in February 2018. This project was delivered within budget. The facility will become operational in mid July 2018.

The directorate met or exceeded four of its five 2017-18 accountability indicators against this output:

> Life of Project PPP transactions successfully executed – (Target 100%, outcome was 100%);

> *Proportion of relevant projects supported by Infrastructure Finance and Capital Works that have had WHS audits performed in accordance with the Active Certification Audit Program* - (Target was >90% - outcome 95%);

> *Capital Works Projects:*

- Percentage of Construction Projects Completed on Budget - (Target was 85%, outcome was 100%);
- Percentage of Construction Projects Completed on Time - (Target was 85%, outcome was 100%)
- Percentage of contracts awarded to prequalified contractors/consultants - (Target was 95%, outcome was 100%); and

> *Proportion of relevant contracts managed by Infrastructure Finance and Capital Works that include the requirement for the contractor to hold IRE Certification* – (Target was >90%, outcome was 100%).

The one accountability indicator the directorate did not meet was:

> *Proportion of Government funded annual Capital Works program supported by Infrastructure Finance and Capital Works* – (Target 90%, outcome 61%). The variance of 33% was due to the service offering of the IFCW having expanded, with more ICFW embedded resources providing 'in-house' assistance to directorates to meet their needs. As the delivery model matures and with the introduction of new systems and processes, the indicator as currently measured would be expected to reduce significantly. This indicator will be discontinued as it no longer reflects the nature of the support provided by IFCW to directorates and agencies in delivering the government capital works program.

During 2017-18 the directorate continued to administer and update the following policy frameworks:

- The Capital Framework;
- The Partnerships Framework;
- The Guidelines for Public Private Partnerships; and
- The Guidelines for Unsolicited Proposals.

Future Direction

In 2018-19 the directorate will continue to take leadership on:

- Capital Works delivery;
- WHS Active Certification;
- The Capital Framework;
- Government Procurement Act;
- Government Procurement Board;
- IRE Certification;
- Local Industry Participation Policy;
- the roll out of P-MARS; and
- the implementation of the Secure Local Jos Code.

In addition in 2018–19 directorate will continue to:

- work to ensure procurement reforms achieve greater value for money on all major infrastructure projects and goods and services procurements;
- continue the implementation of P-MARS to provide greater collaboration, project management and reporting capability for Capital Works projects. This will be an internal transformational change process, with the aim of improving the way the Territory controls, manages, forecasts and reports all forms of capital works expenditure, including new works, asset purchases, capital upgrades, capitalised expenditure and ICT capital projects. The new system will be fully implemented in the CMTEDD, Health and Transport Canberra and City Services directorates as part of the first phase, with a view to subsequently rolling it out across all directorates;
- continue to assist directorates in planning and procuring capital works projects by advising on the processes within The Capital Framework: Investment Logic Workshops, Risk Workshops, Delivery Model Workshops, Early Project Overviews and Business Cases;
- continue providing secretariat services to an increasing number of large or high risk infrastructure projects and internal government committees and processes. We are also developing and will make available a simplified package to support other directorates managing large infrastructure projects; and
- facilitate a review of the Capital Delivery which will examine contingency estimation and management, and in particular the appropriate retirement of contingency associated with

procurement risk. Additionally the review will consider the reporting on progress of project delivery, including milestone achievement, and in particular the reporting against project value rather than funds appropriated.

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Output 9.1 Property Services

Overview

The directorate, through the ACT Property Group (ACTPG), manages 251 Territory-owned commercial buildings, government office accommodation, community/multipurpose buildings, aquatic centres and 38 leases in commercial buildings on behalf of the Territory. This number includes a number of blocks of land, several unique properties, including 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.

The directorate received $98.9 million in revenue from rent and the delivery of property upgrades and services and paid a dividend of $1.6 million to the ACT Government. The directorate managed a planned maintenance program for properties it was custodian of.

In 2017-18, the directorate provided $31.2 million in property upgrade services and $19.8 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 any major incident. The response centre received in excess of 14,000 calls and raised over 15,800 work orders during the 2017-18 period.

The directorate has two specialist staff who assist ACT Government directorates to develop and implement energy efficiency initiatives. In 2017-18 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

In 2017-18, the directorate:

> commenced the implementation of the 2017-18 Budget initiative on Smarter Government Spending involving the centralisation of non-specialised property services. This involved working with directorates in a partnership approach to optimise the delivery of the single service model. The aim of the initiative is to release savings from the management of property services in a more coordinated approach including on decision-making and leveraging economies of scale available from the WoG approach. A business readiness program is also underway to prepare ACTPG for its expanded role;

> expanded the property portfolio with the transfer of five public pools from Active Canberra. It also assumed responsibility for the construction and delivery of the new Stromlo Leisure Centre and the Belconnen Health Centre;

> capital funding was provided for work on the owned building portfolio including:

- an upgrade of the Callam Offices to improve the exterior and functionality of the building ($1.841m);

- finalising the replacement of the Heating, Ventilation and Air Conditioning (HVAC) system in the North Building ($3.055m);
- replacement of the HVAC facilities at Albert Hall ($0.437 million) as part of the 90th year celebration; and
- upgrading facilities at the National Convention Centre ($1.180 million).

> managed the hire of the Albert Hall, Yarralumla Woolshed, Fitters Workshop and Former Transport Depot for 317 events and functions. The hire portfolio was expanded with the addition of two community halls for management at Giralang and Tharwa and the Black Mountain Slipway. The venue with the highest number of bookings was Albert Hall with 123 events over 189 days;

Testimonial

"Over the past year there has been an impressive performance by ACT Property Group to keep Albert Hall looking its best and to enhance its amenity. Albert Hall looked absolutely stunning for its 90th birthday celebration. We also applaud the success of ACT Property Group in continuing to attract a significant number of community and commercial users and to actively promote Albert Hall, including through the Facebook page. We appreciate, too, helpful and ongoing collaboration between Friends of the Albert Hall and the ACT Property Group through the Albert Hall Management Reference Group."

Dr Peter Lundy RFD, President, Friends of the Albert Hall Inc.

- erected flags/banners for events such as Anzac Day, Canberra Day, and to celebrate international events and visits from heads of state such as President of Ireland, Prime Minster of the Socialist Republic of Vietnam, President of the Republic of Croatia, Prime Minster of Vanuatu and others;

- provided support for the ART by processing a further 25 properties in 2017-18 bringing the total under management by ACTPG to 953, and handed over 933 for demolition; and

- undertook a $13.92 million Capital Upgrade Project program to upgrade ACT Government owned properties including childcare facilities; community facilities and government owned buildings, and aquatic centres.

The directorate exceeded three of its four accountability targets against this output. The measure not met was:

- *Use of Renewable Energy – (target 5%, outcome 0%)* where delays in the procurement process meant that this was not completed until August 2018.

Future Direction

In 2018-19 the directorate will:

- continue the implementation of the single service model in partnership with directorates; and

- build further capability into ACTPG's maintenance operations in the areas of certification and compliance.

Further information can be obtained from

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Output 9.2 Venues

Overview

The directorate, through Venues Canberra, manages the National Arboretum Canberra, GIO Stadium Canberra, Exhibition Park in Canberra (EPIC), Manuka Oval and Stromlo Forest Park. The directorate promotes these as Canberra's leading tourism, sporting, event and function venues.

Highlights

In 2017-18 the directorate was responsible for the management of the following venues:

GIO Stadium

In 2017-18, GIO Stadium hosted 27 major events attended by 276,254 people. This compares to 2016-17 where GIO Stadium Canberra hosted 29 major events attended by 360,786 people.

GIO Stadium hosted 13 Canberra Raiders matches; eight Brumbies Super Rugby matches; an Australia v Argentinian Rugby Union Test Match; three Rugby League World Cup fixtures including an Australia v France match and the first show of the newly revamped Nitro Circus Next level Tour.

The average attendance for events hosted during the 2017-18 financial year was 10,232 which compares with an average attendance of 11,142 for the 2016-17 financial year.

The venue revamped its well-received "Show Your True Colours" venue dressing program for 2017-18 and continued works to improve the internal precinct making the venue safer and more inviting for fans. The venue continued to refine security operations with the installation of additional cameras ensuring increased coverage of the venue and in particular its boundaries and fence lines.

Workplace health and safety has also been a key focus for 2018 with the venue continuing to refine systems for both the venue, its contractors and patrons.

The highlight for 2017-18 was the successful and well received delivery of three Rugby League World Cup matches as well as a successful Nitro Circus show. Both the Brumbies and Raiders opening home games for the 2018 season were held within eight days following the Nitro Circus show.

For the 2018 Rugby League and Super Rugby season, the venue continues to work to increase the speed and quality of food and beverage service for patrons attending events at the venue as well as an increased focus on attracting functions and conferences to the venue.

A partnership with Canberra-based BentSpoke Brewing for the Premium Sports Lounge has also continued for 2018 including BentSpoke beverages served in retail areas for the Nitro Circus show.

Key attendance statistics for GIO Stadium Canberra in 2017-18:

> 150,400 attendees for 13 Canberra Raiders matches (average attendance of 11,569);

> 78,122 attendees for 9 Brumbies matches (average attendance of 8,680);

> 14,299 attendees for the Australia v Argentina Rugby World Cup match;

> 23,583 attendees for the three Rugby World League World Cup matches (average attendance of 7,862), and;

> 9,850 attendees for Nitro Circus Next Level Tour show.

The Canberra Raiders continue to attract strong crowds, while the Brumbies crowds are down on average, consistent with the trend across Super Rugby fixtures in Australia.

Manuka Oval

The 2017 International Cricket season kicked off with an Ashes Series at Manuka Oval, the Australian Women hosting England in two hard fought matches attracting 7,466 spectators. 10,844 cricket fans were then treated to an epic Big Bash League match between the Sydney Thunder and the Melbourne Renegades.

The annual Prime Minister's XI match returned to the venue in early 2018 with the home team challenging England in their warm up to the International T20 Series before a crowd of 8,400.

The Giants returned for last home ground match of the 2017 season against the Melbourne Demons in August. Two round matches and a pre-season game has been played in the 2018 AFL. Close to 40,000 football fans have watched the Giants at Manuka Oval in the 2017-18 financial year with a highlight game against the Adelaide Crows to be played in August.

Women's AFL returned to Manuka in March 2018 with over 4,000 fans enjoying the Giants overcoming the Western Bulldogs by 18 points, taking them from fifth to second on the ladder and extending their finals campaign. Manuka Oval looks forward to hosting this growing competition in future seasons.

Manuka Oval continues to support local cricket with 13 cricket matches being played (including several matches of the Futures League and Women's National Cricket League). In addition, Manuka hosted 41 local AFL matches including the Canberra Demons in the North East Australian Football League (NEAFL) competition; the Rising Stars; and Division 1 and 2 Eastlake teams. Grand Finals for both the Rising Stars, Division 1 and 2 Eastlake were also played at Manuka. Junior AFL was also represented with teams from the Under 10s – 17s getting the 'Manuka experience'.

The 2017-18 football and cricket season has seen a focus of improvements on better match day experiences for patrons, with an emphasis on service, access and security. Key Statistics for Manuka Oval in 2017-18:

> 16,358 attendees for three international Cricket matches, with 10,844 patrons attending the BBL. Total of 27,202 attendees for top tier matches over the 'Summer of Cricket'; and

> 43,988 attendees at five Giants games (including WAFL).

National Arboretum Canberra

The National Arboretum Canberra was opened in 2013 and comprises a collection of 44,000 trees in 100 forests, featuring different types of threatened and symbolic trees from around Australia and the world. It also houses the National Bonsai and Penjing Collection and includes the award-winning Village Centre building, the Margaret Whitlam Pavilion, the Pod Playground, sculptural artworks and a range of other facilities to enhance the visitor experience.

> *Public visitation* - During 2017-18, the Arboretum attracted approximately 550,000 people. This was greater than expected. This number includes visitors who do not pass the counting equipment in the Village Centre and comprise those who attend private functions, events, parents and children only accessing the pod playground and other visitors enjoying outside activities.

- *Customer Satisfaction* - The Arboretum exceeded its 2017-18 output target. The level of customer satisfaction at the arboretum is at 93% which is 8% greater than the expected target of 85%. Customers rated their visits against an expectation of picturesque views, a nature-based experience and recognising this as a place for the conservation of rare and endangered trees. They increasingly value it as an important tourist attraction for the ACT.

- *Infrastructure Projects* – In 2017-18, the Arboretum, together with ACT Property Group and Infrastructure & Capital Works Procurement, delivered two major infrastructure projects. In February 2018, construction and programming was completed on the Arboretum's Horticultural Depot Solar project. This project was a partnership between the Arboretum and the Environment, Planning and Sustainable Development Directorate through the Carbon Neutral Government Loan Fund. With a total of $230,000 loaned, to be repaid over 10 years, the Arboretum's horticulture and maintenance depots now run off reliable, clean energy from the sun.

In early June 2018, the Arboretum finalised infrastructure works relating to 2017-18 funding for Water Security projects. This was a continuation from infrastructure funding in previous years that has helped the Arboretum develop a best practice irrigation and water management system across the site. As a result, over 95% of the forests are outperforming given the Canberra climate.
In 2017-18, the project works delivered non-potable water to high profile public areas that had not previously had a reliable source of water, including Dairy Farmers Hill and Central Valley.

Testimonial

"Triathlon ACT on favourite places to visit and things to do in Canberra – ranked #1 National Arboretum Canberra.

'The National Arboretum is Canberra's newest attraction. It's a living collection of 48,000 trees, an entertainment facility and events venue offering a unique visitor experience. Set on a 250 hectare site, the Arboretum includes 94 forests of rare, endangered and symbolic trees from Australia and around the world. It's also home to the National Bonsai and Penjing Collection. Enjoy free guided and self-guided tours, interactive displays, sculptures, Pod Playground, a café and shop and picnic areas with outlooks to some of Canberra's most spectacular views. The Arboretum is a great place to play!"

Triathlon ACT

Key statistics for the National Arboretum Canberra in 2017-18:

- 323 private and corporate functions;
- 285 activities covering a wide range of promotional, public, free and ticketed events;
- 19,523 school students visited the Arboretum, comprising 4,251 local students and 15,272 interstate students;
- facilitated educational programs for 5,579 local and interstate students;
- facilitated school holiday program activities for 500 children;
- 98 private birthday parties;
- volunteers donated 20,742 hours during 2017-18; and

> 587 trees were planted at the National Arboretum Canberra.

Exhibition Park in Canberra

Exhibition Park in Canberra (EPIC) is the largest indoor/outdoor exhibition centre in the ACT and surrounding region, hosting events for businesses and the community. EPIC's total outdoor space is approximately 71 hectares and total indoor space 10,500 square metres. The estimated annual visitation rate is 1.25 million.

Highlights during the 2017-18 financial year were:

> continued increase camping bookings and revenue;

> continued increase in event sales and bookings;

> ACTSmart accreditation re-endorsement;

> upgrades and refurbishment to amenities across the site; and

> landscaping improvements to major buildings.

Successful events including:

> Summernats Street Machine Car Festival;

> Royal Canberra Show;

> National Folk Festival;

> 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;

> Big Boys Toys Expo;

> Lifeline Book fairs;

> National Wine Show;

> SIA Trade Show;

> Ultimate Women's Weekend Events; and

> A Pooch Affair.

Key statistics for Exhibition Park in 2017-18:

> 142 events that had more than 500 people attending.

Stromlo Forest Park

In 2017-18 Stromlo Forest Park hosted 197 organised events attracting 29,632 participants. This compares to 163 events with 33,993 participants in 2016-17. These events comprised community events, cycle races and school athletics carnivals.

The event highlights for 2017-18 include the ACT Schools Mountain Bike Championships, CORC six66, Fitz's Challenge, Stromlo Running Festival, Mountain Bike Australia National Cross-Country Series rounds 7 and 8 (mountain bike races), Rocky Trail series and the ACT Junior and Women's Tour.

The relocation of the 'Westside' container structure to Stromlo Forest Park was completed in 2017-18. This will greatly assist the Park to meet the growing needs of its users. The structure provides additional visitor facilities including a café as well and bike hire and servicing. Following a public 'Expression of Interest' process, an operator was selected and they are aiming to commence trading in early September 2018.

Venues Canberra has constructed a 'pump-track' next to the new retail facilities. A pump-track is a circuit of banked turns and features designed to be ridden completely by riders "pumping" rather than pedalling, creating momentum by up and down body movements. The track is already proving to be very popular and will create a vibrant hub when the café and bike hire open.

Key statistics for Stromlo Forest Park in 2017-18:

> 197 organised events attracting 29,632 participants.

Capital Works and Capital Upgrades

Manuka Oval

> Manuka Oval Media and Broadcast Centre (in progress);

> field of play turf replacement.

GIO Stadium

> southern stand merchandise and corporate patron structure;

> change room ice baths; and

> venue branding dressing.

Exhibition Park in Canberra

> A range of upgrades to event pavilions;

> security improvements and upgrades;

> landscaping upgrades;

> improvements to stables; and

> improved patron seating and amenities.

National Arboretum Canberra

> Horticultural Depot Solar project; and

> Water Security projects.

Stromlo Forest Park

> pump track; and

> retail enhancements.

The directorate met all its 2017-18 accountability targets against this output, exceeding seven targets. The seven targets that were exceeded were:

> *Number of major events at GIO Stadium* – due to a Brumbies quarter final and Nitro Circus;

> *Number of major events at Manuka oval* – due to the Women's Ashes series, the BBL and PM's XI match and a Women's AFL game;

> *Number of major events at Exhibition Park in Canberra* – due to new business such as the Monster Truck showdown, increased events from current organisers such as Handmade Markets and repeat and contracted business;

> *Own Source Revenue at Exhibition Park in Canberra* – due to an increase in camping and facility hire from events;

> *Own Source Revenue at GIO stadium* – increase in catering commission, corporate sales and hire of facilities;

> *Own Source Revenue at Manuka Oval* – increase in catering commission, corporate sales and hire of facilities; and

> *The level of customer satisfaction at the National Arboretum in Canberra*.

Future Direction

In 2018-19 the directorate will continue to:

> seek new events to the Territory's venues to support economic growth and diversification, liveability and social inclusion;

> support health initiatives such as healthy food options; active recreation and leisure opportunities and community events;

> manage and deliver the scheduled program of events at our venues;

> seek new revenue sources through tourism and marketing initiatives;

> implement capital upgrade works program at the venues;

> provide a safe, clean, accessible environment at its venues; and

> implement environmentally sustainable measures at its venues.

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Output 9.3 Goods and Services Procurements

Overview

The directorate undertakes procurement activities on behalf of all government directorates and agencies for goods and services. It:

- advises the government on procurement;
- is responsible for the development and implementation of the government's procurement related policies;
- administers online tendering and procurement support systems; and
- establishes and manages WoG contracts and panels.

The directorate administers the Smart Modern Strategic (SMS) Procurement Reform Program which aims to achieve better procurement outcomes across the WoG and deliver budget savings. By taking advantage of modern practices, leveraging cross jurisdictional arrangements, examining spend patterns and increasing purchasing power the SMS Program is able to deliver effective and efficient procurement outcomes across the Territory.

Highlights

During 2017–18 the directorate:

- continued the implementation of the SMS Procurement Reform Program to reform procurement and deliver savings across the ACT Government. This included consolidating the first stage of the program and developing a new set of initiatives to form the second stage of the program. Newly established WoG procurement arrangements for digital mail, contracted labour hire, advertising and creative services were transitioned to business as usual following their successful implementation in the previous financial year; and
- successfully migrated the Territory's e-tendering system to an external host, achieving significant savings and increased responsiveness to evolving needs.

Testimonial

The Contractor Central Working Group was presented with the CMTEDD Staff Award in May 2018.

The Head of Service and Under Treasurer thanked the team for their hard work in reforming how directorates' access contracted labour through recruitment agencies:

> *"Working to a tight deadline of 90 days, the team showed dedication and resilience in working together to configure, launch and transition directorates and suppliers to the online employment portal 'Contractor Central'.*
>
> *Cont*

"The benefits of Contractor Central reach right across government; streamlining business processes and improving transparency, with directorates now able to engage staff through a single system. It is a good example of innovative procurement reform, providing a consistent method of engaging and managing contracted workers. Contractor Central gives access to more competitive pricing through the NSW Contingent Workforce Scheme, and has a focus on providing local industry with more opportunity to do business with the ACT Government."

To date the ACT Government has saved over $4 million dollars through this initiative. There are presently 44 suppliers pre-qualified to supply the ACT Government, and over 370 workers engaged. The new arrangement has consolidated over $45 million dollars annual spend, and along with budget savings provides improved governance, compliance, and reporting."

The directorate had one accountability indicator against this output:

> *The proportion of contracts awarded to indigenous or social suppliers* was 0.3%, against a target of 1%. The variance from the target arose from the following contributing factors:

- the limited range of industries that local indigenous or social suppliers predominantly operate in relative to the range of goods and services required by the Territory; and
- the disproportionally small number of identified indigenous business in the Canberra Region, coupled with the lower volumes of procurement that the Territory undertakes relative to other jurisdictions.

Future Direction

In 2018-19 the directorate will take leadership on:

- *Government Procurement Act 2001;*
- E-Tendering;
- annual procurement plans;
- Contracts Register;
- notifiable invoices;
- Local Industry Participation Policy; and
- Indigenous and Sustainable Procurement Policies.

In addition, in 2018–19 the directorate will continue to:

- work to ensure procurement reforms achieve greater value for money on all major goods and services procurements;
- implement the third phase of procurement reform projects under the SMS Procurement Reform Program;
- review and update the Sustainable Procurement Policy;
- develop and implement an Indigenous Procurement Policy in accordance with the CMTEDD Reconciliation Action Plan;
- assist the Local Industry Advocate in her role to undertake a 12 month review of the implementation of the Local Industry Participation Policy;
- roll out a number of significant WoG panel arrangements, including panel arrangements for stationery and office supplies, professional and consulting services, travel and accommodation;
- implement an enhanced simple procurement tool to allow the Territory to more robustly and efficiently undertake low value, low risk procurements. This may be coupled with a direct market place solution that will facilitate direct engagement of registered indigenous and social suppliers in government sourcing activities; and
- increase awareness of the Local Industry Participation Policy (LIPP) after it launched on 1 January 2017. In the implementation, Goods and Services created and refined the tender response templates to assist tenderers demonstrate their local economic contribution as well as created tools to assist Territory officers to complete evaluations efficiently.

Further information can be obtained from

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Output EBT 1 Superannuation Provision Account

Overview

The Superannuation Provision Account (SPA) is 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, assists the government to effectively manage the defined benefit employer superannuation liabilities of the Territory. This includes the responsibility for the management of the financial investment assets set aside to fund those liabilities.

Highlights

Against this output in 2017-18 the directorate:

> managed the SPA investment portfolio in accordance with the established investment plan and policies;

> completed the major triennial 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;

> achieved a net investment portfolio return for the financial year that outperformed the portfolio's performance benchmark return; and

> administered benefit entitlements for Members of the Legislative Assembly defined benefit superannuation arrangement.

The directorate met all its 2017-18 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 2018-19 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 the annual actuarial review of the defined benefit employer superannuation liabilities using salary and membership data as at 30 June 2018; and

> procure external service providers to support as required.

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Output EBT 2 Territory Banking Account

Overview

The Territory Banking Account (TBA) is established to recognise and manage the general government's investment assets and debt liabilities. Revenues on behalf of the Territory are transferred to the TBA and fortnightly appropriation disbursements are made to agencies from the TBA.

The directorate, through the financial operations of the TBA, provides 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 2017-18 the Directorate:

> managed the TBA investment portfolio in accordance with the established investment plan and policies;

> achieved a net investment portfolio return performance that outperformed the performance benchmark return; and

> managed the Territory's borrowing program, including cash flow and liquidity requirements.

The directorate met all its 2017-18 accountability targets against this output.

Future Direction

In 2018-19 the directorate will:

> manage the Territory borrowing program;

> manage the Investment Plan and the financial investment assets of the TBA; and

> procure external service providers as required.

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B.3 Scrutiny

Scrutiny of the activities of CMTEDD is undertaken by a number of bodies including Committees of the ACT Legislative Assembly, the ACT Auditor-General and the ACT Ombudsman. Below are details of the directorate's efforts in implementing recommendations by those bodies where the Government has agreed to them. This includes both recommendations the Government agreed to in 2017-18 and recommendations from previous years where the directorate undertook further work during 2017-18 to progress them to completion.

Please note that where the Government's initial response to a recommendation indicated that the implementation of the recommendation was already complete, the recommendation is not included in those shown below.

Legislative Assembly Committee Reports

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
Government Response Tabled 12 August 2014

Recommendation No. and summary	Action	Status
Recommendation 10 The Committee recommends that the ACT Public Service take the necessary steps to ensure exit data relating to Aboriginal and Torres Strait Islander employees is collected and reported: • to the ACT Aboriginal and Torres Strait Islander Elected Body; • in directorate annual reports for 2013-14; and • in annual ACT Public Service State of the Service Reports.	Consideration has been given to the usage and success of exit surveys across the ACTPS, as well as how exit data can be better captured and analysed. Changes to the exit survey remain dependent on the introduction of enabling technology.	In progress.
Recommendation 26 The Committee recommends that the ACT Public Service 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 which is open to all ACT Public Service employees at the Administrative Service Officer 6 or Senior Officer Grade C levels.	The Office of the Legislative Assembly is looking to recommence the Work in the Assembly Program this financial year. Funding is not available for a specific work in the Assembly program for Aboriginal and Torres Strait Islander employees, however, applications from Aboriginal and Torres Strait Islander employees will be encouraged for the program for all ACTPS employees.	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
Government Response Tabled 12 August 2014

Recommendation No. and summary	Action	Status
Government Response - Agreed in principle Directorates have indicated support for such a program, including opportunities for employees to learn more about the Assembly by participating in the Introduction to the Legislative Assembly and Budget Process programs. This recommendation will be considered in the context of the review of the RED Framework, and in consultation with the Office of the Legislative Assembly.		

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
Government Response Tabled 12 August 2014

Recommendation No. and summary	Action	Status
Recommendation 84 The Committee recommends that the ACT Government restore ArtSound's key arts group funding and that the Government provide ArtSound and PhotoAccess the funding required to move these organisations to the Kingston arts precinct. **Government Response – Agreed in part** • 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 2018 calendar year and it 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.

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
Government Response Tabled 12 August 2014

Recommendation No. and summary	Action	Status
Recommendation 87 The Committee recommended the Government ensure the scoping study for a new Theatre Facility including the possibility of establishing a National Performing Arts Centre in the ACT. **Government Response – Agreed** The Government agreed stating the CMTEDD, in conjunction with the Cultural Facilities Corporation, will explore consideration of a performing arts facility of national status within the existing funding envelope identified for theatre studies.	$1.2 million was provided in the 2018-19 ACT Budget to prepare a comprehensive Business Case for a New Canberra Theatre Complex. These funds are provisioned until Government has decided on the shortlist of options to be considered in the Business Case. A demand and options analysis is currently being finalised, which will inform the selection of options to be considered in the Business Case. The draft selection criteria that have been developed for shortlisting these options include *Ability to contribute to the ACT as national capital*, which further includes reference to *live entertainment experiences appropriate for the national capital and theatre education programs, and development of live performance, of national capital status.*	In progress.

Standing Committee on Planning Environment and Territory and
Municipal Services Report No.7
Report on Annual and Financial Reports 2013-14
Government Response Tabled 4 June 2015

Recommendation No. and summary	Action	Status
Recommendation 10 The Committee recommends that the Chief Minister report to the Assembly by June 2015 on progress on creating a comprehensive government bill and payment portal.	In 2016-17 iConnect developed the Citizen Identity Management platform to establish the ACT Digital Account. This is a foundation product for future digital transformation across the ACT Government by authenticating	In progress.

Recommendation No. and summary	Action	Status
Government Response – Agreed in principle It is not an accurate description of current initiatives to describe them as a dedicated "online payment portal" for the ACT Government. 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. The 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.	citizens for personalised service delivery. In 2017-18 iConnect released the ACT Digital Account, establishing a digital service delivery channel that will enable people to personalise and customise their interaction with government. As at 30 June 2018 it is being utilised by the Community Services Directorate for the ACT Diversity Register and My Family service.	

Standing Committee on Public Accounts Report No.10
Review of Auditor-General's Report No.3 – ACT Government Parking Operations
Government Response Tabled 27 October 2015

Recommendation No. and summary	Action	Status
Recommendation 2 The Committee recommends that the ACT Government upon completion of the installation of the 300 new smart technology parking machines: (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 (ii) provide a copy of the final evaluation report to the ACT Legislative Assembly within three months of completion. **Government Response - Agreed** 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. 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.	The ACT Government evaluated smart parking methods in the 2017-18 Annual Report, which was provided to the ACT Legislative Assembly. Cashless transactions, which includes payments through Tap n Go and Parkmobile, now make up approximately 75% of all parking transactions.	Complete.

Recommendation No. and summary	Action	Status
Recommendation 36 The Committee recommends that the ACT Government provide further details on how the rollout of public Wi-Fi across Canberra is progressing. **Government Response - Agreed** As at July 2015, there were 125 Wireless Access Points (external Wi-Fi transmitters) installed in central Canberra, including City East, City West, Braddon and New Acton. In addition, CBRfree is also available at over 40 Wi-Fi 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 Wi-Fi 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.	CBRfree public WiFi is now live around town centres in Belconnen, Dickson, Kingston, Manuka, Weston Creek, Woden and Tuggeranong. In the CBD it is live in City East, City West, Braddon and New Acton. It is also available at the Australian Botanic Gardens. The full installation of CBRfree around the Gungahlin town centre has been delayed by construction work for the light rail network. CBRfree deployment in Gungahlin will resume once light rail works in Gungahlin have been completed. As at August 2018 there were 375 Wireless Access Points installed, including 277 outdoor WAPs. CBRfree is also available via 98 indoor WiFi hotspots installed at many business and community locations, including at Canberra Theatre, Belconnen Arts Centre, EPIC, Tuggeranong Basketball Stadium and the Criterion Cycling Stadium at Stromlo Forest Park. Cost estimates for design and engineering of CBRfree deployments at a small number of group shopping centres are progressing.	In progress.
Recommendation 46 The Committee recommends that the ACT Government update its Tourism 2020 strategy to consider the ten years to 2030 and take into account: a. accommodation;	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	In progress.

Select Committee on Estimates 2015-2016 Report No.1
Inquiry into Appropriation Bill 2015-2016 and the Appropriation (Office of the Legislative Assembly) Bill 2015-16
Government Response Tabled 11 August 2015

Recommendation No. and summary	Action	Status
b. attractions; and c. events. **Government Response - Agreed** The ACT's Tourism 2020 strategy is part of the national tourism 2020 framework and will be reviewed and updated in that context.	expenditure in the Territory to $2.5 billion by 2020. At the Tourism Ministers' Meeting in February 2017, Ministers agreed to the development of the next long term tourism strategy beyond 2020. Further updates were provided by the Commonwealth on progress in the development of this strategy at the Tourism Minister's Meeting held on 18 June 2018 in Adelaide. Consistent with the alignment of the ACT 2020 Tourism Strategy with the national framework, updates the recommendations from the Beyond 2020 Strategy will be used to inform any updates to the ACT's approach. It is anticipated the National Beyond 2020 Strategy will be released in late 2018.	
Recommendation 48 The Committee recommends that the ACT Government consider the provision of arts facilities in the Woden/Weston Creek area and Gungahlin. **Government Response - Agreed** The Government will work with community organisations in considering the provision of arts facilities across the Territory.	An Arts 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. The ACT Government is funding a three year program of pop up arts events and activities in Woden and Gungahlin from 2018-19 to 2020-21. This program will also identify the arts and cultural needs of Woden and Gungahlin including for facilities.	In progress.

Select Committee on Estimates 2015-2016 Report No.1
Inquiry into Appropriation Bill 2015-2016 and the Appropriation (Office of the Legislative Assembly) Bill 2015-16
Government Response Tabled 11 August 2015

Recommendation No. and summary	Action	Status
Recommendation 80 The Committee recommends that the ACT Government update the Legislative Assembly on the outcomes of actions that are being taken to find suitable alternative accommodation for Gugan Gulwan. **Government Response - Agreed** The ACT Property Group has been working with Gugan Gulwan to gain a clear understanding of the group's requirements. Four property options have been discussed with Gugan Gulwan since 2011; however, none of these sites were considered suitable by Gugan Gulwan. In reviewing the current available properties, the ACT Property Group has not been able to identify any properties that would meet Gugan 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.	Currently ACT Property Group do not have any suitable properties on its vacancy register that meet the accommodation needs of Gugan Gulwan. $150,000 has been allocated in the ACT Government's Budget for 2018-19. This funding will support a project where government will work with Gugan Gulwan to identify suitable accommodation options. The Community Services Directorate (CSD) is leading on this initiative. Initial discussions with Gugan Gulwan will be scheduled shortly by CSD, followed by the establishment of a working group to talk through arrangements and the process going forward. ACT Property Group will be a participant in the working group.	In progress.

Standing Committee on Public Accounts Report No.22
Review of the Auditor-General's Report No.1 of 2015: Debt Management
Government Response Tabled 3 May 2015

Recommendation No. and summary	Action	Status
Recommendation 2 The Committee recommends 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: a. 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; b. detail on specific review milestones; and c. expected timeline for completion. **Government Response - Agreed** Dialogue on this matter has commenced in a number of governance forums. External debt collectors/ purchasers and regulators have also been consulted. 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.	The Debt Management Working Group (DMWG) consisting of ACT Government representatives from CMTEDD (Shared Services, Treasury and Workforce Capability & Governance), ESA, JACS, Health and TCCS and a representative from the HR Directors Group Forum, was formed on 30 March 2017. The DMWG provided an interim report in October 2017 to the ACT Public Service Strategic Board. A final report is to be provided to the Strategic Board by September 2018. The main recommendation of this final report is for Shared Services to undertake debt management and debt collection for directorates on an end-to-end basis. In line with this recommendation the 2018-19 ACT Government Budget committed funding to Shared Services to acquire and implement a Commercial Off the Shelf (COTS) debt management solution by 30 June 2019.	In progress.

Standing Committee on Education, Training and Youth Affairs Report No.5 and 6
Inquiry Into Vocational Education And Youth Training In The ACT
Government Response Tabled 2 August 2016

Recommendation No. and summary	Action	Status
Recommendation 3 The Committee recommends that: a. The ACT Government include an additional assessment to be provided by the ACT Government prior to the authorisation of high risk licences as part of a phased implementation; and b. The inclusion of an additional assessment is reviewed 12 months after its introduction with a view of including this process for lower risk qualifications. **Government Response - Agreed in principle** The ACT Government will consider the Committee's proposed changes to high risk licensing within the context of broader national framework reforms and targeting risk/harms.	The ACT has contributed to the development of a national tripartite assessment tool to examine high risk activities and recommend appropriate licensing levels. The Territory has advocated for a close examination of high risk licensing as part of the 2018 review of the template national work health and safety laws.	Complete.

Standing Committee on Planning , Environment and Territory and Municipal Services Report No.12
Report on Annual and Financial Reports 2014-15
Government Response Tabled 2 August 2016

Recommendation No. and summary	Action	Status
Recommendation 1 The Committee recommends that the ACT Government continue to work with indigenous organisations with a view to having the management of Boomanulla Oval returned to Indigenous leadership as soon as it is sustainable to do so. **Government Response - Agreed**	Following an Expression of Interest process, Winnunga Nimmityjah Aboriginal Health Services (Winnunga) was invited to prepare a response to a Request for Tender (RFT) released in June 2016. The RFT called for a detailed business case for how the facility will be used and managed going forward. The process included the requirement to submit a package of documentation for preliminary	In progress.

Standing Committee on Planning , Environment and Territory and Municipal Services Report No.12 Report on Annual and Financial Reports 2014-15 Government Response Tabled 2 August 2016		
Recommendation No. and summary	**Action**	**Status**
	review, prior to finalising a full response to the RFT. Under the RFT, up to $50,000 of Indigenous Advancement Strategy (IAS) funding was available via Active Canberra to assist in the development a guiding strategy for Boomanulla Oval. In March 2017, Winnunga was successful in securing $49,500 of the IAS funding to develop a guiding strategy for Boomanulla Oval. Winnunga submitted a Strategic Plan as part of its package of preliminary review documents in September 2017. In light of importance and complexities of this project, government took time to ensure close attention was paid to every possibility that might enable Winnunga's proposal to work, but in the end, it wasn't possible. The Territory formally ended the Tender process in July 2018. Government is progressing interim restoration works at Boomanulla Oval in consultation with Elected Body and community representatives. This will enable the facility to reopen to the community later in 2018, and be used for informal recreation and community activities. Interim management and governance arrangements are being considered as part of this process.	

Standing Committee on Public Accounts Report No.29
Inquiry into 2016 Strategic Review of the Auditor-General – Recommendations of Report
Government Response Tabled 9 August 2016

Recommendation No. and summary	Action	Status
Recommendation 1 That a seven year non-renewable appointment term for the ACT Auditor-General be reinstated in the Auditor-General Act 1996. **Government Response - Agreed** This recommendation is entirely consistent with the Strategic Reviewer's suggestion of a 7-10 year non-renewable term. The Government maintains its support of this suggestion, previously indicated in the Chief Minister's comments to the Committee.	This appointment provision has been reinstated in the current Act as section 8AA. Notwithstanding the Government's engagement in this action, the Speaker retains practical responsibility for matters relating to the appointment of the Auditor-General.	Complete.
Recommendation 2 That section 8 of the Auditor-General Act 1996 be amended to prescribe that the ACT Auditor-General is to be appointed for a term of 7 years and is not eligible for reappointment, including reappointment after the end of that term. **Government Response - Agreed** Noting the bi-partisan agreement to the proposed legislative changes, the Government will commission the preparation of a Bill to introduce legislative amendments in sufficient time to guide the appointment of the next ACT Auditor-General, due in 2018.	The Legislative Assembly Amendment Bill 2017, introduced by the Speaker in September 2017 and passed by the Assembly in November, included amendments for this purpose. Specifically, Clause 9 of the Bill inserted Section 8AA in the current Act, and prescribes the recommended 7 year non-renewable term of appointment. The Government was engaged in the development of the Bill, however the Speaker retains practical responsibility for matters relating to the appointment of the Auditor-General.	Complete.
Recommendation 3 That appropriate consequential provisions be drafted to ensure that any amendments made to Schedule 1 – Appointment and terms of office of auditor-general and/or section 8 – Appointment, of the Auditor- General Act	This recommendation reflected uncertainty regarding the potential for reappointment of the then current Auditor-General. All practical matters associated with the appointment of the Auditor-General rest with the	Complete.

Standing Committee on Public Accounts Report No.29
Inquiry into 2016 Strategic Review of the Auditor-General – Recommendations of Report
Government Response Tabled 9 August 2016

Recommendation No. and summary	Action	Status
1996 do not apply in respect of an appointment made before the commencement of any subsequent amendments. **Government Response – Agreed in principle** The Government supports certainty of tenure and continued independence of the Auditor-General. However, noting that the current Auditor-General is appointed for a seven year term, it is unclear whether transitional arrangements are required in this case. The preparation of a Bill to amend the Act, as foreshadowed in the response to Recommendation 2 above, will give further policy and drafting consideration to this matter.	Speaker. The Government accordingly deferred to the Speaker's policy and drafting consideration of any consequential provisions.	

Select Committee on Estimates 2016-2017 Report No.1
Inquiry into Appropriation Bill 2016-2017 and the
Appropriation (Office of the Legislative Assembly) Bill 2016-2017
Government Response Tabled 9 August 2016

Recommendation No. and summary	Action	Status
Recommendation 33 The Committee recommends that the ACT Government ensure improved consultation between its agencies to maximise the benefits of the arts to the ACT Community. **Government Response - Agreed** The Government has decided to convene a whole of government Working Group on the Arts in order to support the implementation of the ACT Arts Policy,	The WoG Working Group on the Arts has not proceeded at this time. artsACT continues to work across the ACT Government to maximise the benefits of the arts to the ACT Community.	In progress.

Recommendation No. and summary	Action	Status
and consider key cross portfolio arts policy issues.		
Recommendation 48 The Committee recommends that Access Canberra and the Land Development Agency work with stakeholders involved with the rubbish stockpile in Hume to ensure that environmental and land lease conditions are enforced. **Government Response - Agreed** Access Canberra, through the Environment Protection Agency, is currently working with the lessee to ensure that they adhere to all environmental requirements. Access Canberra is encouraging the lessee to reduce stockpiles of materials to assist in the management of the site. Access Canberra will work with the Land Development Agency as required on the identification and management of alternate sites for heavier industrial activity.	Southern State Waste Recycling (SSWR) applied for an Environmental Authorisation (EA) covering two activities under the Environment Protection Act 1997; the crushing, grinding and separating of materials and the operation of a transfer station. On 23 March 2017 EA No: 1099 was granted by the Environmental Protection Authority (EPA) to SSWR for the crushing, grinding and separating of materials. The EA contained limits on the amount and height of material that can be stored on site. As these limits were significantly less than what was currently on site, these conditions did not come into force until six months after the grant date (i.e. 23 September 2017). Given the amount of material stored on site, the EA also required SSWR to provide a financial assurance. The amount of the financial assurance was set at $250,000 and was provided to the EPA on 26 May 2017. Under the EA, SSWR was also required to submit an Environment Management Plan (EMP). On 27 June 2017 the EPA endorsed the EMP, which contained the necessary management activities and control measures to avoid, minimise or manage environmental impacts in an acceptable manner.	Complete.

Select Committee on Estimates 2016-2017 Report No.1 Inquiry into Appropriation Bill 2016-2017 and the Appropriation (Office of the Legislative Assembly) Bill 2016-2017 Government Response Tabled 9 August 2016		
Recommendation No. and summary	**Action**	**Status**
	The EPA continues to monitor activity on site to ensure SSWR are meeting all their environmental obligations, including dust suppression and ensuring loose material is not blown off-site. The EPA's observation on site is that the stockpile is being reduced in both height and volume. Environmental Protection officers continue to monitor this activity and remain in communication with the operators of SSWR. Due to site and planning impediments to implementing additional environmental controls, the restrictive nature of both the EA and an Environment Protection Order and impending licensing under the Waste Management and Resource Recovery Act 2016, SSWR closed their operations on 1 March 2018. SSWR surrendered their EA on 16 May 2018. Access Canberra and TCCS are facilitating SSWR's exit from the site. Talks are still underway between Access Canberra, TCCS and SSWR regarding when the exit will be finalised.	
Recommendation 50 The Committee recommends that the ACT Government outline the long-term strategy for managing the risk of increased costs associated with workers' compensation scheme insurance premiums.	The program outlined by the Government response is progressing as described, with one exception. Rather than legislate a new scheme for the public sector, the Territory has determined to stay insured within the Comcare scheme and to pursue improvement initiatives including	In progress.

Recommendation No. and summary	Action	Status
Government Response – Agreed in principle The Government remains committed to the health, safety and well-being of all ACT Government workers, whilst ensuring the scheme obtains the best possible value for money outcomes for the Territory. Significant resources are directed towards managing the Territory's workers' compensation liabilities, including via the Work Health and Safety and Workers' Compensation Improvement Plan, which has been funded since 2011-12. Funding of $2.8 million has been directed to the Plan in 2016, to support a suite of mutually reinforcing initiatives including: • employment of specialist workers' compensation and injury management staff to increase return to work service standards for injured workers; • early intervention injury management and staff training programs; • improved incident monitoring and response systems and procedures; and • the design and implementation a more cost effective workers' compensation scheme within the Territory's own legislative jurisdiction. The Improvement Plan has delivered positive returns on investment, having generated more than $20 million in premium cost reductions. Further claim liability improvements are forecast as initiatives continue to be rolled out.	the possibility of becoming a self-insurer for workers' compensation under the Comcare scheme. This approach is responsive to feedback from worker representatives and would mean that the types of compensation workers may currently receive would remain unchanged, however the Territory would exercise greater influence over insurer resourcing and claim management standards. An application for a workers' compensation self-insurance licence has been lodged and is expected to be considered by the licensing authority at its November 2018 meeting. Subject to a favourable outcome, the new arrangements would commence in March 2019.	

Select Committee on Estimates 2016-2017 Report No.1
Inquiry into Appropriation Bill 2016-2017 and the
Appropriation (Office of the Legislative Assembly) Bill 2016-2017
Government Response Tabled 9 August 2016

Recommendation No. and summary	Action	Status
Recommendation 53 The Committee recommends that if the ACT Government fails to lodge a contract on the ACT Government Contracts Register within 30 days of that contract being signed, that it provide an explanation on the Contracts Register. **Government Response – Agreed in principle** From 1 July 2016, the Government Contracts Register has been improved, and is now located with tenders on the Tenders ACT section of the Procurement website. The new Register enables quicker data entry and search functionality, as well as allowing the exporting of information about selected contracts to a spreadsheet, making it more user-friendly. The Territory will investigate the cost and feasibility of further enhancing the Contracts Register to publish the reason/s where a contract has been notified beyond 30 days after execution.	As part of the next scheduled upgrade to the TendersACT system the incumbent service provider will be able to provide the Territory with a report that shows the date a contract was uploaded along with its execution date. This is expected to be available at the end of September 2018. This upgrade will allow the Territory to determine instances of late contract notification and to report and provide feedback to Directorates.	In progress.
Recommendation 55 The Committee recommends that the ACT Government consider implementing a system that records details of relevant representations made to the ACT Government. **Government Response – Agreed in principle** The ACT Government will investigate, with the Office of the Legislative Assembly, the feasibility of establishing a register of representations as part of the Lobbyist Register.	Expanding the scope of the ACT Lobbyist Register to include in-house government relations staff, industry associations, and project management liaison officers and companies is a Parliamentary Agreement commitment. The feasibility and the mechanics of an additional reporting requirement under the Lobbyist Register continue to be explored, as part of the expansion of the Register.	In progress.

Select Committee on the Legislative Assembly
(Parliamentary Budget Officer) Bill 2016 Report No.1
Inquiry into the Legislative Assembly (Parliamentary Budget Officer) Bill 2016
Government Response Tabled 9 August 2016

Recommendation No. and summary	Action	Status
Recommendation 1 The Committee recommends that the Legislative Assembly (Parliamentary Budget Officer) Bill 2016 not be further considered by the Eighth Assembly, and that the Bill be scheduled for consideration by an appropriate committee of the Ninth Assembly in a manner that the Ninth Assembly may decide is appropriate following the formation of the Ninth Assembly. **Government Response – Agreed in principle** The Government supports further consideration of the Bill by a committee of the Ninth Assembly, while acknowledging that this will ultimately be a decision of that Assembly. The Government is sympathetic to the main aim of the Bill, namely to provide Members of the Legislative Assembly (MLAs) with enhanced policy costing services. However, the Government remains opposed to the creation of a Parliamentary Budget Office (PBO) in order to achieve that aim. It is not a practical solution to the problem. There is a critical mass of staffing needed to make a PBO properly functional and to have the subject matter expertise and experience to cover the many and diverse portfolio interests in the ACT. The Commonwealth PBO – the only full time, permanent PBO in Australia – has a team of around 45 officers. This represents a ratio of PBO staff to parliamentary members of about 1:5.	The Government is reviewing this matter further and has not yet reached a determination as to when it will be returned to the Assembly.	In progress.

Select Committee on the Legislative Assembly
(Parliamentary Budget Officer) Bill 2016 Report No.1
Inquiry into the Legislative Assembly (Parliamentary Budget Officer) Bill 2016
Government Response Tabled 9 August 2016

Recommendation No. and summary	Action	Status
However, the absolute size of the team enables it to achieve that critical mass of expertise and experience. A similar ratio of PBO staff to parliamentary members in the ACT would yield a PBO of only five staff; too small to form that critical mass of expertise and experience. It would also be too small to cope with the peak demand of costing requests during election periods. Treasury's experience of costing requests during the 2012 election period would indicate that the PBO would need to expand to around 20-30 staff during such periods. However, were the PBO to be any larger, it would be significantly out of proportion with the size of the ACT Assembly. Nevertheless, the Government's view is that there would be benefit in further consideration of the Bill, the issues that it raises and possible alternative, more practical solutions to the aim of enhancing policy costing services for MLAs, should the next Assembly consider that to be worthwhile.		

Standing Committee on Economic Development and Tourism
Report on Annual and Financial Reports 2015-2016
Government Response Tabled 21 September 2017

Recommendation No. and summary	Action	Status
Recommendation 2 The Committee recommends that, once the management contract for the street light network is signed, the Treasurer inform the Assembly of the costs, savings and incentives for network upgrades that arise from the contract.	The management contract was awarded to Electrix in April 2018. An update will be provided to the Assembly in 2018.	In progress.

Recommendation No. and summary	Action	Status
Government Response - Agreed in principle The Government will provide an update to the Assembly, following the signing of the management contract with the preferred proponent, which provides detail of the expected streetlight network improvements that will be implemented across the contract period.		
Recommendation 8 The Committee recommends that ACT Government directorates and agencies' adherence to their Record Management Programs should be reviewed by the Territory Record Office every three years, and that the results of these reviews be published. **Government Response - Agreed in principle** In 2017–18 the Territory Records Office will launch its Better Records Advice and Support Service, which will work with agencies to examine aspects of their records management practices and identify areas for improvement or where good practices can be shared across government. The TRO will use a risk-based approach to identifying areas for review, rather than seeking to cover all areas of government. At this stage the TRO does not intend to publish the results of these reviews, but will use them as a mechanism for working collaboratively with agencies.	The Territory Records Office has commenced planning for its 2018-19 Better Records Advice and Support Service program and expects to complete three targeted engagements each year.	In progress.
Recommendation 18 The Committee recommends that the Land Development Authority and artsACT consult closely with all arts organisations	The Suburban Land Agency and artsACT continue to liaise with arts organisations regarding the Kingston Arts Precinct. As the project progresses, this will include	In progress.

Standing Committee on Economic Development and Tourism
Report on Annual and Financial Reports 2015-2016
Government Response Tabled 21 September 2017

Recommendation No. and summary	Action	Status
that are moving to the Kingston arts precinct on all aspects of their moves, including obtaining any necessary specialist technical advice in relation to their individual needs to ensure their accommodation is fully fit-for-purpose. **Government Response – Agreed** The ACT Government is continuing to work with the arts organisations proposed to move to Kingston Arts Precinct on the development of the precinct.	obtaining all relevant and necessary specialist advice.	

Standing Committee on Economic Development and Tourism Report No 2
Report on Annual and Financial Reports 2016-2017
Government Response

Recommendation No. and summary	Action	Status
Recommendation 4 The Committee recommends that in future annual reports Access Canberra separate out statistics on inspections for major events from other proactive inspections. **Government Response – Agreed**	The CMTEDD Annual Report 2017-18 provides for total number of workplace inspections; number of proactive inspections and number of inspections for major events.	Complete.

Standing Committee on Environment, Transport and City Services Report No.1
Report on Annual and Financial Reports 2015-16
Government Response Tabled – 21 September 2017

Recommendation No. and summary	Action	Status
Recommendation 6 The Committee recommends the Environment Protection Authority review how it presents data on noise complaints and corresponding enforcement actions in its annual report, with a view to more	On 1 July 2017, Access Canberra introduced a Complaints Management Team (CMT) and Customer Relationship Management system to deal with all Access Canberra complaints,	Complete.

Recommendation No. and summary	Action	Status
clearly identifying the relevant data sets and the relationship between them. **Government Response – Agreed in principle** From 1 July 2017 Access Canberra formed a new Complaints Management Team to manage the receipt of, and response to, complaints to ensure that complaints are consistently classified. The Complaints Management Team will also present data on all complaints received, including for the Environment and Protection Authority, and processed.	including those for the Environment Protection Authority (EPA). The EPA has reported on complaints which have been referred from the CMT for further action during the year. They were reported in a different format in the 2017-2018 Annual Report.	
Recommendation 9 The Committee recommends that the Minister for Higher Education, Training and Research update the Legislative Assembly on future funding from the Commonwealth on skills reform. If the National Partnership on Skills Reform is not renewed, the Committee recommends that the Minister for Higher Education, Training and Research advise the Committee on the ACT's approach to funding skills reform without assistance from the Commonwealth. **Government Response – Agreed** The Australian Government has committed future funding for the vocational education and training (VET) sector, through the new Skilling Australians Fund and associated National Partnership Agreement announced in the 2017-18 Federal Budget. The National Partnership for the Skilling Australians Fund is subject to negotiation between the Australian and state and territory governments. The Minister for Higher Education, Training and Research	Changes to the National Partnership for the Skilling Australians Fund were announced in the Australian Government 2018-19 budget. The ACT Government signed up to the new Skilling Australians Fund National Partnership on 7 June 2018. The Minister for Higher Education, Training and Research will provide advice on the new Agreement at an appropriate time.	In progress.

Standing Committee on Environment, Transport and City Services Report No.1
Report on Annual and Financial Reports 2015-16
Government Response Tabled – 21 September 2017

Recommendation No. and summary	Action	Status
will make a statement to the Assembly at an appropriate time, to provide information about future funding arrangements under the new National Partnership. The Minister for Higher Education, Training and Research will provide advice to the Committee on the new National Partnership Agreement for the Skilling Australians Fund at an appropriate time, in accordance with intergovernmental processes.		

Standing Committee on Environment, Transport and City Services Report No.5
Report on Annual and Financial Reports 2016-17
Government Response Tabled – 6 June 2018

Recommendation No. and summary	Action	Status
Recommendation 2 The Committee recommends the Minister for Sport and Recreation reports further to the Committee during its 2017-18 annual report hearings on the current and developing status of the Request for Tender process for Boomanulla Oval. **Government Response – Agreed**	Following an Expression of Interest process, Winnunga Nimmityjah Aboriginal Health Services (Winnunga) was invited to prepare a response to a Request for Tender (RFT) released in June 2016. The RFT called for a detailed business case for how the facility will be used and managed going forward. The process included the requirement to submit a package of documentation for preliminary review, prior to finalising a full response to the RFT. Under the RFT, up to $50,000 of Indigenous Advancement Strategy (IAS) funding was available via Active Canberra to assist in the development a guiding strategy for Boomanulla Oval. In March 2017, Winnunga was successful in securing $49,500 of the IAS funding to develop a	In progress.

Standing Committee on Environment, Transport and City Services Report No.5 Report on Annual and Financial Reports 2016-17 Government Response Tabled – 6 June 2018		
Recommendation No. and summary	**Action**	**Status**
	guiding strategy for Boomanulla Oval. Winnunga submitted a Strategic Plan as part of its package of preliminary review documents in September 2017. In light of importance and complexities of this project, government took time to ensure close attention was paid to every possibility that might enable Winnunga's proposal to work, but in the end, it wasn't possible. The Territory formally ended the Tender process in July 2018. Government is progressing interim restoration works at Boomanulla Oval in consultation with Elected Body and community representatives.	

Standing Committee on Public Accounts Report No. 2 Report on Annual and Financial Reports 2016-17 Government Response Tabled 6 June 2018		
Recommendation No. and summary	**Action**	**Status**
Recommendation 8 The Committee recommends that the ACT government progress work on the Shared Services software asset management system as a matter of urgency. The Committee recommends that the ACT government advise the Legislative Assembly of progress on the project by the end of the 2017-18 financial year. **Government Response - Agreed**	A vendor was engaged under Smart Modern Strategic Procurement for a Software Asset Management (SAM) system to deploy as a pilot for 6 months to provide capability and reporting across the network. A report and presentation including options has been provided to all Directorate Chief Information Officers (CIOs) for consideration of future service offerings with support provided to investigate ongoing reporting.	In progress.

Standing Committee on Public Accounts Report No. 2
Report on Annual and Financial Reports 2016-17
Government Response Tabled 6 June 2018

Recommendation No. and summary	Action	Status
A Software Asset Management tool has been piloted and collected an initial sample of data. Government-wide deployment is currently being implemented in alignment with existing technical platforms and will provide comprehensive data for analysis by the end of the 2017-2018 financial year.		

Select Committee on Estimates 2017-18
Inquiry into Appropriation Bill 2017-2018 and the
Appropriation (Office of the Legislative Assembly) Bill 2017-2018
Government Response Tabled 15 August 2017

Recommendation No. and summary	Action	Status
Recommendation 1 The Committee recommends that the ACT Government ensure that all budget papers are accessible on its website and that any website problems are resolved as quickly as possible. **Government response - Agreed** The Government is committed to providing websites and web-based content that can be accessed by the widest possible audience. ACT Government websites aim to conform to Level A (and in parts, Double A) of the Web Content Accessibility Guidelines Version 2, developed by the World Wide Web Consortium. Similarly, the Government also endeavours to provide documentation in a range of formats (for example HTML, PDF and Microsoft Word) to ensure readers are provided with alternatives to suit their accessibility requirements. The majority of ACT Government website pages also provide details as to how to submit feedback regarding website content, and request	The ACT Government Budget website currently publishes content in HTML, supported by other formats including, Microsoft Word, Adobe Acrobat (PDF) and Microsoft Excel where necessary.	Complete.

Recommendation No. and summary	Action	Status
documentation in alternative (accessible) formats. Treasury will continue to review the accessibility of its budget documentation, and will investigate options around document structuring with a view to improving ease of use.		
Recommendation 2 The Committee recommends that the ACT Government provide future Select Committees on Estimates with an outline of all Output Classes for the coming budget on an in-confidence basis, including any significant changes, amalgamations or divisions and movements of Output Class across portfolios, to facilitate more accurate, speedy drafting and release of the hearing schedule. **Government response - Agreed** Briefing (by way of a list or similar) will be provided in relation to significant changes, as suggested by the Committee.	Details of output class structures will be provided to Select Committees whenever feasible.	In progress.
Recommendation 8 The Committee recommends that the ACT Government respond to the Cool Little Capital Report submitted by Music ACT. **Government response - Agreed** Following the release of the Cool Little Capital Report, the ACT Government conducted a range of consultations on Urban Sounds, events and a City Action Plan which covered many of the issues raised. There is ongoing policy work being	Whilst a formal response to Cool Little Capital has not been released, in July 2018 the ACT Government announced funding of $108,000 to MusicACT Inc for capacity building programs for the live music sector, which responds to elements of Cool Little Capital. The ACT Government has also undertaken consultation with the community through the Urban Sounds Discussion Paper. The consultation has now closed and	Complete.

Select Committee on Estimates 2017-18
Inquiry into Appropriation Bill 2017-2018 and the
Appropriation (Office of the Legislative Assembly) Bill 2017-2018
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Recommendation No. and summary	Action	Status
undertaken on the range of issues set out in Cool Little Capital.	the Government is considering the responses.	
Recommendation 16 The Committee recommends that the ACT Government adopt meaningful indicators for diversity in the ACT economy. **Government response - Agreed in principle** The ACT Budget refers to a range of metrics for diversity, including service export growth. The Government will consider what other meaningful and timely indicators can be used to describe economic diversity in the Territory. It should be noted that the proportional share of public and private activity in the economy is not the only meaningful indicator of diversity. The diversity of activity within the public and private sectors also contributes to the Territory's economic stability and potential for future growth.	The ACT Treasury continues to monitor the diversity of the ACT economy for a range of perspectives. For example, ACT Treasury continues to exam and report on the growth of increasingly important service exports such as international education, as published on the ACT Treasury website. In addition, changes in the shares of Gross State Product of strongly growing private sector industries such as *Professional, Scientific and Technical Services* are also monitored and reported on. The overall shift in the public and private sector shares of economic activity are also analysed.	In progress.
Recommendation 35 The Committee recommends that the ACT Government adhere to the fiscal strategy to return to a headline net operating budget surplus in 2018-19. **Government response - Agreed** The Government remains committed to its fiscal strategy and returning the budget to balance in 2018-19. In preparing the 2018-19 Budget, the Government will give consideration to	Achieving a balanced budget position over the medium term is one of the key objectives of the Government's fiscal strategy, as stated in 2018-19 Budget Paper No. 3, page 45. The Budget is now in balance and is projected to remain in a positive position across the forward estimates. The June 2018 Interim Headline Net Operating Balance for the General Government Sector (GGS) was a surplus of $86.2 million, which is $54.4 million higher than the	Complete.

Recommendation No. and summary	Action	Status
the economic environment, decisions made by the Commonwealth. In preparing the 2018-19 Budget, the Government will give consideration to the economic environment, decisions made by the Commonwealth, and other external factors to ensure that it continues to strengthen the ACT economy and grow good, local jobs in the short term, while investing in the longer-term needs of Canberra.	estimated outcome surplus of $31.9 million. The Government continues to introduce sound fiscal strategies to strengthen the ACT economy and grow good, local jobs in the short term, while investing in the longer-term needs of Canberra.	
Recommendation 36 The Committee recommends that the ACT Government seek to maintain a AAA credit rating while providing for the delivery of long-term infrastructure assets. **Government response - Agreed** The ACT Government will continue to manage the Territory's finances responsibly, and seek to maintain the highest possible credit rating. It should be noted, however, that under current guidance from Standard & Poor's, State or Territory Governments in Australia cannot expect to receive a credit rating assessment that exceeds that of the Federal (sovereign) Government. As such, and with a view to the longer term, the Territory's credit rating is subject to Federal Government fiscal policy, and will be determined, to some extent, by factors that are beyond the Government's control.	Reflecting the Government's strong financial management, the ACT has consistently maintained AAA long-term and A-1+ short-term local currency credit ratings – as assessed by Standard & Poor's, while managing significant fiscal challenges such as the Loose-fill Asbestos Insulation Eradication Scheme and the Commonwealth Government's heavy funding cuts. The Government will continue to deliver budgets consistent with a AAA credit rating in the years to come.	In progress.
Recommendation 39 The Committee recommends that the ACT Government consider how to better report the impact of machinery of	With a view to reflecting a number of significant changes resulting from Administrative Arrangements since the 2016-17 Budget, the Government	Complete.

Select Committee on Estimates 2017-18
Inquiry into Appropriation Bill 2017-2018 and the
Appropriation (Office of the Legislative Assembly) Bill 2017-2018
Government Response Tabled 15 August 2017

Recommendation No. and summary	Action	Status
government (MoG) changes on government expenditure. **Government response - Agreed** The Government will review how to improve reporting of the impact of MoG changes on government expenditure. In the 2017-18 Budget, the Government included specific details on the number of staff transferring between directorates as a result of the MoG changes.	expanded its reporting of the details presented in the Whole of Government Staffing Appendix for the 2017-18 Budget Paper 3, with a view to providing clarity regarding material staffing movements. Staffing movements for the 2018-19 Budget, detailed at Appendix M to the 2018-19 Budget Paper 3, largely reflect the outcomes of routine recruitment processes (for example, backfilling of vacant positions), internal restructuring, or the implementation of 2018-19 initiatives. However, the Government has chosen to retain the expanded reporting format consistent with the present, adopted for the 2017-18 Budget Papers in relation to material movements.	
Recommendation 41 The Committee recommends that the ACT Government publish Work Health and Safety data to give the ACT a comparative ranking by key industries compared to other jurisdictions. **Government response – Agreed** The Government will publish an annual work safety performance report that accords with the national data set for compensation based statistics, which is a nationally agreed reporting standard managed by SafeWork Australia. The annual report will include industry level data for the ACT and links to the corresponding jurisdictional ranking analysis issued by SafeWork Australia.	The Government is publishing a quarterly work safety performance report on an industry basis. It is available on the CMTEDD website.	Complete.

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Appropriation (Office of the Legislative Assembly) Bill 2017-2018
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Recommendation No. and summary	Action	Status
Recommendation 46 The Committee recommends that the ACT Government design and implement a phased program, with clear milestones, to place specialised workplace IT applications on a more stable and secure footing, to ensure: improved security; better ability to maintain the currency of installed software; and greater independence from software vendors. **Government response - Agreed in principle** The Government will undertake a progressive program of related projects that will utilise standardised solutions to ensure the stability, maintainability and ongoing currency of workplace IT applications. The program will incorporate contemporary security management practises that are appropriate to government operations and the specific sensitivities of government information and services. All such investments will be subject to cost-benefit analysis, and future funding decisions will be considered in the usual way in the budget process.	The Windows 10 Standard Operating Environment (SOE) project under the Desktop Modernisation Program (DMP) has included application whitelisting as a deliverable. The whitelisting will cover both the SOE itself, and the list of available software that is to be deployed across government computer assets. The DMP is scheduled to be completed by 30 June 2019.	In progress.
Recommendation 52 The Committee recommends that ACT Government request advice from the Auditor-General on the constitution and functions of internal audit committees for government agencies and associated entities. **Government response - Agreed**	The Auditor General's forward audit program includes the consideration of internal audit committees in 2020-21.	Complete.
Recommendation 156	The 2017-18 Chief Minister, Treasury and Economic Development Annual Report	Complete.

Select Committee on Estimates 2017-18
Inquiry into Appropriation Bill 2017-2018 and the
Appropriation (Office of the Legislative Assembly) Bill 2017-2018
Government Response Tabled 15 August 2017

Recommendation No. and summary	Action	Status
The Committee recommends that the ACT Government publish data in the relevant directorates' annual report quantifying the health of all trees, and state of irrigation, in the Arboretum. **Government response - Agreed in principle** Within the Venues Canberra annual report, the section on the National Arboretum Canberra will include data on tree health and irrigation.	contains information on tree health statistics and irrigation practices in sections B2 Output 9.5 Venues and B9 Ecologically Sustainable Development.	

Standing Committee on Health, Ageing and Community Service Report No 2
Report on the Inquiry into Employment of People with Disabilities
Government Response Tabled 30 November 2017

Recommendation No. and summary	Action	Status
Recommendation 4 The Committee recommends that the ACT Government review the NSW High Growth Jobs, Talented Candidates project for implementation in the ACT. **Recommendation 5** The Committee recommends that the ACT Government consider evaluating the Lead Toolkit from New Zealand for use in a future training program. **Recommendation 6** The Committee recommends that the ACT Government consider what place-based disability employment initiatives can be implemented as part of future disability employment strategies. **Government Response – Agreed**	Over 250 applications were received for the 2018 Inclusion Vocational Employment Program. The program runs for 12 months and participants are required to complete a formal learning and development program which takes into account the capacity of individuals and the needs of the work area. All participants and placement areas are provided with pastoral care, guidance and support from the Inclusion Employment Team in the Workforce Capability and Governance Division in CMTEDD. Funding has been allocated in 2019 for the development of career retention and leadership programs for People with Disability. The Lead Toolkit will be assessed in the development of these programs.	In Progress.

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Report on the Inquiry into Employment of People with Disabilities
Government Response Tabled 30 November 2017

Recommendation No. and summary	Action	Status
The ACT Government will continue to assess new initiatives, programs and ideas for the employment of people with disability in the ACTPS. The NSW High Growth Jobs, Talented Candidates project and the Lead Toolkit from New Zealand will be assessed. The ACT Government will continue to liaise and seek input from the ACT community, disability employment experts (including the Australian Network on Disability, Disability Employment Service Providers, APS inclusion employment sources) and from current ACTPS employees. The ACT Government has entered into an arrangement with the Australian Network on Disability to provide access for all employees to its *Manager's Guide: Disability in the Workplace (2nd Edition).* This guide provides information on the business benefits of employing people with disability, outlines employer responsibilities, provides guidance on communication and etiquette, tips for accessibility, recruiting new team members, workplace health and safety, learning and development and reasonable adjustments. The guide also provides links to additional resources.		
Recommendation 7 The Committee recommends that the ACT Government consider establishing a paid internship program to build professional skills, provided there are links to an employment pathway, for people with disability, as part of its continuum of disability employment initiatives. **Government Response – Agreed**	The Workforce Capability and Governance Division in CMTEDD and the Office for Disability in CSD placed two interns in January-February 2018 through the Stepping into Summer 2017-18 Internship Program.	Complete.

Standing Committee on Health, Ageing and Community Service Report No 2
Report on the Inquiry into Employment of People with Disabilities
Government Response Tabled 30 November 2017

Recommendation No. and summary	Action	Status
The ACT Government has consulted with the Australian Network on Disability and will be placing two interns in the Stepping into Summer 2017-18 Internship Program. One intern will be placed within the Workforce Capability and Governance Division in CMTEDD and the other intern will be placed in the Office for Disability in CSD. The interns will be placed for a period of 4-8 weeks. The Whole of Government Inclusion Employment Team will also be actively promoting involvement with the internship program across the ACTPS.		
Recommendation 9 The Committee recommends that the ACT Government continue successful initiatives at identified entry points, including the graduate and traineeship programs. **Government Response – Agreed** The ACT Government will continue providing identified positions in the ACTPS Graduate Program. The 2018 Graduate Program had 23 people with disability attend its assessment centres in September where appropriate and necessary adjustments are made. Offers are currently being made to a number of inclusion graduates. Applications for the 2018 Inclusion Vocational Employment Program (previously the Inclusion Traineeship) for people with disability are currently being sought. The program will commence from April 2018.	Twelve graduates with disability commenced the ACTPS Graduate Program in 2018. Fifteen people with disability will attend the assessment centres for the 2019 ACTPS Graduate Program. Over 250 applications were received for the 2018 Inclusion Vocational Employment Program. Interviews were held in July 2018 and approximately 11 participants are expected to start from the end of August.	Complete.

Standing Committee on Health, Ageing and Community Service Report No 2
Report on the Inquiry into Employment of People with Disabilities
Government Response Tabled 30 November 2017

Recommendation No. and summary	Action	Status
Recommendation 11 The Committee recommends that the ACT Government review the ACT Government's social procurement guidelines to better support disability employment outcomes. **Government Response – Agreed** Goods and Services Procurement is the business area within ACT Government which administers the Territory's social procurement policy and associated guideline. As part of Goods and Services Procurement's Annual Report reporting requirements, the Social Procurement Policy is reviewed annually. In addition to this annual review, a detailed review will be undertaken by the end of the 2017-18 financial year to identify improvements which could be made to the guidelines and associated material to deliver practical, tangible strategies to better support disability employment outcomes.	As a result of the government's prioritisation of procurement policies currently under review, a detailed review of the social procurement policy did not eventuate in the end of the 2017-18 financial year. However, other policies under review have elements that contribute to supporting disability outcomes. The Secure Local Jobs Code, currently under development, is considering a requirement for tenderers to describe their entities strategies and processes to support persons with disability and address any existing barriers to employment or career development. The tenderer's response then forms part of the assessment criteria. The final form of the Code, once determined, will frame further social policy review.	In progress.
Recommendation 20 The Committee recommends that the ACT Government implement the Doing it Differently recommendation of co-designing a developmental performance review system to support public servants with a disability. **Government Response – Agreed** The ACTPS approach to performance management and development, as set out in the ACTPS Performance Framework Policy Statement and Guidance Statement, is intended to improve the workplace experience of all employees as well as improve the	The review of the ACTPS Performance Framework is being considered as part of the broader workforce transformation priorities. Consultation of proposed changes with the Australian Network on Disability and the ACTPS Inclusion Practitioner's Network is planned as part of the review process which is estimated to commence in the second half of 2018.	In progress.

Standing Committee on Health, Ageing and Community Service Report No 2
Report on the Inquiry into Employment of People with Disabilities
Government Response Tabled 30 November 2017

Recommendation No. and summary	Action	Status
performance and outcomes delivered across the Service. The ACTPS Performance Framework is currently being refreshed. Consultation on proposed changes will be undertaken with the Australian Network on Disability and the ACTPS Inclusion Practitioner's Network to ensure that public servants with disability are supported.		
Recommendation 22 The Committee recommends that the ACT Government adopt an anonymous reporting process for people employed in the ACT Public Service that is reported on annually in the State of the Service Report. The Survey should use terminology consistent with the definition of disability. **Recommendation 23** The Committee recommends that the ACT Government consider the Washington Group questions to inform future data collection processes. **Government Response – Agreed** ACTPS employees are able to anonymously update their diversity status on HR21. This data is reported on in the annual State of the Service Report. Regular email campaigns are undertaken to encourage employees to update their diversity status. In October 2017 the ACTPS, in conjunction with the Australian Network on Disability, conducted a short and completely anonymous staff survey to hear directly from staff, including those living with and without disability, to learn where the ACTPS could make improvements to better meet everyone's	The next ACTPS all staff survey will be held in late 2019. The Australian Network on Disability will be consulted in relation to the use of the Washington Group questions.	In progress.

Standing Committee on Health, Ageing and Community Service Report No 2 Report on the Inquiry into Employment of People with Disabilities Government Response Tabled 30 November 2017		
Recommendation No. and summary	**Action**	**Status**
needs. Consideration will be given to the Washington Group questions for future surveys. The Washington Group short set questions focus on whether people have difficulty performing basic universal activities (walking, seeing, hearing, cognition, self-case and communication) and were originally designed for use with the general population. The extended question set considers the following functional domains: • vision; • hearing; • mobility; • cognition; • affect (anxiety and depression); • pain; • fatigue; • communication; and • upper body functioning.		

Select Committee on an Independent Integrity Commission Inquiry into an Independent Integrity Commission Government Response Tabled 20 March 2018		
Recommendation No. and summary	**Action**	**Status**
The Select Committee on an Independent Integrity Commission final report includes 79 recommendations covering jurisdictional matters, relationships with other integrity stakeholders, the power to hold public hearings, accountability and independence, staffing and resourcing requirements, application of other legislation and other matters. **Government Response**	Work progressed on draft legislation in anticipation of an Exposure Bill being referred to the Legislative Assembly Select Committee in July 2018. A motion to establish the new Select Committee on an Independent Integrity Commission was tabled by the Government on 6 June 2018. In the 2018-19 Budget, the Government committed funding in the order of $8.4m over four years	In progress.

Select Committee on an Independent Integrity Commission Inquiry into an Independent Integrity Commission Government Response Tabled 20 March 2018		
Recommendation No. and summary	**Action**	**Status**
The ACT Government is committed to establishing an Independent Integrity Commission which is broadly structured on those operating in similarly sized jurisdictions. The Select Committee report and recommendations will inform the establishment of a Commission. The ACT Government's response can be accessed at www.cmtedd.act.gov.au.	towards the establishment of the Integrity Commission. The Government will present a Bill in November 2018 for the Assembly to debate.	

Auditor General Reports

Auditor-General Report No.1 of 2015 – Debt Management		
Recommendation No. and summary	**Action**	**Status**
Recommendation 3 **Consideration of Better Practice Initiatives (Chapter 4)** 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. **Government Response - Agreed** The Government 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 DGFIs. The potential application of better practice models must be analysed by agencies from a	The Debt Management Working Group (DMWG) was established in 2017 to undertake a phased Pilot program with a number of directorates. The aim of the DMWG was to consider a centralised end-to-end debt management model within Shared Services in order to achieve a more efficient and integrated arrangement for managing external debt. The closure report from the DMWG is currently in the process of being finalised for submission to the Strategic Board. CMTEDD is now in the process of developing high level guidance on the general principles of debt management incorporating the framework outcomes of the DMWG Pilot. The application of the policy to specific debt by entities once it is	In progress.

Auditor-General Report No.1 of 2015 – Debt Management		
Recommendation No. and summary	**Action**	**Status**
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.	issued, will need to be considered on a case by case basis taking into account factors including legislative requirements, social sensitivities, technical capabilities and costs etc.	

Auditor General Report No.6 of 2016 Management and Administration of Credit Cards by ACT Government Entities Government Response Tabled		
Recommendation No. and summary	**Action**	**Status**
Recommendation 3 **Automated Credit Card Acquittal Facility (Chapter 2)** Shared Services should progress actions to advance the implementation of an automated credit card acquittal facility for the administration of credit cards. **Government Response - Agreed** Implementation of an Expense Management System to support an automatic credit card acquittal facility is planned for 2017-18, following the finalisation of the Invoice Automation project which is currently being undertaken.	The implementation of an Expense Management System (EMS) was recommended as part of a feasibility study to automate Accounts Payable. An EMS will improve reporting functionality relating to expenditure transactions as well as strengthen governance arrangements. The Accounts Payable Invoice Automation Solution (APIAS) which processes accounts payable invoices through a workflow process was fully implemented across all directorates in September 2017. The APIAS software solution also provides for an electronic workflow solution that may be leveraged for an implementation of a suitable EMS solution. A statement of requirements document providing the specifications of the Territory is now being prepared. This requirements document will be used to assist in the assessment and determination of whether this particular option of an EMS is feasible and suitable for usage by the ACT Government as an EMS as	In progress.

Auditor General Report No.6 of 2016
Management and Administration of Credit Cards by ACT Government Entities
Government Response Tabled

Recommendation No. and summary	Action	Status
	per the Territory's specifications. Where this option does not meet the specifications, then Shared Services will go to market.	
Recommendation 4 **ACT Government Policy on Use of Cards (Chapter 3)** The Chief Minister, Treasury and Economic Development Directorate should assess the merits, or otherwise, of using cards as a key accounts payable mechanism for goods and services and if appropriate, provide whole-of-government direction including specifying controls to manage associated risks. **Government Response – Partially Agreed** The Government has already assessed the merits of using credit cards as a key accounts payable mechanism for goods and services and supports the use of credit cards for low value/low risk transactions. As noted in the response to Recommendation 3, an Expense Management System is planned to be implemented during 2017-18 which will support the increased use of credit cards. A policy will be issued in conjunction with the availability of the Expense Management System, applying to entities with access to that system, to ensure that the increased risks associated with increased credit card usage are able to be appropriately managed and mitigated.	It is anticipated that an Expense Management System (EMS) will be implemented in 2018-19 allowing greater use of purchasing/credit cards across the ACT Government. In conjunction with the implementation of an EMS, Shared Services will work with Treasury to finalise an agreed policy on the use of credit cards issued in alignment with the new system. Entities that do not use the EMS will be covered by the principles of the policy.	In progress.
Recommendation 5 **Credit Card Guidance and Use (Chapter 4)** All ACT Government entities should provide guidance on credit card	Shared Services provides general guidance to all ACT Government entities on the use of credit cards. Such information includes the requirements for the cardholders on how to acquit expenditure to	Complete.

Auditor General Report No.6 of 2016
Management and Administration of Credit Cards by ACT Government Entities
Government Response Tabled

Recommendation No. and summary	Action	Status
management and administration for all supporting controls. However particular attention needs to be given to guidance on: • tax invoices, especially explaining the need for these to be obtained for all transactions over $82.50 (GST inclusive) and defining what constitutes a tax invoice; • appropriate retention of documentation to demonstrate appropriate use; and • the use of WoG purchasing arrangements, including the need for documentation to demonstrate any departures from the arrangements. **Government Response - Agreed** Entities will review their existing credit card guidance to ensure these areas are adequately covered, if not already covered.	ensure that there is adequate documentation. General information on the acquittal process is emailed to all credit card holders on a monthly basis. Shared Services also reviews all monthly credit card acquittals to ensure compliance with the GST legislation.	

Auditor General Report No.1 of 2017
WorkSafe ACT's Management of its Regulatory Responsibilities for the Demolition of Loose-Fill Asbestos Contaminated Houses
Government Response Tabled 21 March 2017

Recommendation No. and summary	Action	Status
Recommendation 1 **Regulatory Strategy And Program** Develop and formally adopt a regulatory strategy and program of activities to guide the Asbestos Team's regulation of loose-fill asbestos demolition work. **Government Response - Agreed** Access Canberra plays an important role in the ACT Government's regulatory strategy and program:	A Regulatory Strategy, a Program of Activities, several Standard Operating Procedures and a File Completeness Checklist were developed, agreed to and implemented by September 2017. The Program of Activities and Operating Procedures outline the asbestos safety responsibilities when a demolition notification is received in relation to a loose-fill asbestos property. This includes:	Complete.

Auditor General Report No.1 of 2017
WorkSafe ACT's Management of its Regulatory Responsibilities for the Demolition of Loose-Fill Asbestos Contaminated Houses
Government Response Tabled 21 March 2017

Recommendation No. and summary	Action	Status
• implementing the Government's regulation to protect our community and environment; and • cutting red tape and improving the connection to regulatory services for individuals and business. These are the two principles that guide Access Canberra's activities. Access Canberra's publicly available Accountability Commitment establishes its overarching regulatory strategy. WorkSafe's Compliance Framework, used in conjunction with the Accountability Commitment, provides a sector specific framework focused on a risk based approach to compliance and enforcement. This supporting documentation was used by the Asbestos Team within WorkSafe to guide its regulatory response in monitoring the Mr Fluffy demolition program. Notwithstanding the abovementioned governance framework, Access Canberra acknowledges the recommendation to adopt a dedicated strategy and program specific to the work of the Asbestos Team. Access Canberra has developed and finalised two governance frameworks that will address this recommendation. 1. Regulatory Approach: The purpose of this framework is to clearly articulate the objectives and general principles for WorkSafe ACT's role in the ACT Government Loosefill Asbestos (Mr Fluffy) Insulation Eradication Scheme. 2. Program of Activities: This framework brings together existing documentation and procedures to set the regulatory methodology. This documentation covers the continuum of activities involved in this regulatory process, formally	four mandatory inspection visits and appropriate record keeping. A review of all the case management system action logs and electronic documentation has been audited internally to ensure records are maintained against each property. This review was completed in June 2018.	

Recommendation No. and summary	Action	Status
identifying the regulatory tools and inspection processes, and the delineation between mandatory process and when and how regulator discretion should be applied in this scheme.		
Recommendation 2 **Regulatory Program** The program of activities to guide the Asbestos Team's regulation of the demolition of loose-fill asbestos contaminated houses should: a. reflect existing documented guidance from Access Canberra (and the previous Office of Regulatory Services) in the program's development; b. specify which Asbestos Team workplace inspections are mandatory or discretionary. For discretionary inspections guidance should be provided on how this is to be determined; and c. be regularly reviewed and changes made in response to performance, emerging risks and lessons learnt. Reasons for changes should be formally documented. **Government Response - Agreed** Access Canberra has developed a program of activities specific to the operational requirements of the Asbestos Team to address this recommendation. The program of activities brings together existing documentation from across Access Canberra, the previous Office of Regulatory Services and WorkSafe into one comprehensive document.	a) New documents have been developed to articulate the aim of the regulatory activity, define outcomes and describe actions to be taken in achieving the regulatory strategy: • WorkSafe ACT: Regulatory Approach ACT Government Loose-Fill Asbestos (Mr Fluffy) Insulation Eradication Scheme. • Program of Activities – Asbestos Team's Regulation of Loose-Fill Asbestos Removal and Demolition Work. • Operational Procedures for Asbestos Team – Inspection Process. b) Access Canberra is committed to conducting four Work Place Visits (WPV) per demolition under the Scheme: • visits are mandatory, only the timings are discretionary based on workloads, risk assessment and contractor requirements. • this requirement is addressed in both the Program of Activities and Operational Procedures. • the use of discretion is referenced in the Program of Activities. • new section added on use of discretionary powers based on the NSW Ombudsman guidance	Complete.

Auditor General Report No.1 of 2017
WorkSafe ACT's Management of its Regulatory Responsibilities for the Demolition of Loose-Fill Asbestos Contaminated Houses
Government Response Tabled 21 March 2017

Recommendation No. and summary	Action	Status
The program of activities addresses the type of inspection activity to be undertaken, prioritisation of these activities and application of discretion via Access Canberra's existing risk and harm framework. The program of activities also formally steps out reporting requirements, which will in turn enable the Asbestos Team to formalise its culture of continuous improvement.	note on Discretionary Powers to the Program of Activities. • training provided on exercising discretionary powers introduced. c) Consistent review with all information/decisions/justification being documented: • All documents will reflect the overarching Compliance Framework. • The purpose behind each inspection will be documented. • Where no changes are made, this will also be documented with some form of justification. Monitoring responsibilities will be conducted by the Manager.	
Recommendation 4 **Performance Measures** Performance measures for the Asbestos Team's regulation of the demolition of loose-fill asbestos contaminated houses should be established. These should include: • internal performance measures that allow WorkSafe ACT to review individual and team performance in relation to program goals and targets; and • measures that focus on the monitoring of compliance and improvements in safety standards. **Government Response - Agreed** In addition to the performance measures utilised by Access Canberra and our	a) Performance measures of success outlined in the following documents: • Program of Activities– Asbestos Team's Regulation of Loose-Fill Asbestos Removal and Demolition Work. • WorkSafe ACT: Regulatory Approach ACT Government Loose-Fill Asbestos (Mr Fluffy) Insulation Eradication Scheme. Inspectors trained on the new internal performance measures. Measures to flow down from the above documents into operational procedures and reflected in Personal Development Plans. b) Review mechanisms include formal review of a proportion of WPV documentation and	Complete.

Recommendation No. and summary	Action	Status
commitment to managing for performance, WorkSafe ACT has included performance measures in the Asbestos Inspection Team Regulatory Approach specific to the regulation of the Mr Fluffy scheme. The measures focus on good regulatory performance and outcome/activity based evidence. These measures will be used by team management to monitor and review the performance of the Asbestos Inspection Team on a regular basis. These performance measures coupled with individual performance reviews and performance development plans will support a culture of continuous improvement.	monitoring of non-compliance through improved quality assurance processes. Team meeting provide the forum for discussing improvements to safety standards across sites. These improvements are formally recorded as actions in the case management system or documented in the document management system.	
Recommendation 5 **Asbestos Team Regulatory Activities** The implementation of the program of activities to guide the Asbestos Team's regulation of loose fill asbestos demolition work should be: a. appropriately documented, stating the purpose of the activity, and how any permitted discretion has been applied; b. subject to quality assurance. This should include a review of documented records, particularly inspection reports, and records should be maintained of quality assurance activities such as meetings and supervisory discussion with inspectors; c. supported by documented probity procedures in order to protect Asbestos Team inspectors and regulated entities;	a) Situations where a regulatory activity has taken place – whether that be a site visit or the issuance of a notice - will be recorded and where discretion has been applied the inspector will note and provide justification on the WPVfile. • This is consistent with the approach outlined for Recommendation 2(b). • Process will be outlined in the Program of Activity. • To also apply in circumstances where additional visits have occurred outside of mandatory site visits. • A statement on the appropriate use of discretion, its legislative basis and the importance of documenting it (where applied) is to be developed. b) Quality assurance ensured through:	Complete.

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WorkSafe ACT's Management of its Regulatory Responsibilities for the Demolition of Loose-Fill Asbestos Contaminated Houses
Government Response Tabled 21 March 2017

Recommendation No. and summary	Action	Status
d. informed by risk assessments. These need to be documented and reviewed, and be used as part of the prioritisation process in relation to programmed inspection planning, site and entity-based inspection activity, inspectors personal safety and ACT Government versus private owner initiated demolitions; and e. supported by procedures for documentation including specifying when documents are to be created and how they are to be managed. A managerial review of documentation should occur to check for completeness and accuracy of records. **Government Response - Agreed** A program of activities has been developed specific to the operational requirements of the Asbestos Team to address this recommendation. The program of activities brings together existing documentation from across Access Canberra, the previous Office of Regulatory Services and WorkSafe ACT into one comprehensive document. a. The program of activities includes a section on regulatory tools, which provides officers confirmation of their discretionary powers and specifically outlines how WorkSafe ACT Inspectors apply discretion in the execution of their duties. Furthermore, the revised Standing Operating Procedures and Workplace Visit Forms will also assist Inspectors in understanding the application and recording of discretion. b. Management procedures will be amended to ensure documented records, particularly inspection	• A review mechanism focussed on qualitative (content of WPVs) and quantitative (number of visits) measures. • Manager to review a proportion of WPVs. • Regular team meetings. • One-on-one inspector meetings with manager and documenting outcomes. • Administration officer to check current levels of compliance with file requirements. • Final sign off to close job file to be completed in line with an agreed checklist. • Milestones on each job to be established which trigger a review. This ensures that files are kept up to date and there is no unnecessary lag period between operational work and the filing of documentation. c) Possible regulatory capture to be addressed through: • Procedures include a statement about the appropriate application of Inspector powers in relation to equity and objectivity. • The Asbestos Team Manager will be signing off on tasks assigned to Inspectors. This will avoid Inspectors repeatedly being allocated to the same principal contractors. • Decision rationale, risk management, quality assurance, outcome/output reporting and oversight mechanisms will be outlined. • All decisions to have justification i.e. allocation of	

Recommendation No. and summary	Action	Status
reports are subject to quality assurance. c. The Asbestos Team is already supported by the probity measures enshrined within the Public Sector Management Act 1994 {PSM Act). Section 9 of the PSM Act relates to Public Sector Conduct and is the key driver behind the ACTPS Values, Signature Behaviours and the ACT Government's Code of Conduct. Access Canberra will continue to drive these behaviours across all its business units. d. The Access Canberra Accountability Commitment and WorkSafe ACT's Compliance Framework set the context of a risk based approach to regulation. The Asbestos Team Regulatory Approach framework focuses on the team's application of this risk based approach. The framework outlines Access Canberra's multi-layered approach to identifying and addressing risk through: o CMTEDD Risk Management Framework; o development, maintenance and regular review of a Risk Management Plan and Strategic Risk Register; o the development, maintenance and regular review of a Divisional Risk Plan for each Division including WorkSafe ACT; o the development, maintenance and regular review of a Work, Health and Safety Risk Plan for each Division including WorkSafe ACT; o the Compliance Assurance Framework which includes the	jobs, justification for particular courses of action having been taken in view of any non-compliance. d) • Risk assessments developed for the planning of inspections program will include an asbestos team risk register. • Procedural guidance on conducting personal risk assessment when conducting site visits included in operating procedures. • WPV forms include a template to be populated by the inspector before entering a work site for each type of workplace visit. e) As outlined in other recommendations (2c specifically) record keeping practices will be enhanced by establishing a review mechanism to ensure the completeness of each file. Formal training on record keeping systems will also be provided.	

Auditor General Report No.1 of 2017
WorkSafe ACT's Management of its Regulatory Responsibilities for the Demolition of Loose-Fill Asbestos Contaminated Houses
Government Response Tabled 21 March 2017

Recommendation No. and summary	Action	Status
key Governance and Risk Management Policies. Access Canberra's Records Management Team will work together with WorkSafe ACT to review existing document storage and management practices. Work is also being undertaken to ensure Access Canberra's Customer Relationship Management (CRM) system is being used to its full potential.		
Recommendation 6 **Asbestos Team Compliance Activities** Compliance activities of the Asbestos Team should be: a. clearly defined and articulated in accordance with WorkSafe ACT's Workplace Safety: Compliance Framework (June 2016); b. supported by a procedure to guide the validation, issuing and follow up of Improvement Notices and Prohibition-Notices and escalation of matters that warrant more than routine supervision by management; and c. monitored and reviewed in relation to the Asbestos Team-specific; response to the WorkSafe ACT Compliance Framework. **Government Response - Agreed** The Compliance Model used for the ACT Government Loose-fill Asbestos Insulation Eradication Scheme utilises the various approaches outlined in the WorkSafe ACT Compliance Framework. The Regulatory Approach Framework has been developed as targeted guidance to	a) The new regulatory documents have been drafted with the assistance of subject matter experts and in light of the Compliance Framework. b) Procedures: • Address the different regulatory responses to similar issues. • Outline how non-compliance is addressed and recorded. Inspectors to consult with a Manager prior to issuing notices. Management must respond to instances where a notice has been issued – or at least record that they were consulted. • Training completed by Legal on aspects and implications of issuing notices. c) All instances of non-compliance will be followed-up with detailed records regarding action also being documented. • Specific non-compliance review and monitoring process instances (whether formal or informal) followed up not only	Complete.

Recommendation No. and summary	Action	Status
assist and formalise the Asbestos Team's compliance activities. A central part of the compliance approach is the use of the engage, educate and enforce model to engage with Asbestos Contractors during the demolition phase of a project. This has two key aspects: • the delivery of a strong educative response through regular and valuable interaction with the Asbestos Response Taskforce, Procurement and Capital Works, and contractors working on the ACT Government program to support safe delivery of works; and • the conduct of inspections during the demolition of an affected house. These inspections are conducted by Inspectors in the WorkSafe ACT Asbestos Inspection Team who have received specific training. Inspectors are required to identify complying and non-complying matters when conducting these inspections to ensure the safe demolition of the identified site. WorkSafe acknowledges the need for a formal procedure to guide the validation, issuing and follow up of Improvement Notices and Prohibition Notices and escalation of matters. WorkSafe will be developing these documents.	by the responsible inspector, but also acknowledged by the Asbestos Team Manager. • Full cycle completion for issues identified including a statement in WPV or on the file identifying the issue has been dealt with by the contractor.	
Recommendation 7 **Notifiable Incidents** Procedures for WorkSafe ACT's management of notifiable incidents should be developed, approved and implemented. They should include,	A working group established to draft procedures based on existing Access Canberra arrangements and to include management of notifiable incidents. A working group has been working on a gap analysis of the governance.	In progress.

Auditor General Report No.1 of 2017
WorkSafe ACT's Management of its Regulatory Responsibilities for the Demolition of Loose-Fill Asbestos Contaminated Houses
Government Response Tabled 21 March 2017

Recommendation No. and summary	Action	Status
amongst other things, guidance for receiving and responding to notifiable incidents and encouragement for ACT Government employees to notify incidents (i.e. 'when in doubt, notify'). **Government Response - Agreed** Access Canberra has engaged a Governance Adviser to review, assess current governance arrangements and develop and strengthen processes where recommended. Procedures for the management of notifiable incidents will be developed to ensure staff are using this regulatory tool in the most efficient and effective way possible.	Guidance, education and awareness on notifiable incidents is now in place for both public sector and private sector reporting. Further work is continuing on the appropriate response, management and timeliness in relation to Notifiable Incidents.	
Recommendation 8 **Conduct Of Investigations** WorkSafe ACT's Standard Operating Procedure Serious Incident Inspection, Investigation and Prosecution (April 2011) and WorkSafe ACT's Inspection and Investigation Manual (February 2013) should be updated to include: • requirements for an investigation plan to be developed and approved for all major investigations {including terms of reference covering aim, scope and approach); • guidance on performance reviews relating to the conduct of investigations; and • guidance on additional probity controls to be put in place when WorkSafe ACT is required to conduct a regulator's investigation of itself as	A draft investigation plan template has been developed. There is a separate template for complex investigations and simple investigations. An 'investigation' report document is being finalised. The Regulatory Advisory Committee (RAC) terms of reference to be amended so that updates are provided to RAC at key milestones and actions in the investigation and the use of CRM will allow for the tracking of investigations. Annexure to the procedures being drafted providing additional probity advice when WorkSafe ACT is required to conduct an investigation of itself as a PCBU.	Complete.

Auditor General Report No.1 of 2017
WorkSafe ACT's Management of its Regulatory Responsibilities for the Demolition of Loose-Fill Asbestos Contaminated Houses
Government Response Tabled 21 March 2017

Recommendation No. and summary	Action	Status
a 'person conducting a business or undertaking'. **Government Response - Agreed** Access Canberra has engaged a Governance Adviser to review, assess current governance arrangements and develop and strengthen processes where recommended. WorkSafe ACT's Standard Operating Procedure Serious Incident Inspection, Investigation and Prosecution (April 2011) and WorkSafe ACT's Inspection and Investigation Manual (February 2013) will be reviewed and revised with staff receiving further training as necessary.		

Auditor General Report No.2 of 2017
2016 ACT Election Government Response
Tabled 8 June 2017

Recommendation No. and summary	Action	Status
Recommendation 6 **2020 Accommodation** ACT Property Group and Elections ACT should finalise a Memorandum of Understanding with accommodation arrangements being agreed well in advance (two years) of the 2020 election. If this is not done, Elections ACT should seek assistance from the Head of Service. **Government Response – Agreed in principle** Elections ACT has agreed that it would be desirable to settle its additional office accommodation needs well in advance of the 2020 election. ACT Property Group will work with Elections ACT to ensure	ACT Property Group has met with Elections ACT providing guidance and support in identifying the new office requirements and a suitable location in preparation for the 2020 election.	In progress.

Auditor General Report No.2 of 2017
2016 ACT Election Government Response
Tabled 8 June 2017

Recommendation No. and summary	Action	Status
their space requirements are met for the 2020 Election in accordance with the Memorandum of Understanding.		

Auditor-General Report No.1 of 2018
ACT Government Strategic and Accountability Indicators
Government Response Tabled 5 June 2018

Recommendation No. and summary	Action	Status
Recommendation 1 The Chief Minister, Treasury and Economic Development Directorate should update the Performance and Accountability Framework in a timely manner (around eighteen months). At a minimum this should include: a. identifying and documenting the replacement for the Canberra Plan and removing references to the Canberra Plan; b. reflecting amendments to the Financial Management Act 1996 in relation to Section 30E, regarding timeframes for Ministerial half-yearly reports and Financial Management (Statement of Performance Scrutiny) Guidelines; c. linking the Guide to the Performance Management Framework (2012), Strengthening Performance and Accountability: A Framework for the ACT Government (2011) and Organisational Performance Measurement and Reporting Guide (2013) on the Chief Minister, Treasury and Economic Development Directorate webpages and making the relationship between the documents explicit; reviewing and consolidating guidance documents to remove duplication and	The Government will review existing guidance documents relating to government strategic priorities and performance indicators, with updated material to be released by the end of the 2018 calendar year.	In progress.

Recommendation No. and summary	Action	Status
inconsistencies (Guide to the Performance Management Framework (2012), Strengthening Performance and Accountability: A Framework for the ACT Government (2011) and Organisational Performance Measurement and Reporting Guide (2013);		
Recommendation 2 Strategic indicators should be improved by: a. the Territory Banking Account, Chief Minister, Treasury and Economic Development Directorate, Community Services Directorate, Environment, Planning and Sustainable Development Directorate, Health Directorate, Housing ACT, Justice and Community Safety Directorate, Lifetime Care and Support, Superannuation Provision Account, ACT Gambling and Racing Commission and Canberra Institute of Technology removing or amending strategic indicators so they fully meet the criterion of Representative. Territory entities whose strategic indicators cannot meet the strategic criterion of Representative because they relate to whole of government functions should explain how indicators support achievement of Government priorities through commentary; b. the Chief Minister, Treasury and Economic Development Directorate, Housing ACT, Transport Canberra and City Services and the Environment, Planning and Sustainable Development Directorate amending strategic indicators so they meet the Clarity criterion;	Existing indicators will be reviewed in line with updated guidance material once it has been released. Amended indicators will be phased in from the 2019-20 Budget.	Pending.

Auditor-General Report No.1 of 2018
ACT Government Strategic and Accountability Indicators
Government Response Tabled 5 June 2018

Recommendation No. and summary	Action	Status
c. the Environment, Planning and Sustainable Development Directorate, Cultural Facilities Corporation, Territory Banking Account, Chief Minister, Treasury and Economic Development Directorate, Transport Canberra and City Services, ACT Gambling and Racing Commission and ACT Legal Aid Commission amending strategic indicators so they meet the Quantifiable criterion. Territory entities whose strategic indicators cannot meet the strategic criterion of Quantifiable through supporting quantitative data should use qualitative data that can be assessed and is explained through commentary; and d. the Chief Minister, Treasury and Economic Development Directorate developing strategic indicators for all of its strategic objectives to meet the criteria of Representative, Responsive, Quantifiable, Clarity and Comparable. **Government response – Agreed in Principle** Existing indicators will be reviewed in line with updated guidance material once it has been released. Amended indicators will be phased in from the 2019-20 Budget.		
Recommendation 3 Accountability indicators should be improved by: a. the Chief Minister, Treasury and Economic Development Directorate, Justice and Community Safety Directorate, Superannuation Provision Account, Transport	Existing indicators will be reviewed in line with updated guidance material once it has been released. Amended indicators will be phased in from the 2019-20 Budget.	Pending.

Recommendation No. and summary	Action	Status
Canberra and City Services, ACT Building and Construction Industry Training Fund Authority and the Public Trustee and Guardian amending accountability indicators so they fully meet the criterion of Representative; b. the ACT Local Hospital Network, Chief Minister, Treasury and Economic Development Directorate, Community Services Directorate, Education Directorate, Environment, Planning and Sustainable Development Directorate, Health Directorate, Transport Canberra and City Services, Compulsory Third Party Insurance, Gambling and Racing Commission, ACT Insurance Authority and the Public Trustee and Guardian amending accountability indicators so they meet the criterion of Clarity; and c. ACTION, Chief Minister, Treasury and Economic Development Directorate, Justice and Community Safety Directorate, ACT Building and Construction Industry Training Fund Authority, ACT Insurance Authority, Public Cemeteries and the Public Trustee and Guardian considering the extent to which accountability indicators meet the criterion of External Focus and amending indicators to meet the criterion as necessary. **Government response – Agreed in Principle** Existing indicators will be reviewed in line with updated guidance material once it has been released. Amended indicators will be phased in from the 2019-20 Budget.		
Recommendation 4	The updated guidance material will include a requirement that entities	In progress.

Auditor-General Report No.1 of 2018
ACT Government Strategic and Accountability Indicators
Government Response Tabled 5 June 2018

Recommendation No. and summary	Action	Status
All Territory entities should document their procedure for the review, selection and approval of strategic and accountability indicators (the Transport Canberra and City Services Directorate and ACTION documented procedures could be used as a guide). The procedures should include: • specifying a time (e.g. three years or when circumstances change) for reviewing and assessing all accountability indicators against performance indicators used by government agencies for similar services in other jurisdictions; and • engaging with other Territory entities to identify better practices used in the Territory. **Government response – Agreed** The updated guidance material will include a requirement that entities document their procedures for the review, selection and approval of relevant indicators. Entities will be required to specify a timeframe for the review and assessment of indicators, and appropriate procedures for engagement with other entities on identification of better practices.	document their procedures for the review, selection and approval of relevant indicators. Entities will be required to specify a timeframe for the review and assessment of indicators, and appropriate procedures for engagement with other entities on identification of better practices.	
Recommendation 5 When Recommendation 1 a) to e) are complete, all Territory Entities should use the revised criteria as the basis for assessing the suitability of their Strategic and Accountability indicators. **Government response – Agreed** The updated guidance material will provide clear direction for entities in reviewing, selecting and approving	The updated guidance material will provide clear direction for entities in reviewing, selecting and approving relevant indicators. Entities will be required to make full use of the assessment criteria defined within the updated guidance material.	Pending.

Auditor-General Report No.1 of 2018
ACT Government Strategic and Accountability Indicators
Government Response Tabled 5 June 2018

Recommendation No. and summary	Action	Status
relevant indicators. Entities will be required to make full use of the assessment criteria defined within the updated guidance material.		

Auditor-General Report No.3 of 2017
2015-16 Financial Audits – Computer Information Systems
Government Response Tabled 24 August 2017

Recommendation No. and summary	Action	Status
Recommendation 1 **Vendor Support for Operating Systems** The Chief Minister, Treasury and Economic Development Directorate, Community Services Directorate, Environment, Planning and Sustainable Development Directorate, Health Directorate, and Transport Canberra and City Services Directorate should develop and implement plans for their operating systems to be supported. If vendor support cannot be obtained, a risk analysis should be performed and measures implemented to minimise the risk of security and performance problems. **Government response – Agreed** Of the 34 servers and/or business systems identified, 20 have already been moved to supported server arrangements, and 14 are in the process of moving. The ACT Government will ensure that, as recommended, the remaining business systems have plans in place to move them to supported servers, have arrangements in place for their decommissioning, or if vendor support cannot be obtained, a risk analysis performed to minimise the risk of security and performance problems.	Shared Services has a program to progressively decommission the use of unsupported operating systems on servers, subject to managing the business impacts. Shared Services has identified that all servers on the ACT Government network either use supported operating systems or have an ICT Security approved vulnerability mitigation solution in place. Shared Services undertook a program to deploy Trend Deep Security agent to all servers with unsupported operating systems in mid-2016 to protect the servers against any threats. This software Trend Deep Security places a virtual 'bubble' around a vulnerable system, protecting it from attack until such time as the server can be decommissioned. The software is a rolling deployment, addressing identified vulnerable systems. This treatment commenced in late 2016 and is an ongoing process.	Complete.

Auditor-General Report No.3 of 2017
2015-16 Financial Audits – Computer Information Systems
Government Response Tabled 24 August 2017

Recommendation No. and summary	Action	Status
Recommendation 8 Whitelisting of applications The Chief Minister, Treasury and Economic Development Directorate (Shared Services) should develop and implement an application whitelisting strategy for server or desktop computer systems operating on the ACT Government network. **Government response – Agreed** Application Whitelisting will be implemented as part of the deployment of the Windows 10 Standard Operating Environment (SOE) under the Desktop Modernisation Program (DMP). To minimise the implementation cost and impact of whitelisting this will be aligned with the roll out of the new SOE and occur between Jan 2018 and June 2019.	The Windows 10 Standard Operating Environment (SOE) project under the Desktop Modernisation Program (DMP) has included application whitelisting as a deliverable. The whitelisting will cover both the SOE itself, and the list of available software that is to be deployed across government computer assets. The DMP is scheduled to be completed by 30 June 2019.	In progress.

Auditor-General Report No.8 of 2017
Selected ACT Government Agencies' Management of Public Art
Government Response Tabled 13 February 2018

Recommendation No. and summary	Action	Status
Recommendation 1 artsACT should lead the development of an ACT Public Art Strategic Plan that covers all ACT Government public art. The plan should incorporate: a desired management model; mechanisms for the involved agencies to work cooperatively; and awareness raising of the contribution of ACT public art to the public realm. If the Australian Government and private sector entities who manage public art in the ACT agree, this plan should be jointly developed.	Desktop research on best practice strategic planning for public art was completed in May 2018 as part of an internship project. Preliminary consultation was completed across the ACT Government and with Canberra-based artwork curators and practitioners as part of this investigation. Project planning for the development of an ACT Public Art Strategic Plan will continue in 2018.	In progress.

Recommendation No. and summary	Action	Status
Government response – Agreed artsACT will lead the development of an ACT Public Art Strategic Plan to build on the strength of the existing public art, guide future direction and capitalise on opportunities for enhancing the ACT public art collection. artsACT will endeavour to engage with the Australian Government and private sector entities that manage public art in the ACT in the development of the strategic plan.		
Recommendation 2 artsACT should improve its operational activities by: a. developing and implementing an overarching risk management plan b. developing and reporting against a specific public art related performance indicator/measure c. updating the Public Art Database so that information is available for all ACT Government public artworks. The cooperation and support of the Australian Government and private sector entities to list their works on this database should be explored d. reviewing and updating the ACT Government Public Art Guidelines (2015), in consultation with stakeholders, providing further guidance on: I. different commissioning models that may be used II. acceptance and management of public art loans III. cultural and local Indigenous community protocols in	Preliminary risk management planning towards developing and implementing an overarching risk management plan has been completed in association with ACT Health. artsACT continues to work with TCCS to identify strategies for protecting public artworks from damage by contractors and other. Preliminary action has included TCCS informing the landscape and construction industry of requirements to protect public artworks at a meeting between TCCS and industry representatives on 14 November 2017. Work on a Maintenance and Repair Plan for public art managed by artsACT is underway. This report includes a comprehensive record of maintenance documentation for all public artworks. A draft Plan is due end of September 2018.	In progress.

Recommendation No. and summary	Action	Status
procuring and decommissioning artwork e. examining ways to protect public art from deliberate defacing by members of the public f. considering the implementation of legal sanctions for damage (accidental or deliberate) to public art g. working with other government agencies, in particular the Transport Canberra and City Services Directorate, to identify strategies to protect public artworks from damage by ACT Government contractors and businesses, engaged by this Directorate, operating across the ACT h. establishing a comprehensive record of maintenance documentation for all public artwork; and i. developing a Maintenance and Repairs Plan. **Government response – Agreed** artsACT will include these elements in future operational plans.		
Recommendation 4 artsACT and Cultural Facilities Corporation should monitor their asset listings so that they are up-to-date and aligned with the ACT Insurance Authority asset register and the Public Art Database. **Government response – Agreed** artsACT and CFC will continue to liaise with the ACT Insurance Authority (ACTIA) to ensure ACTIA's asset register accurately reflects artsACT's and CFC's public art holdings. artsACT and CFC will ensure that any future acquisitions of	This inconsistency in the recording of public art assets has been rectified. Agencies will continue to monitor asset listings to ensure alignment.	Complete.

Recommendation No. and summary	Action	Status
public artworks are notified to ACTIA to ensure ongoing consistency between the asset registers of ACTIA and the agencies.		
Recommendation 5 artsACT and the Transport Canberra and City Services Directorate should develop and implement public art asset acceptance protocols. **Government response – Agreed** Asset acceptance protocols for public art will be developed by artsACT and TCCS. Measures to improve the asset acceptance process for public art and to optimise input from artsACT as the future asset owners will include: • updating the draft Municipal Infrastructure Design to clarify management responsibility for public art; • updating the Design Acceptance Documents (Ref 06 Design Document) to include public artworks; and • preparing and promoting an Advisory Note on updates to the asset acceptance protocols for developers/industry on the revised Municipal Infrastructure Design Standards.	Changes to the draft Municipal Infrastructure Design Standards relevant to Public Art and the Design Acceptance Documents are underway. Work has commenced on an Advisory Note to asset acceptance protocols for developers/industry on the revised Municipal Infrastructure Design Standards.	In progress.

ACT Ombudsman Reports

ACT Ombudsman Report No.1 of 2016
Investigation of a complaint about certain procurement practices
Government Response Tabled

Recommendation No. and summary	Action	Status
Recommendation 1 The Procurement Board and PCW review how tenders are initiated, approved and monitored so that PCW has visibility of instances of multiple related procurement activities in order to avoid unnecessary costs to business and Government. **Government Response** Procurement and Capital Works (PCW) has acquired a new project management and reporting system, which is currently being implemented in Chief Minister, Treasury and Economic Development, Health, and Transport Canberra and Territory Services Directorates, with a view to eventually rolling it out across government. This system will enable much greater visibility of procurement activities and provide an opportunity for PCW to identify related procurement processes and recommend alternative procurement approaches where appropriate.	PCW now known as Infrastructure Finance and Capital Works (IFCW) is continuing with the implementation of a Project Management and Reporting System (PMARS). The technical solution was delivered by the supplier, Open Windows Software in June 2018. User Acceptance and Testing has been finalised and the system is now ready for implementation. Training will commence with project delivery officers in IFCW and Capital Works of the Transport Canberra and City Services Directorate (TCCS). The implementation of Phase 1 of PMARS, for the three Directorates identified in the Government response, will be complete by December 2018. The decision to roll out to the remaining directorates is dependent on a review of Phase 1, the identification of resourcing and a decision to proceed. All Capital Works projects are expected to eventually be managed and reported through PMARS. In addition to its management and reporting functionality, PMARS will be linked to the TendersACT system to provide greater visibility of procurement activities across government agencies and assist in avoiding the duplication of related procurement activities. While TendersACT will remain the Territory's procurement system, PMARS will enhance monitoring and reporting of procurement activities through integration with	In progress.

ACT Ombudsman Report No.1 of 2016
Investigation of a complaint about certain procurement practices
Government Response Tabled

Recommendation No. and summary	Action	Status
	TendersACT and its ability to publish awarded contracts to the Contracts Register. PMARS will also manage prequalification and capital works procurement panels.	
Recommendation 2 The ACT Government review the capacity for the Procurement Board to undertake independent review of complaints or disputes that are made about procurement. **Government Response** There has been preliminary consideration given to enhancing the functions of the Government Procurement Board (Board) to enable it to be a review body for procurement processes covered by Free Trade Agreements to which the ACT Government is a signatory. It would be relatively straightforward to broaden this review role to encompass appeals in relation to all procurements conducted by the Territory.	Work is underway to determine the full extent of implications of the Trans-Pacific Partnership Free Trade Agreement across the operations of the ACT's procurement processes. As these details become clearer, decisions on any enhanced role for the Government Procurement Board will be considered as part of the appropriate response.	In progress.

B.4 Risk Management

CMTEDD is committed to ensuring that all business and operational processes are underpinned by effective risk management. The directorate's approach to risk management is based on the Australian and New Zealand Risk Management Standard (AS/NZS ISO 31000:2009) ('The Standard'). The Directorate's risk policies, *Risk Management Framework and Policy Statement* (risk framework), *Risk Management Plan* (risk plan), and *Business Continuity and Disaster Recovery Framework* (BC framework) are reviewed every two years to ensure that risk management is effective and continues to support organisational performance. The policy documents were reviewed, updated and endorsed during the period, following consultation with the directorate's business areas, senior managers and executive.

Existing risks were monitored, reviewed and reported on, as part of the directorate's regular review process. Emerging risks were identified and reviewed, to determine if they should be included in the directorate Strategic Risk Register. The CMTEDD Audit and Risk Committee, and Executive Management Group had oversight of risk management activities within the Directorate. Training across the directorate assisted with ensuring that there was a consistent, appropriate application of the risk framework and risk plan, and assisted in increasing the risk management maturity across CMTEDD. Training offered to staff included: Induction; Introduction to Risk Management; and Managing Risks in Projects. Specific area, project or program risk workshops were also conducted with a number of areas.

Business continuity management is a risk control that supports CMTEDD's commitment to the ongoing delivery of the directorate's critical business functions where a business interruption risk has been realised. The process to comprehensively review and update the directorate's business continuity plans (BCPs) and disaster recovery plan (DRP) continued. Five tests were conducted in the period in accordance with the CMTEDD Testing Schedule – scenarios tested included: a desktop shut-down of a business critical system; an opportunity to test the relocation of critical staff during a building evacuation; and three sessions which involved a walk-through of a case study to confirm roles and responsibilities and potential improvements to plans and procedures.

Further information can be obtained from

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B.5 Internal Audit

The CMTEDD Audit and Risk Committee (the Committee) assisted the Director-General and the Under Treasurer in fulfilling their oversight and governance responsibilities. The Committee's role, composition, authorities and responsibilities are set out in the Audit and Risk Committee Charter. The membership of the Committee includes an Independent Chair, an Independent Deputy Chair, a Senior Executive from another government directorate and three members from within CMTEDD. Details are in the table below.

A representative from the ACT Audit Office and internal CMTEDD staff regularly attend to present to the Committee.

During the year the Audit and Risk Committee held four general meetings and two special meetings (one for Access Canberra and one for Shared Services). Committee attendance was as follows:

Table 1. Membership of the Internal Audit Committee

Name of Member	Position	Duration	Meetings attended
Carol Lilley	Independent Chair	July 2017 to June 2018	6
Peter Lewinsky	Deputy Chair	July 2017 to June 2018	6
Geoffrey Rutledge	Senior Executive Officer from another ACT Government directorate	July 2017 to Feb 2018 as CMTEDD Member March 2018 to June 2018 as External member	3
Peter Murray	Member	July 2017 to June 2018	4
Dave Peffer	Member	March 2018 to June 2018	2
Sam Engele	Member	March 2018 to June 2018	2

The Internal Audit Program is developed by the directorate after identifying areas of operational or financial risk. This Program is proposed and overseen by the Committee and approved by the Director-General.

Nine independent audits were completed in the 2017-18 financial year as follows:

> 2016 Election Commitment Process Review;

> ACT Insurance Authority – Review of Legislative Compliance and Insurance Claims Data for the Default Insurance Fund and the Nominal Defendant Fund;

> System Under Development Review - Revenue Management Office – TReVs Gateway 4 Review;

> Shared Services Benefits Realisation Review;

> Fraud Prevention Review (Shared Services) - also known as Data Analytics Review;

> Grants Management (within Enterprise Canberra);

> Online Driver Licence Renewal Solution;

- Public Safety Review (Events); and
- Past Audit Recommendations - Review the recommendation implementation status for a selection of past audit reports.

Fieldwork was in progress or complete for a further four audits, all of which are expected to be presented to the Committee in August and November 2018. These audits are as follows:

- Procurement Processes for Contractor Construction Safety Review;
- Shared Services Implementation of Recommendations Review for the Audit Office Report No 4 Computer Information System Report;
- ACT Government Office Projects Review; and
- System Under Development Review - Human Resources Information Management Solution (HRIMS) Program Review.

Further information can be obtained from

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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 internally reviewed and updated in June 2018 as part of the required review program. An internal desktop review of the fraud risk assessment and register was completed in July 2017 and January 2018 (following organisational changes, and findings recommending improvements documenting controls and procedures in certain areas of fraud risk through our audit program). The biennial external independent review will be completed in the first half of 2018-19 financial year. High risk fraud issues will continue to be monitored and compliance auditing completed through the internal audit program with oversight through the CMTEDD Audit and Risk Committee, and Executive Management Group, while medium and low fraud risks will be monitored through the compliance review and assurance program.

Fraud awareness and ethics were key themes for training and development within CMTEDD. Specific fraud awareness sessions were available, as well as training for our new staff through our induction program. These will continue to be available to all employees in 2018-19.

Incidents of Fraud Reported in 2017-18

During 2017-18 the Senior Executive Responsible for Business Integrity and Risk (SERBIR) received three reports of suspected fraud issues. One case was investigated by the Professional Standards Unit, the allegation was proven however the investigation found the issue had been accidental

rather than intentional. The SERBIR received two other reports and conducted two preliminary reviews which found there was no further investigation or action required.

Further information can be obtained from

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B.7 Work Health and Safety

Work Health and Safety (WHS) continues to be a priority for the directorate and is managed in accordance with the statutory provisions of the *Work Health and Safety Act 2011* (the Work Health and Safety Act); and supported by the ACTPS Safety Management System Framework and the Whole of Government Safety Support Team. The CMTEDD People and Capability Branch, together with the CMTEDD Safety Support Team provided guidance and support to CMTEDD in implementing the requirements of the Work Health and Safety Act.

Health and Safety Structures and Consultation Arrangements

Consultative Committee Structure
Tier 1 - Directorate-wide WHS Committee
Tier 2 - CMTEDD WHS Network and Divisional WHS Committees
Tier 3 – Local WHS Committees

The tiered CMTEDD WHS Committees and Network met quarterly and comprised Executive Directors, Directors, Senior Managers, Health and Safety Representatives (HSRs) and officers in safety and compliance roles. Work Health and Safety issues were monitored and managed through the tiered committee structures, the directorate's 43 HSRs as well as through local Health and Safety Coordinators and officers in safety and compliance roles.

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 CMTEDD Safety Support Team attended the meetings to provide safety advice.

During the reporting period the directorate:

- continued to implement the CMTEDD WHS Management System (WHSMS) across the directorate;
- in consultation with workers, reviewed the WHS Work Group structure and held elections as required for Health and Safety Representatives;
- held the directorate's first CMTEDD Safety Awards recognising staff in the following categories: Leadership, Health and Safety Representative (HSR), Health and Wellbeing Initiative, Solution to an Identified Hazard, WHS Coordinator of the Year and Rehabilitation Case Manager of the Year;

> commenced a WHS Audit program to determine the directorate's conformance with the WHS Management System;

> developed and piloted the Occupational Violence hazard element of the WHS Management System that aligns with WoG Occupational Violence policy across the directorate; and

> continued to promote the Riskman Accident and Incident reporting tool to staff across CMTEDD.

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 National Safe Work Month with activities held during the month to assist in promotion of safety at work;
- promotion of CMTEDD Safety Awards recognising safety achievements;
- promotion of Safe Work Australia's Virtual Seminar Series; and
- development of WHS policies and procedures as components of the CMTEDD WHS Management System.

> 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;
- directorate representation on the Whole of Government Health and Wellbeing Network and WHS Working group;
- in April 2018 CMTEDD Business Units took part in the Whole of Canberra Workplace Challenge. The Challenge ran over two weeks and was open to all Canberra workplaces. The Challenge was designed to help people create new habits to get them moving throughout the day – particularly in the workplace. Participants had to complete at least 30 minutes of exercise each day;
- user pays fitness classes such as Pilates;
- user pays access to seated massage;
- influenza vaccinations offered onsite to staff;
- mental health awareness promotion activities;
- Mental Health First Aid training;
- Domestic/Family Violence Awareness training;
- healthy weight week was held in February and promoted across the directorate; and
- staff participated in a 10,000 steps a day challenge during healthy weight week.

> Health and Safety training initiatives:

- briefing sessions were held on the CMTEDD WHSMS for staff and Executives;
- induction sessions were held quarterly and included WHS information;
- management of workplace psychological illness in the workplace program for supervisors;
- Certificate IV in Work Health and Safety offered to staff in safety roles;
- Respect, Equity and Diversity training; and
- First Aid Officer and HSR training.

> Early intervention and injury management initiatives:

- ongoing provision of work station assessments;
- Activity Based Work (ABW) environments at the Canberra Nara Centre and Cosmopolitan Centre were designed to support worker well-being. Every workstation features an electronic sit-to-stand desk, adjustable monitor arms and a high quality standard chair;
- to support staff movements into ABW environments, occupational therapists were engaged to conduct workstation assessments for staff who requested them, or who were identified as having special requirements in their new work environment;
- during the first weeks following the move to ABW, occupational therapists were on site to train individual staff on how to correctly configure workstations in line with ergonomic requirements;
- 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 (EAP); and
- provision and promotion of the EAP Manager Assist Program.

Accident Reporting

During 2017-18 there were 367 reported workplace accidents or incidents across CMTEDD and of those 21 were reported to WorkSafe in accordance with Part 3 Section 38 of the *Work Safety Act 2011.*

During the reporting period CMTEDD was issued (under Part 10 of the Act) with three provisional improvement notices following a tractor rollover incident at the National Arboretum Canberra on 23 January 2018:

> IN-05771-TSEUYG-1: Prohibiting the operation of any plant or vehicles within the workplace outside of a vehicle's or plant's operation on a road or defined track established for the travel of a motor vehicle;

> IN-05771-TSEUYG-2: Prohibiting any use or operation of tractor ACT Government Registration 215-234 with the exception of use for the purpose of repairs conducted by a competent person; and

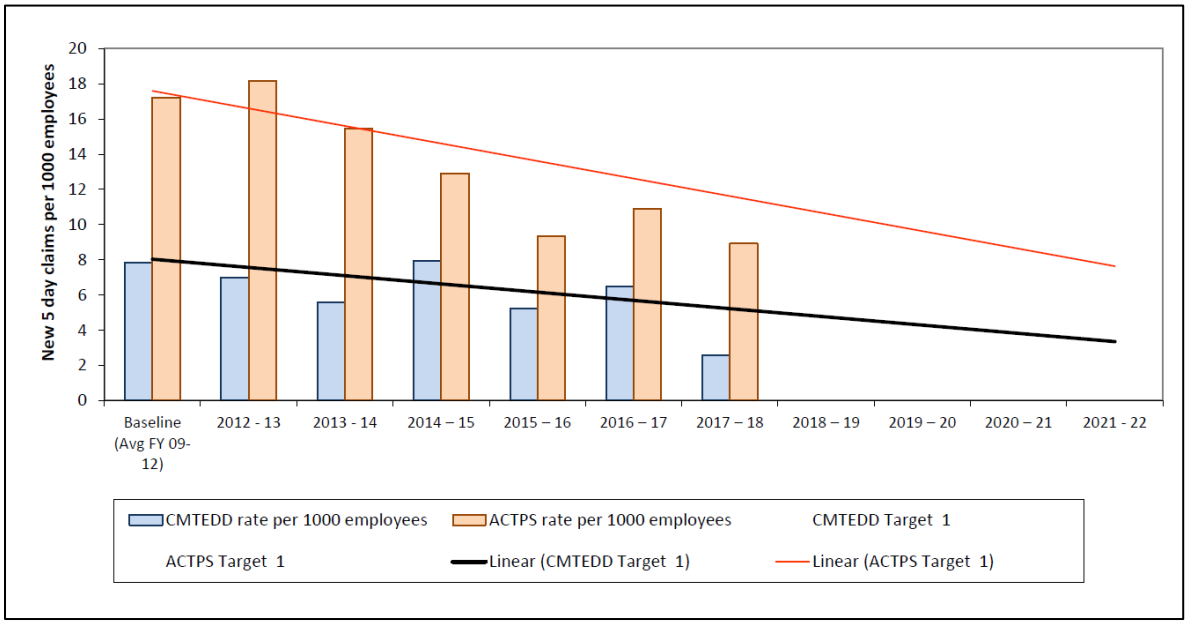
> IN-05771-TSEUYG-3: Prohibiting any use or operation of trailer ACT Registration T35*8E with the exception of use for the purpose of repairs conducted by a competent person.

The directorate did not fail to comply with any enforceable undertakings under Part 11 or Part 2 (Divisions 2.2, 2.3 and 2.4) of the Act.

Performance against Targets

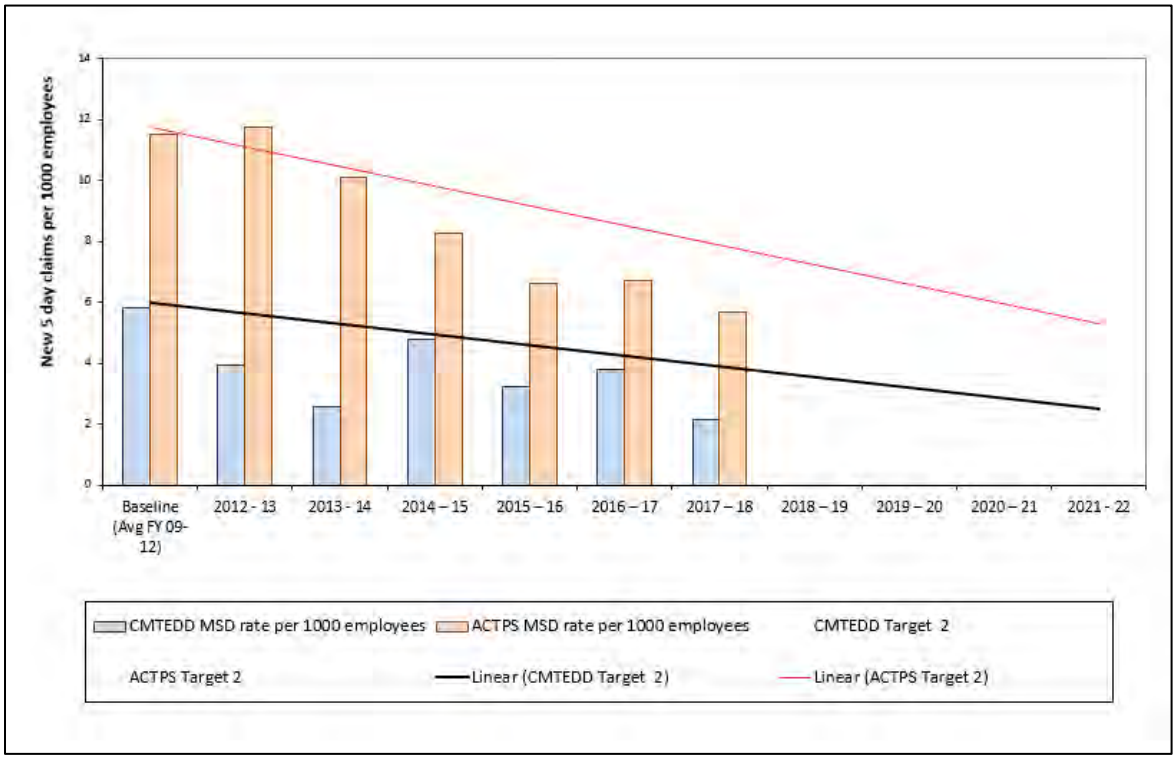
In 2017-18 CMTEDD, as shown in figures and tables following, achieved significant reductions for the following targets: Target 1, reduced the incidence rate of claims resulting in one or more weeks off work; and Target 2, reduced the incidence rate of claims for musculoskeletal disorders (MSD). These significant reductions from 2016-17 have been achieved with early intervention strategies and proactive case management.

TARGET 1 – reduce the incidence rate of claims resulting in one or more weeks off work by at least 30%



Chief Minister, Treasury and Economic Development	Baseline (Avg FY 09-12)	2012 - 13	2013 - 14	2014 – 15	2015 – 16	2016 – 17	2017 – 18	2018 – 19	2019 – 20	2020 – 21	2021 - 22
CMTEDD no. new 5 day claims	17	16	13	20	13	17	6				
CMTEDD rate per 1000 employees	7.84	6.99	5.60	7.95	5.21	6.47	2.58				
CMTEDD Target 1	7.84	7.61	7.37	7.14	6.90	4.71	4.54	4.37	4.21	4.04	3.87
ACTPS no. new 5 day claims	336.33	371	326	280	205	243	202				
ACTPS rate per 1000 employees	17.21	18.17	15.48	12.89	9.33	10.91	8.93				
ACTPS Target 2	17.21	16.69	16.18	15.66	15.14	10.58	10.21	9.84	9.46	9.09	8.72
Note: *Data as at date - both tables*	*30 June each yr*	*30/06/2013*		*30/06/2014*		*30/06/2015*		*30/06/2016*		*30/06/2017*	*30/06/2018*

TARGET 2 – reduce the incidence rate of claims for musculoskeletal disorders (MSD) by at least 30%



Chief Minister, Treasury and Economic Development	Baseline (Avg FY 09-12)	2012 - 13	2013 - 14	2014 – 15	2015 – 16	2016 – 17	2017 – 18	2018 – 19	2019 – 20	2020 – 21	2021 - 22
CMTEDD no. new 5 day MSD claims	12.67	9	6	12	8	10	5				
CMTEDD MSD rate per 1000 employees	5.84	3.93	2.59	4.77	3.21	3.81	2.15				
CMTEDD Target 2	5.84	5.67	5.49	5.32	5.14	3.53	3.40	3.28	3.16	3.03	2.91
ACTPS no new 5 day MSD claims	224.67	240	213	180	146	150	128				
ACTPS MSD rate per 1000 employees	11.50	11.76	10.11	8.28	6.64	6.73	5.66				
ACTPS Target 2	11.50	11.15	10.81	10.46	10.12	7.26	7.01	6.75	6.49	6.24	5.98

Note:

- *Dates are based on those claims received by Comcare in each financial year*
- *Data is taken at 30 June in each of the years to allow for direct comparisons to be made between years*
- *The report includes accepted claims which result in one or more weeks off work*
- *Data includes claims up to 30 June 2017*

Further information can be obtained from

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B.8 Human Resources Management

During 2017-18, the directorate's human resource priorities continued to be guided by the CMTEDD Corporate Framework, and specified outcomes within the CMTEDD *Strategic People Plan 2015-17*, centred around:

> *Culture:* develop and maintain a positive workplace culture that positions us as a collaborative workplace that optimises retention and engagement;

> *Capability:* identify, develop and maintain a workforce with the skills and capabilities required to meet organisational goals now and into the future; and

> *Accountability:* maximise relevant legislative and policy compliance and contributions to the One Government approach.

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

Culture

CMTEDD demonstrated its ongoing commitment to workplace inclusion through implementation of the CMTEDD Workforce Diversity Strategy (the Strategy). The Strategy is framed around building cultural awareness and understanding, whilst supporting the attraction and retention of a diverse workforce. Specific initiatives are incorporated within the Strategy 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 to support culture across the directorate during the reporting period included:

- establishing an Aboriginal and Torres Strait Islander Employment Pathway program. The program provides opportunities for individuals to undertake paid work experience and training to support entry and re-entry to the workforce.

- continuing to actively implement the *CMTEDD Reconciliation Action Plan (RAP) 2017-19*, supported by the RAP Implementation Working Group who are actively engaged in progressing the organisation's reconciliation journey;

- increasing support and provision of training to the CMTEDD Respect, Equity and Diversity (RED) Contact Officer Network, to support their ability to fulfil their role and advocate the RED principles across the directorate;

- successful reaccreditation as a Breastfeeding Friendly Workplace through the Australian Breastfeeding Association; and

- promotion of key significant dates, such as Harmony Day, International Day of People with Disability, National Reconciliation Week, NAIDOC Week, International Women's Day and White Ribbon Day.

The directorate also utilised WoG activities to increase workforce diversity including:

- successful completion and promotion of two participants in the 2017 ACTPS Aboriginal and Torres Strait Islander Traineeship program;

- successful completion and promotion of two participants in the 2017 ACTPS People with Disability Inclusion Traineeship Program; and

- the placement of 16 individuals through the Work Experience Support Program (Culturally and Linguistically Diverse). This is a significant increase from last year's offered placements of nine.

Capability

CMTEDD continued to strengthen its workforce, build organisational capability, encourage retention and enhance organisational performance.

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

CMTEDD recruited highly skilled and talented graduates through the ACTPS Graduate Program, with 18 graduates employed as at June 2018.

Employees were provided with access to a range of in-house learning and development opportunities in addition to utilisation of the ACTPS Training Calendar, attendance at conferences and various other specialist programs. A new CMTEDD intranet platform was launched in June 2018. The new intranet features an interactive CMTEDD training calendar to increase visibility of in-house learning and development opportunities.

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 are designed to increase awareness and understanding of the ACTPS RED Framework. Manager training specifically identifies managerial responsibilities predominantly in relation to bullying prevention.

Cultural Awareness: This program increases staff understanding and awareness of Aboriginal and Torres Strait Islander cultures, and assists in the development of effective communication and engagement with Aboriginal and Torres Strait Islander peoples.

Disability Awareness (General and Managers): These sessions develop an understanding of issues experienced by People with Disability, promotes knowledge of key disability legislation and increases confidence in how to relate appropriately to People with Disability.

Lesbian Gay Bisexual Transgender Intersex and Queer (LGBTIQ) Awareness: This training provides an understanding of the LGBTIQ community and related issues of importance, including language and terminologies; practical case studies on how to consider LGBTIQ implications in policy work and offers resources and ideas on fostering LGBTIQ inclusivity in the workplace. This training was piloted in the directorate with a view that a WoG approach would be adopted for LGBTIQ training in the future.

Domestic and Family Violence Awareness: This training is designed to assist staff and managers to identify the signs of domestic and family violence, respond appropriately to disclosures of information, and receive tools for support and referral.

Leadership and Management Program: The Leadership and Management Program is designed to strengthen confidence and capability amongst Senior Officer Grade (SOG) A's and B's to lead a diverse workforce so that it is agile and responsive to government priorities within a dynamic, ever changing environment. The Program also aims to build stronger collegiate and collaborative working relationships amongst SOGAs and SOGBs across the directorate.

Recruitment Capability Training: This training is designed to provide participants with the knowledge of current, directorate specific recruitment and selection processes. It covers best practice contemporary methods to attract applicants; define the skills, knowledge and behavioural capabilities required for roles; how to use evidence-based questions in application and assessment processes; provide feedback to applicants and ultimately select the most suitable talent for positions. The training also introduces the new ACTPS position description template and promotes the use of the CMTEDD Core Capability Framework to inform recruitment.

Work Health and Safety: A range of WHS training is provided to the directorate 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: With the commencement of the *Freedom of Information Act 2016* on 1 January 2018, the Information Access Team has undertaken presentations to various directorate business units on the requirements of the Act. In addition, presentations have been made to the CMTEDD Information Officer Network on the responsibilities of Information Officers.

Records Management Training: This training aims to deliver an understanding of the requirement and obligation we have to create, capture and maintain records as required by the *Territory Records Act 2002*.

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 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.

Other internally facilitated in-house learning and development

Executive Assistants Network: The Executive Assistants Network provides a forum for corporate information to be circulated, facilitates professional development opportunities, as well as provides a platform to share ideas and improved ways of working across the directorate.

Staff Induction: The induction program provides new employees with an overview of the functions of CMTEDD, an understanding of expectations in the workplace, conditions of service, inclusion, workplace health and safety and staff consultative arrangements.

Risk Management Training: The directorate assists with ensuring that there is a consistent, appropriate application of the risk framework and risk plan, and assisted in increasing the risk management maturity across CMTEDD. Training offered to staff includes: Introduction to Risk Management; and Managing Risks in Projects. Specific area, project or program risk workshops were also conducted with a number of areas.

Business Continuity and Disaster Recovery Awareness: This session provides staff with an understanding of Business Continuity and Disaster Recovery principles and provides an outline for how Business Continuity and Disaster Recovery is managed within CMTEDD.

Managing Risk in Projects: This course aims to provide staff with an understanding of how to manage risk in projects including the development and implementation of time critical risk treatment action plans.

Security Awareness: Security implies a safe and secure environment in which people may work, but also applies to our physical assets and systems. The directorate has a range of guidelines, policies, practices and procedures that provide a protective security environment that is fundamental to sound management. This training touches on both physical and personal security.

Information Security – Dissemination Limiting Markers Training: This training provides officers with an understanding of our information security requirements and how and why we apply classifications and dissemination limiting markers to official information.

General Archiving Training: This training provides skills and practical tips on how to prepare records for archiving/storage as well as providing an introduction to the framework for sentencing and disposal of official records.

Effective Records Titling Training: This training gives staff an understanding on how to appropriately classify and title which will improve their overall capacity to find, use and manage official records.

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

Shared Services Essentials (SSE) Program: The SSE program launched in June 2018 and enhances capabilities of junior staff through developing transferable skills, including self-awareness and resilience; customer and relationship management; process improvement and the ability to influence change; and task prioritisation and time management skills. Team Leaders/Supervisors train their staff in the above core capabilities thereby further developing Team Leaders/Supervisors' facilitation and communication skills.

Whole of Government Training

The ACTPS Training Calendar was promoted to staff through regular WoG emails. Approximately 400 CMTEDD staff attended training provided through the ACTPS Training Calendar and the ACTPS Panel of Training Providers with an estimated cost of $147,498.

Studies Assistance

CMTEDD continued its support for staff through the Studies Assistance Program. In 2017-18 CMTEDD invested approximately $66,079 towards studies assistance for 69 staff.

Other whole of Government learning and development

During the year, CMTEDD continued its commitment to WoG learning and development activities, including participation in the Executive Professional Development Presentation series.

Workplace Relations

Conditions of employment for CMTEDD employees are provided by four stream based enterprise agreements which include administrative and related classifications, infrastructure, technical and other professionals and legal professionals. These agreements continued operation throughout the 2017-2018 reporting period. The directorate provided support and guidance to CMTEDD employees to ensure compliance with the enterprise agreement.

As per the terms of the enterprise agreement, the CMTEDD Consultative Committee, consisting of employee, management and union representation met quarterly throughout the reporting period.

CMTEDD continued to utilise Attraction and Retention Incentives (ARIns) under the terms of the enterprise agreement to attract and maintain a skilled and diverse workforce. The table below shows CMTEDD staff received additional remuneration paid under ARIns or AWAs operating in the Directorate. A total of 5 ARIns were terminated during the reporting year. This figure includes staff that resigned or were transferred or promoted to other positions.

Description	No. of Individual ARIns, SEAs and AWAs
Number of ARIns, SEAs and AWAs at 30 June 2018	29
Number of employees who transferred from Special Employment Arrangements during the period	0

Number of ARIns entered into during period	4
Number of ARIns, SEAs and AWAs terminated during period	16
Number of ARIns and/or SEAs providing for privately plated vehicles as at 30 June 2018	0

	Classification Range	Remuneration as at 30 June 2018
Individual ARIns		
	SITC – SITA	$117,820 - $180,117
	SOGC – SOGA	$118,319 - $193,903
	SPOA - SPOA	$157,415 - $157,415

Staffing Profile

The staff numbers below represent CMTEDD employees who received a payment in the last payday of 2017-18. The figures exclude board members and people on leave without pay.

FTE and Headcount by Division/Branch

Division/branch	FTE	Headcount
Graduate Program	18	18
Chief Minister		
Access Canberra	568.0	587
Corporate	48.2	60
Communications and Engagement	28.2	32
Enterprise Canberra	164.7	178
Office of the Chief Digital Officer	11.9	12
Office of the Director-General	3.0	3
Policy and Cabinet	48.6	50
Strategic Finance	21.5	22
Workforce Capability and Governance	44.1	46
Treasury		
Economics and Financial Group	40.4	41
Finance and Budget Division	52.3	53
Infrastructure Finance and Capital Works	115.5	117
Office of the Deputy Under Treasurer, Commercial Services and Infrastructure	2.0	2

Division/branch	FTE	Headcount
Office of the Deputy Under Treasurer, Economic, Budget and Industrial Relations	1.0	1
Officer of the Under Treasurer	5.0	5
Revenue Management	104.2	108
Procurement, Property and Venues	196.9	210
Shared Services	778.1	797
Workplace Safety and Industrial Relations	67.2	68
Default Insurance Fund	0.7	1
Total	**2,319.3**	**2,411**

FTE and Headcount by Gender

Division/branch	Female	Male	**Total**
FTE by Gender	1,167.5	1,150.8	**2,319.3**
Headcount by Gender	1,237	1,173	**2,411**
% of Workforce	51.3%	48.7%	

Headcount by Classification Group and Gender

Classification Group	Female	Male	**Total**
Administration Officers	769	402	**1,171**
Executive Officers	29	48	**77**
General Services Officers & Equivalent	2	64	**66**
Information Technology Officers	26	118	**144**
Legal Officers	1	0	**1**
Professional Officers	12	26	**38**
Senior Officers	392	495	**887**
Statutory Officer Holders	0	2	**2**
Technical Officers	3	12	**15**
Trainees and Apprentices	3	6	**9**
Total	**1,237**	**1,173**	**2,411**

Headcount by Employment Category and Gender

Employment Category	Female	Male	**Total**
Casual	8	16	**24**
Permanent Full-time	855	954	**1,809**
Permanent Part-time	164	20	**184**
Temporary Full-time	183	174	**357**
Temporary Part-time	27	9	**36**
Total	**1,237**	**1,173**	**2,411**

Headcount by Diversity Group

	Headcount	Percentage of Agency Workforce
Aboriginal and/or Torres Strait Islander	36	1.5%
Culturally & Linguistically Diverse	465	19.3%
People with Disability	113	4.7%

Headcount by Age Group and Gender

Age Group	Female	Male	**Total**
Under 25	66	62	**128**
25-34	358	305	**663**
35-44	334	282	**616**
45-54	303	290	**593**
55 and over	176	234	**410**
Total	**1,237**	**1,173**	**2,411**

Average Length of Service by Gender

	Female	Male	**Total**
Average years of service	8.0	8.6	**8.3**

Recruitment and Separation Rates by Classification Group

Classification Group	Recruitment Rate	Separation Rate

Administrative Officers	15.0%	9.0%
Executive Officers	17.8%	9.6%
General Service Officers & Equivalent	8.3%	3.3%
Information Technology Officers	13.2%	3.1%
Legal Officers	0.0%	36.1%
Professional Officers	20.1%	6.7%
Senior Officers	6.1%	7.7%
Technical Officers	17.8%	0.0%
Trainees and Apprentices	70.3%	0.0%
Total	**11.1%**	**7.9%**

Note: Recruitment and separation are defined as commencing or departing the ACTPS respectively for permanent employees, and Executive Officers with long-term contracts. Internal transfers between or within directorates are not included.

Further information can be obtained from

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B.9 Ecologically Sustainable Development

Commissioner for Ecologically Sustainable Development

The directorate, through the Environment Protection Authority (EPA), supplied relevant data to the Commissioner for Sustainability and the Environment to progress the next *State of the Environment Report.*

The Commissioner for Sustainability and the Environment and the EPA had regular meetings in 2017-18 to discuss and progress environmental issues. The Commissioner accompanied Environment Protection Officers and the Authority for an inspection of water quality and illegal fishing on Lake Burley Griffin on 16 January 2018.

Contribution to Sustainability and the Environment

During the reporting year the directorate updated its Resource Management Plan to incorporate Administrative Arrangement changes, and updated its Action Plan. The Resource Management Plan sets out the key principles of integrating efficient and effective use of resources within our

operations, including energy, water, waste and recycling, sustainable transport, procurement and events.

To align to the *Carbon Neutral ACT Government Framework* target to achieve carbon neutrality in government by 2020, CMTEDD has identified actions and initiatives to improve energy efficiency across priority facilities. The directorate has actively monitored progress against set targets via the Carbon Budget Quarterly Reports provided to the Carbon Neutral Government Implementation Committee, and reporting to the directorate's Executive Management Group.

Actions to improve ecologically sustainable development performance

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

Improve energy efficiency

Facility upgrades within the CMTEDD portfolio

- Continued upgrade of existing inefficient light fixtures to LED throughout government and community facilities, including Manuka Oval, GIO Stadium, and Tuggeranong Access Canberra shopfront;

- the upgrades to the heating, ventilation and air conditioning (HVAC) HVAC systems at GIO Stadium to reduce HVAC energy use;

- at the National Arboretum Canberra, a new off-grid solar PV and battery storage system was installed in February 2018 to replace a large diesel generator operated at the Horticulture Works Depot, reducing greenhouse gas emissions by around 28.5 tonnes per annum. The new system was mounted on carport structures which provide additional protection for Arboretum plant, while providing reliable power 24 hours per day versus the intermittent power supply previously available. This project was a partnership between the Arboretum and EPSDD through the Carbon Neutral Government Loan Fund. The Arboretum's horticulture and maintenance depots now run off reliable, clean energy from the sun;

- feasibility studies into the transition of space heating from natural gas to electric at 255 Canberra Avenue and National Arboretum Village Centre were conducted in 2017-18;

- further roll out of Activity Based Working (ABW) at 255 Canberra Avenue - ACT Property Group (ACTPG) tenancy and 470 Transact House – level 6 Access Canberra tenancy. This environment is conducive to more efficient use of office space and resources; and

- Winyu House in Gungahlin was built with a 74kW solar PV system which feeds into the base building, and uses an energy efficient intelligent lighting installation which includes zone controls, motion sensors, and timers. Winyu House achieved a NABERS energy rating of 5.5 stars for base building and 5 stars for tenancy area; while the Canberra Nara Centre has achieved a NABERS energy rating 4.5 stars.

Facility upgrades by ACT Property Group

- ACTPG provides accommodation services on behalf of the ACT Government. The agency conducted capital works on ACTPG custodian facilities to improve energy efficiency of major plant and equipment;

- a major upgrade to the HVAC systems at North Building/Canberra Museum and Gallery was completed, which included replacement of traditional gas fired boilers with high efficiency electric heat pumps in line with the Carbon Neutral Government Framework and 100% renewable electricity by 2020 target. Commissioned in 2017-18 the project will save an average of $120,000 and 263 tonnes of greenhouse gas emissions per annum over the life of the system; and

- new Building Management Systems (BMSs) were installed and commissioned at multiple sites including Shared Services Records and Mail Offices at Mitchell, Woden Library, 255 Canberra Avenue and Mount Rogers Community Centre which will allow more efficient operation of the HVAC systems on site and a subsequent reduction in electricity, gas and associated emissions.

Facility upgrades Access Canberra

- During 2017-18 Access Canberra continued to roll out activity based working (ABW) environments for sites in which Access Canberra staff operate; and

- in September 2017, Access Canberra started the re-furbishing and re-fitting of level 6, TransAct House in Dickson, to accommodate 148 staff members. Work was complete in November 2017. As at 30 June 2018 there were approximately 100 staff permanently located at TransAct house with many more working from there as an ABW workplace.

Energy efficiency and advisory services

ACTPG and EPSDD Carbon Neutral Government team co-hosts energy advisors that focus on providing support to directorates in implementing and managing energy efficiency initiatives. These staff are part of the cross-directorate Carbon Neutral Government team. In 2017-18 the team:

- provided advice on energy efficient initiatives at a number of facilities for various ACT Government directorates, including Canberra Institute of Technology, Community Services Directorate, Cultural Facilities Corporation, Education Directorate, Justice and Community Safety Directorate and Transport Canberra and City Services;

- provided input to the procurement and design briefs of new facilities, including environmental initiatives of the City and Dickson Office Blocks;

- coordinated the reuse of energy efficient gas boiler controls from Macarthur House and The Canberra Hospital for use at CIT Bruce and Capital Linen Service, providing both environmental, operational and capital cost savings while reducing waste;

- provided advice to budget business case submissions and project delivery teams to ensure sustainability and whole of life costs are adequately addressed and considered in major projects;

- provided support to the property management and leasing teams to effectively manage Green Lease Schedules and Building Management Committees in line with the National Green Lease Policy (NGLP). This collaborative approach with landlords works towards more energy efficient outcomes in leased office facilities;

- managed a WoG electricity tariff review with the utility supplier, on behalf of the ACT Government. The tariff review transitioned a significant number of locations across to a new electricity tariff, saving the ACT Government around $450,000 per annum;

- increased the use of and advocated for increased use of the Enterprise Sustainability Platform (ESP) to more effectively manage utility consumption and cost at a range of facilities;

- supported ongoing environmental policy development and review in EPSDD;
- conducted regular consultation with trades staff and service providers to promote best practice maintenance of HVAC systems; and
- conducted or coordinated energy audits and feasibility studies into reducing natural gas consumption at a number of sites across Government including Canberra Theatre Centre, 255 Canberra Avenue, CIT Fyshwick, Belconnen and Tuggeranong Bus Depots.

Sustainability skill workforce development

- Skills Canberra has supported the development of sustainability skills in the workforce by providing funding for training in skills sets related to photovoltaic systems through the Skilled Capital Initiative.

Supporting sustainable and innovation trade and investment

The Innovation Connect program within Enterprise Canberra supports Canberra-based start-ups to develop innovative products and services. Under the program, a dedicated funding stream supports commercial opportunities within the renewable energy and clean technology sectors. In 2017-18, the directorate provided matched-funding support to five renewable energy companies to a total of $117,000 as follows:

- Inez Estelle P Harker-Schuch trading as Serious Futures – a climate science game, Co2peration, that incorporates a world-first pedagogy for 3D gaming to educate students about climate change;
- Fillearth Pty Ltd – development of a light weight, portable and compact innovative solar cooker that incorporates a sun tracking mechanism and temperature monitoring through a smartphone app;
- Solar Blox Pty Ltd – portable and rugged solar energy blocks that can be clicked together to power equipment in a wide array of industries from disaster relief to developing communities;
- Restart Charging Services Pty Ltd – an on-demand mobile electric vehicle charging service; and
- Energy Storage Rights Pty Ltd – a hydro energy storage lake pump application powered by a floating solar generator.

Improve water efficiency

- Infrastructure, Finance and Capital Works (IFCW) works in collaboration with directorates to develop construction project briefs that include sustainability criteria. For example, rainwater harvesting, air quality monitoring, and water efficient landscaping;
- the use of soil monitoring systems on the fields of play at Manuka Oval and GIO Stadium to reduce water use;
- the National Arboretum Canberra is working closely with the University of Canberra (UC), as part of the 'Smart Cities and Suburbs Program' on future water efficiency strategies. This includes the use of site specific soil moisture sensors, developed in-house by UC ICT technicians, the sensors will enable accurate automatic irrigation, based on individual tree species requirements. This initiative will both save water, and ensure the improved health of individual tree species;

> the National Arboretum Canberra uses non-potable water to irrigate the collection at the Arboretum; continued to follow mowing regimes that maintain adequate ground cover to reduce erosion and improve the quality of water captured in dams; and maintained the Discovery Garden at the Arboretum to educate and inform the community about managing water use in the home garden; and

> continuous conservation works at Stromlo Forest Park to reduce soil erosion.

Reduce waste and recycling

Office locations

> The majority of ongoing CMTEDD locations are ACTSmart Business (recycling) accredited;

> shared general and shared comingled waste bins have been in place within workspaces and kitchens as well as the removal of individual waste bins in the Canberra Nara Centre, Winyu House, and all ABW offices;

> 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.

> all new staff are required to undertake ACTSmart recycling training following the CMTEDD Induction Program.

Events and Venues

> Events ACT participates in the ACTSmart Public Event Recycling Program via a Memorandum of Understanding (MoU), working closely with key stakeholders to reduce the generated waste to landfill for all events delivered by the business unit. These events include Floriade, Floriade NightFest, the Canberra Nara Candle Festival, New Year's Eve, Australia Day, Enlighten Festival, Canberra Day, the Canberra Balloon Spectacular and Reconciliation Day;

> all major and medium scaled events held at Exhibition Park in Canberra participate in the ACTSmart Public event program to recycling facilities are in place, including National Folks Festival, Farmers Market, Canberra Kids Market, Canberra Fashion Market;

> the major venues (Canberra Stadium, Manuka Oval, Exhibition Park in Canberra, and National Arboretum Canberra) are ACTSmart Business members and have recycling bins located around the venues for use by participants and attendees. Additionally event organisers, caterers and the general public are encouraged to reduce waste, recycle, and to use recyclable and reusable packaging;

> all major venues (Exhibition Park in Canberra, GIO Stadium, National Arboretum Canberra, and Stromlo Forest Park) have water bubblers and bottle fill stations installed. In addition to

contributing to community health outcomes, this initiative assists in reducing the number of disposable water bottles sold in the ACT;

- to protect the natural environment, site users at Stromlo Forest Park are required to take all rubbish away;

- at GIO Stadium, organic waste now goes to the local worm farm at the Australian Institute of Sport; and

- at the National Arboretum Canberra, green waste is recycled to mulch on site.

Disposal of ICT Assets

- The rate of turnover of ICT assets, (such as obsolete computer and television equipment, old cables and other ICT hardware) presents a significant waste impact. In 2009 Shared Services ICT engaged a vendor (Capital Easy, now trading as Reuse RecycleIT) to manage the resale and disposal of ICT Assets on behalf of the Territory. The method in which the Territory disposes of ICT devices and associated consumables is crucial in minimising our environmental waste footprint;

- since the initial engagement of Reuse Recycle no ICT equipment processed through the directorate has been sent to landfill; and

- the 2017-18 return to consolidated revenue from disposed assets is $238,000.

Reduce office paper consumption

The directorate has taken a number of initiatives to reduce paper use during the reporting period including:

- the launch of Shared Services new website which has moved the Shared Services team and customers onto a digital platform and change the way agencies and staff interact with Shared Services. Since its launch, Shared Services has received over 62,000 digital work requests. This initiative has contributed a significant reduction of paper use across the government;

- the implementation of a WoG ecologically sustainable business improvement to install the PaperCut software program, as part of Shared Services ICTSmart Modern Strategic Procurement Reform Program. PaperCut is a printing system which only prints when staff access the printer using their ACT Government pass;

- digitising many of Access Canberra's Licensing and Registrations services making a significant effort to reduce the amount of paper it handles, and reduce its environmental footprint;

- introducing the Shared Services WoG Accounts Payable Invoice Automation system (APIAS). The new system enables most supplier invoices to be received, approved for payment, and paid electronically. The APIAS has contributed to a significant reduction of paper use for invoicing and payment;

- many business areas within the directorate are moving to electronic document storage and record keeping. This has significantly reduced printing and use of paper both operationally and for record keeping;

- actively encouraging ACT Revenue Office clients to receive correspondence electronically, and rate payers are given the option to receive their rates notices by email; and

- the use of 100% recycled paper in the directorate's document printers wherever possible, and printer default settings have been set to print documents as double-sided and in black and white. The recycled content of paper overall has increased to 88.6%.

Reduce transport emission

To reduce transport emission, CMTEDD Corporate has actively worked with all business areas to identify fleet emission reduction opportunities such as replacing existing vehicles with electric or hybrid models, or leasing more fuel efficient vehicles when it is operationally feasible. To encourage staff to use active and sustainable transport options, CMTEDD has a shared electric bike fleet and MyWay bus passes available in major office locations.

In 2017-18, actions taken during the reporting period by the directorate included:

- the leasing of five electric vehicles, which have no direct greenhouse gas emissions, using no fuel; additionally the directorate leases 12 hybrid vehicles to reduce the amount of fuel used;
- a strategic review of fleet utilisation with a plan to reduce overall number of vehicles in the 2018-19 financial year as lease renewals fall due. In the new vehicle bulk order with SG Fleet, the directorate will continue to consider leasing electric/hybrid vehicles, replace petrol vehicles with hybrid model, and return petrol/diesel vehicles when their leases expire;
- ensuring replaced vehicles are more fuel efficient to reduce emissions, and consider fuel use and carbon emissions in new fleet leases whenever operationally feasible;
- drafting of a WoG fleet policy which incorporates the appropriate level of environmental considerations in leasing decisions, and allows for a weighted criterion of sustainability to be included in value-for-money evaluations before vehicles are leased;
- the installation of electronic logbook systems in most fleet vehicles to more easily monitor distance travelled;
- encouraging staff to use sustainable transport options, including walking and riding e-bikes to travel to close meeting locations, and car pool or use buses to travel to meeting locations served by ACTION buses through the availability of MyWay Cards at most CMTEDD offices;
- participation in the ACT Government e-bike fleet project with two electric pedal assisted bikes (e-bikes) located at Canberra Nara Centre for staff to use for work travel. Over 120 CMTEDD staff have completed e-bike induction training. The directorate has also developed a shared e-bike access arrangement with other agencies in Dickson, 220 Northbourne Avenue;
- the introduction a new e-bike fleet at The Canberra Hospital and progression of a shared e-bike fleet arrangement with ACT Health to encourage staff who are located in Woden to use e-bikes for short distance travel;
- providing a suite of technology options available to assist staff connecting without the need to travel, 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. The directorate encourages staff to use teleconferencing where possible thereby firstly reducing vehicle use and consequently engine emissions as well as saving travel time for staff. The directorate also encourages staff to using webcams and internet-based video-conferencing for meetings on some key projects that saves on interstate travel; and
- end of trip facilities are available in most facilities to encourage staff to ride, walk or run to work.

Sustainable Procurement

> Infrastructure Finance and Capital Works (IFCW) administers a Climate Change Adaptation Strategy Implementation Plan to introduce minimum sustainability requirements for capital works;

> IFCW 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; and

> IFCW also works in collaboration with directorates to include ecologically sustainable criteria in both the assessment criteria and product or service specifications in procurement where applicable and possible.

Sustainable Development Performance: Current and Previous Financial Year

Indicator as at 30 June	Unit	Current FY[1]	Previous FY	Percentage change
Directorate/ public sector body staff and area				
Directorate/public sector body staff [2]	FTE	2,319.3	2,358.3	-1.7
Workplace floor area [3]	Area (m2)	27,580	29,651	-7.0
Stationary energy usage				
Electricity use [4, 5, 6]	Kilowatt hours	11,031,863	12,786,195	-13.7
Natural gas use [4, 7]	Megajoules	11,927,085	12,520,007	-4.7
Diesel [8, 9]	Kilolitres	0	6.7	-100.0
Transport fuel usage				
Electric vehicles [9]	Number	5	5	0
Hybrid vehicles [9]	Number	12	5	140.0
Other vehicles (that are not electric or hybrid) [9]	Number	180	215	-16.3
Total number of vehicles [9]	Number	197	225	-12.4
Total kilometres travelled	Kilometres	2,840,140	3,110,957	-8.7
Fuel use – Petrol	Kilolitres	59	67	-11.9

Indicator as at 30 June	Unit	Current FY[1]	Previous FY	Percentage change
Fuel use – Diesel	Kilolitres	241	303	-20.5
Fuel use – Liquid Petroleum Gas (LPG)	Kilolitres	0	0	n/a
Fuel use – Compressed Natural Gas (CNG)	Cubic Metres (Cm3)	0	0	n/a
Water usage				
Water use [10]	Kilolitres	100,596	1,092,057	-90.7
Resource efficiency and waste				
Reams of paper purchased [11]	Reams	17,990	21,063	-14.6
Recycled content of paper purchased [12]	Percentage	88.6	77.1	14.9
Waste to landfill [13]	Litres	2,559,496	2,687,148	-4.8
Co-mingled material recycled [13]	Litres	2,929,102	2,410,530	21.5
Paper & Cardboard recycled (incl. secure paper) [13]	Litres	2,052,524	1,981,335	3.6
Organic material recycled [13]	Litres	186,971	254,062	-26.4
Waste to landfill (Events ACT Actsmart Public Events) [14]	Litres	239,100	177,000	35.1
Material recycled (incl. comingle recycling, paper and cardboard recycling, and organic recycling) (Events ACT Actsmart Public Events) [14]	Litres	249,280	72,090	245.8
Greenhouse gas emissions				
Emissions from stationary energy use	Tonnes CO2-e	5,639	9,174	-38.5
Emissions from transport	Tonnes CO2-e	797	983	-18.9
Total emissions [15]	Tonnes CO2-e	6,436	10,147	-36.6

Notes:

1. *Organisation change occurred during the reporting year: All ACT Government sportsgrounds and ovals were transferred to TCCS in July 2017, and all Land Development Agency and Urban Renewal sites and assets were transferred to EPSDD in July 2017. Data related to these locations were included in the previous year's figure. The directorate's data (for both years' measures with the exception of FTE and paper usage) include the ACT Insurance Authority as it cannot be readily separated.*
2. *For details of FTE figures refer to section B.8 Human Resource Management.*
3. *For details of Workplace floor area for office locations refer to section C.4 Asset Management.*
4. *Energy and water data was extracted from the Enterprise Sustainability Platform (ESP) on 20 August 2018. Data completeness in the ESP for current year is 99.95% electricity, 100% gas use, and 95.12% water use. For analysis and reporting purpose the ESP dashboard reports 'accrued' data, which incorporate estimate missing data in the full year performance.*

5. *In some instances data for the prior year has been updated from that previously reported to allow for updates to agency occupancy and historical consumption data and to annual adjustments to the ACT specific electricity emissions factors.*
6. *The reduction in electricity consumption is due to the transfer of ACT Government sportsgrounds and ovals to TCCS, the consolidation of office accommodation sites, and various energy efficiency measures applied during the reporting year, including LED lighting upgrade, HVAC and BMS system upgrades.*
7. *Reduction in gas use in 2017-18 is largely due to the consolidation of Access Canberra office locations, and the closure and decommissioning of Macarthur House and Dickson Motor Vehicle Registry. Gas use for space heating is predominately weather dependent. It is reported that the number of heating degree days (HDDs) in 2017-18 was 4% more than the previous year that has contributed to lower gas use for space heating per location.*
8. *Diesel was used for on-site generators at the National Arboretum Canberra work depots. In 2017-18, the Arboretum has installed a solar PV system with battery storage at work depots to replace the on-site generator. Thus no reported diesel use on site in current year.*
9. *The net reduction in total vehicle numbers and total distance travelled, relates to the reduction in size of the vehicle fleet and a focus on leasing higher fuel efficiency vehicles including the transition of more vehicles to diesel; and the promotion/update of sustainable transport options.*
10. *Over 90% of the water use by the directorate in the previous year was to irrigate and maintain ACT Government sportsgrounds and ovals. This function has been transferred to TCCS in 2017-18. This change has contributed to a significant reduction of water use by the directorate.*
11. *The decrease in paper use relates to the increased use of Electronic Document Records Management Systems, using email and electronic notices to communicate with clients, the introduction of 'PaperCut' printing technology, and transition to Digital Customer Services within Access Canberra and Shared Services. Data related to paper purchased and recycled content for the previous year has been updated to correct the reporting unit in the paper report.*
12. *The increase in recycled content of paper purchased reflects that most business units have changed their practice to purchase 100% recycled content paper. Monitoring of purchases and communications of the priority of purchasing 100% recycled paper continues.*
13. *Waste and recycling data has been collected from all 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 years. Data related to locations that have been accredited under the Actsmart Business (Recycling) Program is extracted from the Actsmart scorecards provided by the Actsmart offices at EPSDD. The increase in the amount of recycling materials was mainly due to higher volume of recycling collected in major venues. The amount of waste and recycling material collected in major venues depends on the number and nature of major events that occurred and the number of patrons that attended the events. Reduction of organic recycling in the current year was partly due to the organic food waste in the Canberra Stadium being collected and sent to the worm farm at Australian Institute of Sport (AIS) regularly and not reported in this year's figure. Data related to the previous year has been updated to adjust identified data errors.*
14. *Waste and recycling data related to major events held by Events ACT (including the Canberra Nara Candle Festival, New Year's Eve in the City, Australia Day Fireworks Spectacular, Symphony in the Park, Canberra Day, Canberra Balloon Spectacular, Floriade, and Enlighten) is reported as a separate line item. Events ACT participates the Actsmart Public Events Program and ensures recycling is in place in all major events. Food oil recycling data is excluded in this report.*
15. *The reduction in greenhouse gas (GHG) emissions is largely due to the increased proportion of renewable energy purchased by the ACT Government, and the exclusion of Scope 3 emission in 2017-18. Emissions reported for stationary and transport fuels include Scope 1 and Scope 2 emissions only. This aligns with the ACT Government's reporting boundary and commitment to track emissions that are within its operation. Emission factors used to calculate natural gas and fleet fuel are based on the latest National Greenhouse Account (NGA) Factors.*
    - *A factor of 0.667 kilogram (kg) CO2-e/kilowatt hour (kWh) or 0.667 tonnes (t) CO2-e/megawatt hour (MWh) has been used to calculate electricity emissions (Scope 2) for the 2016-17 period. It is based on actual historical data and is a retrospective adjustment of the original 0.525 factor (Scope 2) used for 2016-17 annual reporting.*
    - *A factor of 0.455 kilogram (kg) CO2-e/kilowatt hour (kWh) or 0.55 tonne (t) CO2-e/megawatt hour (MWh) has been used to calculate electricity emissions (Scope 2) for the 2017-18 period.*
    - *The emissions factors include total GreenPower purchases for the ACT is calculated in the third quarter of the respective financial years and are specific to the ACT. The emission factors (Scope 2) reflect the increasing contribution of renewable electricity generated under the ACT's 100% Renewable Energy Target (RET). Consequently they are lower than those reported in the latest National Greenhouse Accounts (NGA) Factors.*

Further information can be obtained from

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PART C

FINANCIAL MANAGEMENT & REPORTING

C.1 Financial Management Analysis

Details of the directorate's 2017-18 Financial Management Analysis is included in Volume 2 of the 2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report.

C.2 Financial Statements

The directorate's 2017-18 Financial Statements are included in Volume 2 of the 2017-18 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 ($'000)	2017-18 Actual Expenditure ($'000)	Total Expenditure to Date ($'000)
New Projects						
2017-18 Better Infrastructure Fund	Sep-2018	7,418	7,418	-	6,015	6,015
Better services in your community – Tough on road safety	Dec-2018	176	176	-	-	-
Building a better city – Canberra Brickworks– Access road and Dudley Street upgrade	Jun-2020	8,000	8,000	-	667	667
Building a better city – Civic and Dickson office accommodation	Oct-2020	39,544	39,544	-	1,471	1,471
Building a better city - Dickson office accommodation	Oct-2020	26,000	26,000	-	1,268	1,268
Building a better city – Improving major venues	Sep-2018	1,000	1,000	-	497	497
Building a better city – Indoor Sports Centres – Early planning	Dec-2018	160	160	-	-	-
Canberra Theatre Temporary Carpark	Jun-2020	-	1,200	-	1,065	1,065
CBR Free Wi-Fi	Jun-2019	-	547	-	228	228
Learning Management System	Sep-2018	500	500	-	-	-
More and better jobs – Canberra Theatre Complex community consultation	Jun-2019	100	100	-	-	-

Projects	Estimated Completion Date	Original Project Value ($'000)	Revised Project Value ($'000)	Prior Year Expenditure ($'000)	2017-18 Actual Expenditure ($'000)	Total Expenditure to Date ($'000)
More and better jobs – Data analytics for smarter policy	Jun-2019	995	995	-	150	150
More and better jobs – Ensuring continuity of the Human Resources Information Management System	Mar-2020	11,000	11,000	-	1,555	1,555
More and better jobs – Expanding Belconnen Arts Centre	Jun-2021	15,000	15,000	-	324	324
More and better jobs – Improving Manuka Oval broadcast and media facilities	Nov-2018	320	11,920	342	3,064	3,406
More and better jobs – Improving Manuka Oval facilities – Stage 2	Nov-2018	3,706	-	-	-	-
More and better jobs – Modernising government ICT infrastructure	Jun-2019	15,001	15,001	-	1,384	1,384
Works in Progress						
Better Roads for Gungahlin – Enhanced Town Centre road network	Jun-2019	13,959	8,006	7,586	390	7,976
Better Roads for Gungahlin – Gungahlin town centre road network improvements	Jun-2019	4,500	4,500	109	1,332	1,441
Better Roads for Gungahlin – Horse Park Drive duplication	Jun-2019	17,127	14,232	11,682	2,149	13,831
Better Services – Dickson Motor Vehicle inspection station	Nov-2018	800	800	607	182	789
Better Services – Weston Creek and Stromlo swimming pool and leisure centre	Jun-2021	33,000	33,000	10	175	185
Canberra Regional Visitors Centre Relocation	Jun-2019	-	5,294	4,394	579	4,973
Caring for our Environment – Lake Tuggeranong Water Quality Improvement – Stage 2 (Isabella Weir)	Jun-2020	9,000	9,000	-	5,791	5,791
Cravens Creek Water Quality Control Pond	Dec-2018	21,000	9,623	9,380	96	9,476
Foreign Ownership of Land Titles Register (Commonwealth Grant)	Dec-2018	800	800	106	294	400

Projects	Estimated Completion Date	Original Project Value ($'000)	Revised Project Value ($'000)	Prior Year Expenditure ($'000)	2017-18 Actual Expenditure ($'000)	Total Expenditure to Date ($'000)
Government Budget Management System	Jun-2019	5,302	5,302	1,906	209	2,115
iConnect – CRM, Secure Online Correspondence, Authentication, Identity and Access Management for customers	Jun-2019	15,875	20,065	10,583	6,468	17,051
ICT Transformation – Hybrid cloud computing	Nov-2018	6,080	0	-	-	-
Improved Arts Facilities for Canberra – Street Theatre	Sep-2018	180	180	-	113	113
Improving Art Facilities – Safety upgrades	Dec-2018	496	496	444	1	445
Improving Our Suburbs – New Molonglo Valley infrastructure	Jun-2020	32,970	32,970	258	7,660	7,918
Improving Road Safety – Traffic camera adjudication system upgrades	Sep-2018	1,160	1,160	-	564	564
Isabella Weir Spillway Upgrades	Dec-2018	10,100	10,100	5,037	5,064	10,101
Land Title Business System Modernisation	Dec-2018	1,790	1,790	492	726	1,218
Majura Parkway to Majura Road – Link road	Jun-2019	9,856	14,756	11,552	3,365	14,917
Molonglo 2 – Sewer and Pedestrian Bridge over Molonglo River	Dec-2018	12,400	12,150	11,780	286	12,066
Molonglo Infrastructure Investment	Dec-2018	17,000	15,738	15,036	422	15,458
More and better jobs - New Canberra Theatre (Early Planning)	Aug-2018	-	170	85	16	101
More Efficient Public Service Administration – Long service leave calculations	Dec-2018	1,883	1,883	527	983	1,510
More Men's Sheds	Jul-2018	200	200	90	10	100
Office Accommodation	Ongoing	n/a	n/a	2,955	205	3,160
Public Arts Scheme	Jun-2019	7,571	7,348	7,192	54	7,246
Rego. ACT – Ongoing Investment	Ongoing	n/a	n/a	3,225	1,073	4,298
Revenue Collection Transformation	Nov-2018	30,202	31,502	23,793	8,735	32,528
Smart Parking	Sep-2018	2,100	2,100	2,043	57	2,100

Projects	Estimated Completion Date	Original Project Value ($'000)	Revised Project Value ($'000)	Prior Year Expenditure ($'000)	2017-18 Actual Expenditure ($'000)	Total Expenditure to Date ($'000)
Smarter Regulation – Red tape reduction	Dec-2018	2,510	2,510	627	333	960
Stromlo Forest Park – Enclosed Oval (Early Planning)	Oct-2018	200	200	-	21	21
Stromlo Forest Park – Implementation of bushfire management plan	Aug-2018	1,650	1,650	325	98	423
Stromlo Forest Park Planning and Infrastructure	Jun-2020	2,800	2,800	1,799	35	1,834
Throsby – Multisport Complex (Design)	Dec-2018	500	500	315	6	321
Urban Renewal Program – Melrose football precinct	Sep-2018	6,653	6,653	6,037	56	6,093
Urban Renewal Program – Molonglo 3 infrastructure	Jun-2019	2,970	2,970	1,355	895	2,250
Working With Vulnerable People Checks	Ongoing	n/a	n/a	2,321	999	3,320
Complete (pending final physical and financial acquittal)						
2016-17 Better Infrastructure Fund	Complete	7,418	7,418	5,752	1,666	7,418
Belconnen Arts Centre Stage 2 (Early Planning and Forward Design)	Complete	300	300	285	19	304
Better Roads for Gungahlin – Horse Park Drive pedestrian overpass	Complete	400	250	203	48	251
Better Roads for the Inner South – Yarralumla Estate	Complete	250	250	112	137	249
Building a better city – Macarthur House Data Centre decommissioning program	Complete	3,200	3,200	-	3,200	3,200
Conservation Management Plans for Heritage Buildings (Early Planning) – GPO	Complete	800	657	583	-	583
Dickson Group Centre Intersections – Upgrade	Complete	3,380	3,103	3,110	-	3,110
Digital Canberra – Protecting our data	Complete	620	20	20	-	20
Fyshwick Depot – Fuel storage tanks removal and site remediation	Complete	1,500	1,500	619	872	1,491

Projects	Estimated Completion Date	Original Project Value ($'000)	Revised Project Value ($'000)	Prior Year Expenditure ($'000)	2017-18 Actual Expenditure ($'000)	Total Expenditure to Date ($'000)
Government Office Accommodation and Relocation Fitout	Complete	5,270	7,170	6,882	288	7,170
Grant for Development of a New Basketball Centre and Player Amenities	Complete	3,000	2,875	2,692	183	2,875
Improving Our Suburbs – New Molonglo Valley infrastructure - Molonglo River Bridge and John Gorton Drive Extension (Feasibility)	Complete	250	250	-	249	249
Molonglo 2 – Uriarra Road Upgrade	Complete	17,000	12,501	12,501	-	12,501
Molonglo 2 – Water Supply, Trunk Sewer and Stormwater Infrastructure – Stage 1	Complete	10,000	7,942	7,838	36	7,874
More and better jobs - Improving services through better data analytics	Complete	633	633	-	633	633
More and better jobs – Sporting capital	Complete	125	125	-	125	125
NAC – Water Security	Complete	-	328	55	273	328
National Arboretum Canberra – Water Security – Stage 2	Complete	1,700	1,700	1,456	244	1,700
Netball Infrastructure Upgrades (Design)	Complete	-	200	169	7	176
North Building – Upgrade of HVAC system	Complete	4,941	4,941	2,047	2,893	4,940
Refurbishment of the National Convention Centre	Complete	5,381	5,381	4,637	744	5,381
Smart Parking – stage 2	Complete	1,363	1,363	1,391	16	1,407
Throsby – Access road and western intersection	Complete	5,300	4,850	4,279	12	4,291

Reconciliation Schedules

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

Original Budget Capital Works Financing	**100,421**
Add: Instruments and other variations	13,923
Less: Net re-profiling of funding from 2017-18 to future years	(33,463)
Less: Savings returned to Budget	(1,701)
Revised Budget Capital Works Financing	**79,180**
Add: Capital injection budgeted financing for non-capital works program items	6,201
Less: Budgeted financing for capital works projects funded by Controlled Recurrent Payments	(1,484)
Less: Provision for capital injection rollovers from 2017-18 to 2018-19	(78)
Capital Injection financing	**83,819**
Capital Injections as per cash flow statement	**83,819**
Variance	**-**

Further information can be obtained from

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C.4 Asset Management

Assets Managed

The Directorate managed assets with a total value of $1,052.8 million as at 30 June 2018, comprising $812.9 million of property, plant and equipment, $186.7 million of capital works in progress and $53.2 million of intangible assets.

Assets managed by CMTEDD as at 30 June 2018 are summarised in the table below.

Asset	Value ($million)
Land	229.7
Land Improvements	6.3
Buildings	340.7
Leasehold Improvements	15.4
Plant and Equipment	50.0
Community and Heritage Assets	126.1
Infrastructure Assets	44.7
Capital Works in Progress	186.7
Intangible Assets	53.2
Total *	**1,052.8**

Note:

** Total may not agree due to rounding.*

During 2017-18, additions to CMTEDD's assets included:

> $74.5 million due to the progression of the capital works program; and

> $32.3 million from other assets acquired in the ordinary course of business, including IT infrastructure and plant and equipment relating to workstations, laptops and desktops.

During 2017-18, decreases in the directorate's assets included:

> $433.3 million from the transfer of Property, Plant and Equipment (PPE) related assets associated with the Sportsground Operations function to the Transport Canberra and City Services (TCCS) Directorate on 1 July 2017, following the Administrative Arrangements (AAs) of that date;

> $84 million relating to the transfer of incomplete capital works in progress projects to the Environment, Planning and Sustainable Development Directorate (EPSDD), the City Renewal Authority (CRA) and TCCS on 1 July 2017, following the AAs of that date;

- $33 million of completed capital works and other assets transferred to other ACT Government directorates in the ordinary course of business;
- $68.6 million due to the removal of duplicate assets relating to capital works projects that were physically and financially completed in previous financial years, but had remained recorded in capital works in progress while progressively being added to PPE over the past several years;
- $47.4 million of depreciation and amortisation; and
- other assets disposed of in the ordinary course of business.

Assets Maintenance and Upgrade

Expenditure on assets (not including works funded and reported through the capital works program) completed during 2017-18 totalled $35.6 million, comprising mainly maintenance and repairs undertaken on behalf of other ACT Government directorates by ACT Property Group, office buildings, stadiums and arts facilities.

Further information can be obtained from

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Office Accommodation

As at 30 June 2018, CMTEDD occupied a total of 27,580 square metres of office space across 10 office locations.

The average area occupied by each employee is 12.7m^2

Location	Address	Staff Numbers	Area Occupied (m$^{2)}$
Winyu House	125 Gungahlin Place, Gungahlin	680	7,410
Canberra Nara Centre	1 Constitution Avenue, Canberra City	539	6,388
Cosmopolitan Centre	21 Bowes Street, Woden	290	3,726
220 Northbourne	220 Northbourne Avenue, Braddon	191	2,464
Dame Pattie Menzies House	16 Challis Street, Dickson	91	1,725
255 Canberra Avenue	255 Canberra Avenue, Fyshwick	80	1,172
221 London Circuit	221 London Circuit, Canberra City	55	761
TransACT House	470 Northbourne Avenue, Dickson	119	1,407
Callam Offices	Easty Street, Woden	25	795
Belconnen	Nature Conservation House	99	1,732
	Total	**2,169**	**27,580**

Other locations

The table above outlines measures for the 10 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 (Regatta Point);

> Exhibition Park in Canberra;

> GIO Stadium Canberra;

> Manuka Oval;

> Stromlo Forest Park;

> National Arboretum Canberra;

> ACT Academy of Sport (located at the Australian Institute of Sport);

> Hume Motor Vehicle Inspection Station;

> Access Canberra Service Centres:

- Mitchell;
- Gungahlin;
- Belconnen;
- Dickson (Dame Pattie Menzies House);
- Civic; and
- Tuggeranong.

Note: *the Woden Access Canberra Service Centre staff numbers and area occupied has been included in the data for the Cosmopolitan Centre.*

Changes from previous report

During 2017-18, a number of changes were made to the office space footprint of the directorate compared to that reported in 2016-17.

Changes to premises occupied

> All ACT Government sportsgrounds and depots were transferred to TCCS in July 2017, and all Land Development and Urban Renewal sites were transferred to EPSDD in July 2017;

> Macarthur House and the Dickson Motor Registry were decommissioned during the reporting period;

> a number of Treasury and Access Canberra staff moved from Macarthur House when it was decommissioned. These staff were relocated to Nature Conservation House, 220 and 470 Northbourne Avenue; and

> the drop in the floor area within the Canberra Nara Centre was due to the City Renewal Authority (EPSDD) moving into the building in September 2017. The area occupied by the Authority will be reported in EPSDD's Annual Report.

Changes to calculation of size of premises occupied

> The directorate's tenancy space at Winyu House has been calculated (to exclude the Access Canberra shopfront, in line with other shopfront spaces not being classified as offices).

Notes:

- *The staffing numbers reflected in the table above differ from the staffing numbers (either FTE or headcount) listed in section B.8 Human Resource Management. The numbers above reflect the work points occupied at CMTEDD's office locations and may 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).*
- *In Activity Based Workspaces (ABW) spaces (2 floors of the Canberra Nara Centre and the whole of the Cosmopolitan Centre) the total number of workstations have been reported. However, in an ABW environment, more staff are working than are located at workstations (at touch down spaces, meeting and collaboration spaces, or off-site), but for simplicity of reporting, only the workstations are reported.*
- *The staff numbers and area occupied listed in the table in relation to the Canberra Nara Centre are inclusive of the ACT Insurance Authority.*
- *An audit was conducted by Corporate Services in late May 2018 to determine staff numbers at each location.*

Further information can be obtained from

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Corporate
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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 2017 and 30 June 2018, listed against the Chief Minister Treasury and Economic Development Directorate are provided in Appendix 1.

C.6 Statement of Performance

The directorate's 2017-18 Statement of Performance is included in Volume 2 of the 2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report.

NOTICES OF NON COMPLIANCE

PART D

D.1 Dangerous Substances

No infringement notices against the *Dangerous Substances Act 2004* were served on the directorate during 2017-18.

D.2 Medicines, Poisons and Therapeutic Goods

No notices of non compliance were served against the directorate during 2017-18.

AGENCY SPECIFIC ANNUAL REPORT REQUIREMENTS

E. Chief Minister, Treasury and Economic Development

Tobacco compliance testing

Access Canberra did not undertake any Tobacco Compliance Testing during in the 2017-18 financial year. Compliance Testing is used when there is a level of non-compliance identified that warrants this type of activity being undertaken.

Access Canberra continues to monitor complaint data and encourages the reporting of any suspected unlawful conduct in relation to this matter.

F. Education and Training

The Chief Minister, Treasury and Economic Development Directorate has no responsibility for the investigation of complaints under section 22 of the *Education Act 2004* nor for the Teachers Quality Institute and therefore has no items to report against this section.

G. Health

The Chief Minister, Treasury and Economic Development Directorate has no responsibility for reporting under the *Mental Health (Treatment and Care) Act 1994*, this responsibility lies with the Chief Psychiatrist and Care Coordinator.

H. Gambling and Racing

The Chief Minister, Treasury and Economic Development Directorate has nothing to report against this section as it relates specifically to reporting by the Gambling and Racing Commission.

I. Ministerial and Director-General Directions

This section relates to reporting of Ministerial and Director-General Directions under the following acts:

> *ACT Teacher Quality Institute Act 2010*;

> *Board of Senior Secondary Studies Act 1997*;

> *Cultural Facilities Corporation Act 1997*;

> *Director of Public Prosecutions Act 1990*;

> *Education Act 2004*;

> *Gambling and Racing Control Act 1999*;

> *Nature Conservation Act 1980*; and

> *Planning and Development Act 2007*.

The Chief Minister, Treasury and Economic Development Directorate did not receive any directions under the above acts.

J. Public Land Management Plans

Albert Hall is managed by ACT Property Group as the custodian on behalf of the Territory. The Land Management Plan overarching this site applies to the entirety which includes the building and the immediate surrounding grounds.

K. Third Party Insurance

The Chief Minister, Treasury and Economic Development Directorate has no responsibility to report against this matter. Information on this matter is reported in the ACT Compulsory Third Party Insurance Regulator Annual Report, which is annexed to this report.

L. Victims of Crime

The Chief Minister, Treasury and Economic Development Directorate has no responsibility for reporting under the *Victims of Crime (Financial Assistance) Act 1983*.

M. Waste Minimisation Contraventions

The Chief Minister, Treasury and Economic Development Directorate has no responsibility to report under section 18 *Waste Minimisation Act 2001*, information against this section should be included in the Transport Canberra and City Services Directorate Annual Report.

WHOLE OF GOVERNMENT REPORTING

As part of the focus on the one-ACTPS some specific matters are reported at a WoG level within the Annual Report of one directorate. Details of these matters are provided below:

N. 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 ACTPS during 2016-17. Details are provided in Volume 3 of the 2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report.

O. 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 2017-18 Justice and Community Safety Directorate Annual Report.

P. Public Sector Standards and Workforce Profile

The Chief Minister, Treasury and Economic Development Directorate has provided input into the 2017-18 State of the Service Report in relation to the directorate's culture and behaviours, Public Interest Disclosures and workforce profile.

Q. 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 2017-18 Director of Territory Records Annual Report, which is annexed to this report.

APPENDIX 1

CMTEDD CONTRACTS

CMTEDD Contracts

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
Data#3	public	services (non-consultancy)	Data#3 Limited	$87,395.26	01-Jul-17	30-Sep-17
Construct Fire Rated Room at 490 Northbourne Avenue	public	works	Wormald Australia Pty Ltd	$31,559.00	04-Jul-17	05-Oct-17
WhoG Engagement Strategy and Framework	public	consultancy	Double Arrow Consulting	$99,171.60	13-Jul-17	31-Aug-17
DCFSP-CDC-COF23-ACT	quotation	services (non-consultancy)	Canberra Data Centres	$4,684,747.21	17-Jul-17	16-Jul-22
Panel of Commercial and Residential Agents	public	services (non-consultancy)	Knight Frank Australia Pty Ltd	$0.00	25-Jul-17	30-Jun-20
Panel of Commercial and Residential Agents	public	services (non-consultancy)	Laurrie Scheele Real Estate	$0.00	25-Jul-17	30-Jun-20
Panel of Commercial and Residential Agents	public	services (non-consultancy)	Jones Lang LaSalle (ACT) Pty Limited	$82,500.00	25-Jul-17	30-Jun-20
Panel of Commercial and Residential Agents	public	services (non-consultancy)	Independent Property Group Projects	$56,000.00	25-Jul-17	30-Jun-20
Panel of Commercial and Residential Agents	public	services (non-consultancy)	CIVIUM Property Group	$1,474,900.00	25-Jul-17	30-Jun-20
Panel of Commercial and Residential Agents	public	services (non-consultancy)	Colliers International	$1,004,735.00	25-Jul-17	01-Jan-19
Panel of Commercial and Residential Agents	public	services (non-consultancy)	LUTON Properties	$0.00	25-Jul-17	30-Jun-20
Whole of Government Video Editing Service	quotation	services (non-consultancy)	Shootsta Pty Ltd	$122,100.00	27-Jul-17	26-Jul-18
Provision of Electrical Services Floriade and Floriade Nightfest 2017-2020	public	services (non-consultancy)	Affinity Electrical Technologies	$98,394.00	02-Aug-17	01-Aug-18

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
Provision of Electrical Services Floriade and Floriade Nightfest 2017-2020	public	services (non-consultancy)	Affinity Electrical Technologies	$98,394.00	02-Aug-17	01-Aug-18
The Canberra Hospital Campus - Upgrade to CCTV/Security	public	works	Ostendorf Constructions	$101,100.84	04-Aug-17	04-Nov-17
Tree Condition Assessment Reports North & South Networks	quotation	works	TREEWORKS	$51,419.01	04-Aug-17	16-Nov-17
2017-2019 Major Event Evaluation	quotation	consultancy	IER Pty Ltd	$163,982.50	10-Aug-17	30-Jun-19
Phillip Oval Redevelopment AFL Pavilion Construction	public	consultancy	ABA Construction Managers (Aust) Pty Ltd	$3,255,879.00	18-Aug-17	31-May-19
DemocracyCo Deliberative Engagement Facilitation	select	consultancy	The Trustee for Democracy Co Unit Trust	$235,000.00	21-Aug-17	10-Oct-18
Development and implementation of a Computer Assisted Telephone Interview (CATI) Survey for ACT Compulsory Third-Party Insurance	quotation	services (non-consultancy)	Piazza Research Pty Ltd	$29,500.00	25-Aug-17	25-Nov-17
Management Consultancy Services for the iConnect Program	quotation	consultancy	Synergy Group Australia Pty Ltd	$199,000.00	30-Aug-17	30-Jun-18
Whole of Government Creative Services Panel	public	services (non-consultancy)	Decoy Marketing	$0.00	30-Aug-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	372 Digital	$0.00	31-Aug-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Light Bulb Studio	$0.00	04-Sep-17	30-Sep-20
Actuarial Services for Costing Alternative Insurance Scheme Design Models for the ACT's Compulsory Third Party (CTP) Insurance	public	consultancy	EY - Peter McCarthy	$770,000.00	05-Sep-17	05-Mar-19
Finity Consulting Scheme Design Advisors	single select	consultancy	Finity Consulting Pty Limited	$228,000.00	05-Sep-17	05-Sep-18

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
Whole of Government Creative Services Panel	public	services (non-consultancy)	Lote Marketing	$0.00	05-Sep-17	30-Sep-20
Replacement of Traffic Camera Office Adjudication System	public	services (non-consultancy)	GATSO	$924,982.13	06-Sep-17	05-Sep-19
Canberra Institute of Technology Student Association Venue Hire & Catering	quotation	services (non-consultancy)	Fresh2Go	$35,000.00	08-Sep-17	26-Mar-18
Whole of Government Creative Services Panel	public	services (non-consultancy)	OPF Consulting	$0.00	08-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Klick Communications	$0.00	11-Sep-17	30-Sep-20
Design and Construction of the Manuka Oval Broadcast and Media Facility	public	works	Kane Constructions Pty Ltd	$13,191,808.00	12-Sep-17	12-Dec-18
Whole of Government Creative Services Panel	public	services (non-consultancy)	Rowdy Digital	$0.00	12-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Adelphi Digital Consulting Group	$58,462.80	13-Sep-17	30-Sep-20
SMS Project Manager	public	consultancy	Naidu Consulting Services	$87,000.00	15-Sep-17	15-Dec-17
Site Management Services - Ernest Cavanagh Street Extension and Associated Works	public	consultancy	SMEC Australia	$440,000.00	18-Sep-17	30-Jul-19
Whole of Government Creative Services Panel	public	services (non-consultancy)	Australian Business Consulting & Solutions	$0.00	18-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	CouchCreative	$0.00	18-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Bluegrass	$0.00	18-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Ansible Pty Ltd	$0.00	18-Sep-17	30-Sep-20

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
Whole of Government Creative Services Panel	public	services (non-consultancy)	CanPrint Communications	$0.00	19-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Cinden Lester Communications	$0.00	19-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	2B Advertising and Design	$0.00	19-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Content Group Pty Ltd	$0.00	19-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Oxide Interactive	$0.00	20-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	TransitGraphics	$0.00	20-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	The Write Path	$0.00	20-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Threesides	$0.00	20-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	ThinkPlace	$0.00	20-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Damian Breach Photography	$0.00	20-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	WildBear Entertainment	$0.00	20-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Traction Digital	$0.00	20-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Tank Pty Ltd	$0.00	20-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	GRiD Communications Pty Ltd	$0.00	20-Sep-17	30-Sep-20

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
Whole of Government Creative Services Panel	public	services (non-consultancy)	Portable	$0.00	20-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Richard Poulton Photography	$0.00	20-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Soda Strategic	$0.00	20-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Octavo Typography & Information Design Pty Ltd	$0.00	20-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	NATION CREATIVE	$0.00	20-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Elton Consulting	$0.00	20-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	SilverSun Pictures	$0.00	20-Sep-17	30-Sep-20
Financial Market Data and Information Services	quotation	services (non-consultancy)	Thomson Reuters	$199,320.00	21-Sep-17	20-Sep-21
Independent Living Centre - Air Conditioning upgrade works Stage 2.	public	works	King Air Pty Ltd	$120,230.00	26-Sep-17	26-Dec-17
Whole of Government Creative Services Panel	public	services (non-consultancy)	Arc Public	$0.00	26-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	APositive augmented reality	$0.00	26-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Screencraft	$101,734.13	26-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	ZOO Group	$0.00	26-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Swell Design Group	$0.00	26-Sep-17	30-Sep-20

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
Whole of Government Creative Services Panel	public	services (non-consultancy)	Morris Walker Pty Limited	$0.00	26-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	The Communication Link	$0.00	26-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Paper Monkey	$0.00	26-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Clarity Communications	$0.00	26-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Charterpoint Pty Ltd	$0.00	27-Sep-17	30-Sep-20
National Arboretum - Solar Structures	public	works	IT Power (Australia) Pty Limited	$248,969.04	28-Sep-17	28-Dec-17
Whole of Government Creative Services Panel	public	services (non-consultancy)	Developing Agents	$0.00	28-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	Balance Advertising and Marketing Pty Ltd	$0.00	28-Sep-17	30-Sep-20
Whole of Government Creative Services Panel	public	services (non-consultancy)	PricewaterhouseCoopers	$0.00	28-Sep-17	30-Sep-20
Provision of Facility Management Services for the Manuka Swimming Pool	public	services (non-consultancy)	Big Island Sports Manuka Pty Ltd	$1,120,500.00	29-Sep-17	30-Jun-22
Whole of Government Creative Services Panel	public	services (non-consultancy)	Spectrum Graphics (SG)	$0.00	29-Sep-17	30-Sep-20
Employee Assistance Program and Trauma and Serious Incident Management Services	public	services (non-consultancy)	Davidson Trahaire Corpsych	$0.00	29-Sep-17	30-Sep-20
Employee Assistance Program and Trauma and Serious Incident Management Services	public	consultancy	Assure Programs	$0.00	29-Sep-17	30-Sep-20
Employee Assistance Program and Trauma and Serious Incident Management Services	public	services (non-consultancy)	Converge International	$0.00	29-Sep-17	30-Sep-20

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
Employee Assistance Program and Trauma and Serious Incident Management Services	public	services (non-consultancy)	PeopleSense by Altius	$0.00	29-Sep-17	30-Sep-20
Production, Installation and Removal of Public Notification Signage	public	services (non-consultancy)	Tender Edge	$250,000.00	03-Oct-17	02-Oct-20
Content Keeper Education Web License Subscription	quotation	services (non-consultancy)	RILEY FAMILY TRUST & DIRRAWAN FAMILY TRUST & ELIMATTA FAMILY TRUST	$51,551.50	04-Oct-17	30-Nov-18
Whole of Government Creative Services Panel	public	services (non-consultancy)	True North Writing	$0.00	06-Oct-17	30-Sep-20
Molonglo 3 - Transmission Tower Artist Input	public	consultancy	Matthew Harding	$67,000.00	13-Oct-17	03-Jan-18
Whole of Government Creative Services Panel	public	services (non-consultancy)	Tania Parkes Consulting	$0.00	13-Oct-17	30-Sep-20
Senior Project Manager Civil Infrastructure Delivery	public	works	Gerard Mark Coffey	$588,470.00	20-Oct-17	30-Oct-19
Enterprise Sustainability Platform and Related Services	single select	services (non-consultancy)	Envizi	$1,100,000.00	20-Oct-17	21-Oct-22
Senior Project Manager Civil Infrastructure Delivery	public	works	JD Pearson Pty Ltd	$559,800.00	20-Oct-17	30-Oct-19
Project Surveillance Officer, Major Projects Civil Infrastructure Delivery	public	works	ACT Construction & Civil Services Pty LTD	$380,160.00	20-Oct-17	31-Oct-19
Whole of Government Creative Services Panel	public	services (non-consultancy)	Good Shout Pty Ltd	$0.00	20-Oct-17	30-Sep-20
Whole of Government Creative Services Panel - LATE	public	services (non-consultancy)	RPS Manidis Roberts Pty Ltd	$0.00	20-Oct-17	30-Sep-20
Late Response 4 - Project 27954.110 - Creative Services Panel	public	services (non-consultancy)	Squiz	$0.00	20-Oct-17	30-Sep-20

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
Design & Supply Modular Booth Transportable Demountable Structure	quotation	works	Event Studio's Australia Pty Ltd	$74,206.00	23-Oct-17	19-Jan-18
470 Northbourne Ave - Complete works to reception area	select	works	Colda Contructions	$50,284.00	23-Oct-17	23-Jan-18
Tuggeranong Homestead - Install Wireless Fire System	select	works	Wormald Australia Pty Ltd	$36,047.00	25-Oct-17	25-Jan-18
Majura Primary - Refurbishment of WC and install shower & drying area.	select	works	Quay Building Group	$98,929.50	26-Oct-17	26-Jan-18
Investigation and Report into Community, Justice and Welfare Services in Jervis Bay Territory	single select	consultancy	Susan Louise Chapman	$74,250.00	01-Nov-17	30-Jun-18
Review of ACT Government Performance Agreements	public	consultancy	Bastion EBA PTY LTD	$70,000.00	13-Nov-17	31-Dec-17
Employer Risk Identification Tool	quotation	consultancy	Nous Group	$198,000.00	13-Nov-17	13-Jul-18
City Block 23 Section 19 - Additional Parking Spaces Construction Stage 1	select	works	Simeonov Civil Engineering Pty Ltd	$239,952.96	15-Nov-17	11-Dec-18
Provision of Counselling, Referral, Support and Case Management Services	single select	community-based services	Woden Community Service Inc	$104,912.72	15-Nov-17	15-Oct-18
National Arboretum Canberra Horticultural Maintenance	public	services (non-consultancy)	Complete Turf & Landscaping	$3,701,460.00	15-Nov-17	15-Nov-21
Design Tender Documentation Technical Assessment and Superintendency for the Creation of Additional 131 Parking Spaces on City Block 23 Section 9	public	consultancy	Cardno (NSW/ACT) Pty Ltd	$146,128.15	20-Nov-17	20-May-19
Stromlo Leisure Centre Services Provision	public	consultancy	Cardno (NSW/ACT) Pty Ltd	$76,103.50	20-Nov-17	30-Nov-17

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
Provision of Infrastructure as a Service (IaaS) Services	select	services (non-consultancy)	Amazon Web Services, Inc	$1,000,000.00	21-Nov-17	15-Nov-21
Provision of Resurfacing Services for Manuka Oval	public	works	Pitchcraft	$499,145.00	22-Nov-17	21-Feb-18
ACT Aboriginal and Torres Strait Islander Business Development and Entrepreneurship Program	single select	goods	Yerra Pty Ltd	$110,000.00	24-Nov-17	30-Nov-18
Widen Digital Asset Management System	quotation	services (non-consultancy)	Widen Enterprises Inc	$123,807.00	04-Dec-17	04-Dec-20
Venues Canberra Waste Services for GIO Stadium, Manuka Oval and Stromlo Forest Park	quotation	services (non-consultancy)	J.J. Richards & Sons Pty Ltd	$200,000.00	05-Dec-17	27-Nov-19
Rehabilitation Case Management System	quotation	services (non-consultancy)	SBC IT Pty Ltd	$371,800.00	08-Dec-17	30-Jun-18
Maze Core License Support and Maintenance	single select	services (non-consultancy)	Civica Education Pty Limited	$101,469.26	11-Dec-17	31-Dec-18
Provision of Environmental, Social and Governance (ESG) Research and Ratings Services	public	consultancy	MSCI ESG RESEARCH (AUSTRALIA) PTY LTD	$547,000.00	13-Dec-17	30-Nov-22
255 Canberra Avenue Fyshwick Supply & Install Furniture	public	works	UCI Projects	$86,990.00	14-Dec-17	14-Mar-18
Provision of Gas to Territory Large Sites	select	goods	Weston Energy	$42,000,000.00	18-Dec-17	31-Dec-19
141 Canberra Ave Parks Depot. Asbestos Roof & Eave Removal	select	works	Aris Building Services Pty Ltd	$156,220.00	19-Dec-17	19-Mar-18
Whole of Government Media Monitoring Services	single select	consultancy	Isentia Pty. Limited	$303,499.95	19-Dec-17	26-Apr-19
Enlighten 2018 Executive Producer	quotation	services (non-consultancy)	Visabel Pty Ltd	$99,000.00	20-Dec-17	04-Jun-18

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
iConnect Digital Account Platform and Transaction Capability	single select	services (non-consultancy)	Salesforce.com Singapore Pte. Ltd.	$839,053.80	22-Dec-17	14-Jan-19
Holder Protective Facility Upgrade to CCTV & Internal Security	select	works	Fredon Security Pty Ltd	$204,851.00	03-Jan-18	03-Apr-18
Accelerus Maintenance and Support Renewal	single select	services (non-consultancy)	Semaphore Consulting Pty Ltd	$32,318.00	03-Jan-18	31-Dec-18
Majura Community Centre New Fire System	select	works	Pyrosolv Pty Ltd	$44,000.00	04-Jan-18	04-Apr-18
Canberra Region Demographic and Economic Data	single select	consultancy	Alpha Demographics	$77,000.00	08-Jan-18	30-Nov-18
Whole of Government Creative Services Panel	public	services (non-consultancy)	Ogilvy Australia	$0.00	08-Jan-18	30-Sep-20
Whole of Government Creative Services Panel - 27954.110	public	services (non-consultancy)	Cox Inall Change	$0.00	08-Jan-18	30-Sep-20
Late Response 1 to PTC 27954.111 - Pre Procurement Industry Consultation Creative Services	public	services (non-consultancy)	MKTG Australia P/L	$0.00	08-Jan-18	30-Sep-20
VisitCanberra Destination PR Services	quotation	services (non-consultancy)	Threesides Marketing	$82,500.00	10-Jan-18	30-Jun-18
Laurie Glanfield AM	quotation	consultancy	Laurie Glanfield AM	$30,000.00	12-Jan-18	31-May-18
Executive Search Services for the Recruitment of Chief Digital Officer	quotation	services (non-consultancy)	Watermark SEARCH INTERNATIONAL PTY LIMITED	$49,499.97	17-Jan-18	18-May-18
Shared Services Customer Satisfaction Survey	quotation	consultancy	ORIMA Research	$146,440.00	17-Jan-18	16-Jan-19
Temporary Traffic Management Services for GIO Stadium Canberra and Manuka Oval - 2018-19	quotation	services (non-consultancy)	Care Traffic	$200,000.00	18-Jan-18	22-Dec-19

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
Caroline Chisholm High. Install automated dampers	select	works	Carrier Australia Pty Ltd	$39,545.00	23-Jan-18	23-Apr-18
City Block 23 Section 19 Additional Parking Spaces Construction (Stage 2)	public	works	Simeonov Civil Engineering Pty Ltd	$743,296.15	24-Jan-18	03-Sep-19
Community Research and Online Panel	public	consultancy	Orima Research Pty Ltd	$219,010.00	31-Jan-18	31-Jan-19
Community Research and Online Panel	public	services (non-consultancy)	ORIMA Research	$219,010.00	31-Jan-18	31-Jan-19
Design and Construction of Stromlo Leisure Centre - Phase 1	public	works	Kane Constructions Pty Ltd	$1,431,100.00	01-Feb-18	01-Jun-18
Smart Modern Strategic Professional Services and Consulting Panel	quotation	consultancy	SYNERGY GROUP AUSTRALIA PTY LTD	$350,000.00	05-Feb-18	31-Jan-19
Provision of Early Intervention Physiotherapy Services to ACT Public Service Employees	quotation	services (non-consultancy)	CityWest Physiotherapy PTY LTD	$0.00	05-Feb-18	05-Feb-20
CMTEDD Security Risk Review 2018	quotation	consultancy	Industry Risk	$29,838.00	09-Feb-18	31-May-18
Marquees and infill - 2018 Canberra Balloon Spectacular	quotation	services (non-consultancy)	Barlens Event hire	$25,961.13	13-Feb-18	30-Mar-18
CMTEDD Safety Review 14022018	quotation	consultancy	RELIANCE RISK PTY LIMITED	$29,630.00	16-Feb-18	30-Apr-18
Server Hosting and Support Arrangements for Tenders ACT	single select	services (non-consultancy)	MORTON BLACKETER ONLINE PTY LTD	$40,663.24	19-Feb-18	26-Mar-19
Provision of Early Intervention Physiotherapy Services to ACT Public Service Employees	quotation	services (non-consultancy)	CAPITAL PHYSIOTHERAPY AND REHABILITATION SERVICES PTY LTD	$0.00	22-Feb-18	22-Feb-20
ICT Project Management Services	single select	services (non-consultancy)	RPSPM PTY LTD	$104,500.00	26-Feb-18	22-Feb-19
Ernest Cavanagh Street Extension and Associated Services, Design to the Extent Specified and Construction	public	works	Dale & Hitchcock Civil Engineering & Landscaping	$4,228,370.73	02-Mar-18	28-Sep-18

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
North Curtin Carruthers Street UST's & Associated Infrastructure Removals	select	works	ROBSON ENVIRONMENTAL PTY LTD	$71,167.80	06-Mar-18	06-Jun-18
Management Consultancy Services for the Iconnect Program	quotation	consultancy	Synergy Group Australia Pty Ltd	$199,000.00	08-Mar-18	30-Nov-18
File Cover Contract	quotation	goods	Rolls Printing Pty Ltd	$109,912.00	09-Mar-18	08-Mar-20
Event Executive Producer - Floriade 2018 and high level planning for Floriade 2019	quotation	consultancy	Visabel Pty Ltd	$151,855.00	13-Mar-18	11-Jan-19
Provision of Credit Rating Agency Services 2018-2023	public	consultancy	S&P Global Ratings	$850,947.00	13-Mar-18	31-Mar-23
Lyneham Primary School Evaporative Cooler Installation	select	works	King Air Pty Ltd	$47,080.00	16-Mar-18	16-Jun-18
Belconnen Resource Management Centre	select	works	Goldsmith Civil and Environmental	$353,274.57	20-Mar-18	20-Jun-18
Aviation Consulting and Business Cases	quotation	consultancy	SAUNDERS, GARRY	$49,280.00	21-Mar-18	30-Jun-18
Molonglo River Bridge and John Gorton Drive Extension (JGD3C) Concept Design	public	works	Jacobs Group (Australia) Pty Ltd	$440,952.00	23-Mar-18	28-Jun-19
TCH - Carpark Duress & Lighting Upgrade	quotation	works	Fredon Security Pty Ltd	$190,102.00	28-Mar-18	28-Jun-18
Registry, Issuing and Paying Agency Services	quotation	services (non-consultancy)	Austraclear Services Limited ("ACSL")	$64,900.00	29-Mar-18	31-Mar-28
ClickView	single select	services (non-consultancy)	ClickView Australia Pty Limited	$325,622.76	01-Apr-18	31-Mar-21
Database for SFIA data	quotation	services (non-consultancy)	Tx Management Systems Pty Ltd	$44,550.00	03-Apr-18	31-Mar-19
Molonglo 3 DN600 Water Main, PAP Contract Administration & Site Surveillance Services	public	consultancy	Calibre Consulting (ACT) Pty Ltd	$418,921.80	03-Apr-18	20-Feb-20
Provision of Salary Packaging Software Upgrade	single select	services (non-consultancy)	SmartSalary Pty Ltd	$293,436.00	04-Apr-18	04-Apr-21

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
North Building Upgrade to Addressable Detection	quotation	works	WORMALD AUSTRALIA PTY LTD	$48,730.00	05-Apr-18	05-Jul-18
Pearce Community Centre - Upgrade Fire System	quotation	works	WORMALD AUSTRALIA PTY LTD	$48,356.00	05-Apr-18	05-Jul-18
Infrastructure Commercial Advisors Panel	public	consultancy	KPMG	$0.00	05-Apr-18	01-Apr-21
255 Canberra Ave Fyshwick, Supply & Install Furniture	public	works	UCI Projects	$42,133.30	06-Apr-18	06-Jul-18
Shared Services Staff Survey	quotation	consultancy	ORIMA Research	$178,000.00	09-Apr-18	07-Apr-23
Infrastructure Commercial Advisors Panel	public	consultancy	Calibre Consulting (ACT) Pty Ltd	$0.00	11-Apr-18	01-Apr-21
Provision of Infiniti Software for an online simple procurement tool	single select	services (non-consultancy)	Intelledox Pty Ltd	$147,510.00	12-Apr-18	16-Apr-19
ACTIA Insurance Broking and Risk Management Services	public	consultancy	Marsh Pty Ltd	$1,164,951.00	12-Apr-18	30-Apr-21
Infrastructure Commercial Advisors Panel	public	consultancy	Ontoit	$0.00	13-Apr-18	01-Apr-21
Infrastructure Commercial Advisors Panel	public	consultancy	Grosvenor Management Consulting	$0.00	13-Apr-18	01-Apr-21
Coach for Syndicate 1	quotation	services (non-consultancy)	Evan Leybourn	$32,400.00	18-Apr-18	31-Aug-18
Infrastructure Commercial Advisors Panel	public	consultancy	MBMpl	$0.00	19-Apr-18	01-Apr-21
Infrastructure Commercial Advisors Panel	public	consultancy	Paxon Group	$0.00	19-Apr-18	01-Apr-21
Infrastructure Commercial Advisors Panel	public	consultancy	Rigby Downs Consulting	$0.00	19-Apr-18	01-Apr-21
Infrastructure Commercial Advisors Panel	public	consultancy	InfraSol Group	$0.00	19-Apr-18	01-Apr-21
Infrastructure Commercial Advisors Panel	public	consultancy	Donald Cant Watts Corke (ACT) Pty Ltd	$0.00	19-Apr-18	01-Apr-21
Infrastructure Commercial Advisors Panel	public	consultancy	RPS Project Management	$0.00	19-Apr-18	01-Apr-21

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
Crowdriff Social Media Aggregation and Distribution platform	quotation	services (non-consultancy)	Crowdriff Inc	$26,400.00	20-Apr-18	20-Apr-19
Infrastructure Commercial Advisors Panel	public	consultancy	GTA Consultants	$0.00	20-Apr-18	01-Apr-21
Infrastructure Commercial Advisors Panel	public	consultancy	Indesco Pty Ltd	$0.00	20-Apr-18	01-Apr-21
Kym Johnson	quotation	consultancy	ORIMA RESEARCH PTY LTD	$54,890.00	30-Apr-18	14-Sep-18
Infrastructure Commercial Advisors Panel	public	consultancy	Xact Project Consultants Pty Ltd	$0.00	30-Apr-18	01-Apr-21
Provision of Early Intervention Physiotherapy Services to ACT Public Service Employees	quotation	services (non-consultancy)	BARRETT INVESTMENTS (ACT) PTY LIMITED	$0.00	01-May-18	01-May-20
Privacy Impact Assessment for ACT Digital Account	quotation	consultancy	HWL Ebsworth Lawyers	$42,000.00	03-May-18	30-Jun-18
Economic contribution of Canberra higher education, training and research sector to the Territorys economy	quotation	consultancy	Deloitte Access Economics Pty Ltd	$78,581.80	04-May-18	30-Jun-18
Infrastructure Commercial Advisors Panel	quotation	consultancy	Deloitte Touche Tohmatsu	$0.00	07-May-18	01-Apr-21
Infrastructure Commercial Advisors Panel	public	consultancy	Arup Pty Limited	$0.00	11-May-18	01-Apr-21
Infrastructure Commercial Advisors Panel	public	consultancy	Guardian Property & Construction Pty Ltd	$0.00	16-May-18	01-Apr-21
Infrastructure Commercial Advisors Panel	public	consultancy	AECOM Australia	$0.00	16-May-18	01-Apr-21
Infrastructure Commercial Advisors Panel	public	consultancy	EY	$0.00	16-May-18	01-Apr-21
Ian Hansen & Associates	public	consultancy	Ian Hansen & Associates	$79,200.00	18-May-18	14-Sep-18
Robert Griew Nous Group	quotation	consultancy	Nous Group	$58,355.00	18-May-18	14-Sep-18
Refresh of ACT Government Performance and Accountability Framework	quotation	consultancy	Protiviti	$61,875.00	21-May-18	13-Jul-25
Molonglo 3 DN600 Water Main, Design (to the Extent Specified) and Construction	quotation	consultancy	Woden Contractors Pty Ltd	$3,664,092.77	21-May-18	31-Dec-18

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
Infrastructure Commercial Advisors Panel	public	consultancy	Aurecon Australasia Pty Ltd	$0.00	21-May-18	01-Apr-21
Infrastructure Commercial Advisors Panel	public	consultancy	Lockbridge Pty Ltd	$0.00	21-May-18	01-Apr-21
Managing Psychological Illness in the Workplace Training	public	consultancy	The Trustee for Lynch Cotton Family Trust	$200,000.00	22-May-18	22-May-20
Service Design Services for the iConnect Program	quotation	services (non-consultancy)	Design Managers Australia Pty Limited	$200,000.00	22-May-18	03-Dec-18
Internal Audit Services	quotation	services (non-consultancy)	GHD Pty Ltd	$59,265.00	30-May-18	06-Jul-18
Contract to supply authorised AWS training in cloud technologies	public	services (non-consultancy)	Bespoke Productions Pty Ltd trading as Bespoke Training Services	$111,265.00	01-Jun-18	31-Dec-18
Custody Consultant	quotation	goods	Mercer	$115,000.00	01-Jun-18	31-Aug-19
Smart Parking Goods and Services Agreement	quotation	consultancy	Smart Parking	$338,065.20	06-Jun-18	30-Jun-23
BT Automation Pty Ltd	public	services (non-consultancy)	BT AUTOMATION PTY LTD	$99,000.00	08-Jun-18	30-Jun-19
Nutrition Advisory Services	public	consultancy	Nutrition Australia ACT	$220,000.00	12-Jun-18	14-Jun-19
Whole of Government Panel of Training Providers	public	services (non-consultancy)			14-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Yellow Edge	public	services (non-consultancy)	Yellow Edge	$0.00	14-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Strategic Leadership	public	services (non-consultancy)	Strategic Leadership	$0.00	14-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with PunkPD	public	services (non-consultancy)	PunkPD	$0.00	14-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Allen's Training	public	services (non-consultancy)	Alta Pete Pty Limited	$0.00	14-Jun-18	30-Jun-21

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
Whole of Government Panel of Training Providers with Wizard Corporate Training	public	services (non-consultancy)	Wizard Corporate Training	$0.00	14-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Parasol	public	services (non-consultancy)	Parasol	$0.00	14-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Learning Options	public	services (non-consultancy)	Learning Options	$0.00	14-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Creative Safety Initiatives	public	services (non-consultancy)	Creative Safety Initiatives	$0.00	14-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Petersen Ink	public	services (non-consultancy)	Petersen Ink	$0.00	14-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Peak Performance PM	public	services (non-consultancy)	Peak Performance PM	$0.00	14-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with KPMG	public	services (non-consultancy)	KPMG	$0.00	14-Jun-18	30-Jun-21
ACT Government (Chief Minister, Treasury and Economic Development Directorate) ACT Government Office Projects Review	public	services (non-consultancy)	BellchambersBarrett	$48,600.00	18-Jun-18	10-Aug-18
Whole of Government Panel of Training Providers with Scope Training	public	consultancy	Scope Training	$0.00	19-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Fresh Coaching and Training	public	services (non-consultancy)	Fresh Coaching and Training	$0.00	19-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Allen's Training	public	services (non-consultancy)	Allens Training Pty Ltd	$0.00	19-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Sage Thinking	public	services (non-consultancy)	Sage Thinking	$0.00	19-Jun-18	30-Jun-21

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
Whole of Government Panel of Training Providers with Australian Red Cross Training	public	services (non-consultancy)	AUSTRALIAN RED CROSS TRAINING SERVICES	$0.00	19-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Robson Environmental	public	services (non-consultancy)	ROBSON ENVIRONMENTAL PTY LTD	$0.00	19-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Surf Life Saving	public	services (non-consultancy)	Australian Lifesaving Academy	$0.00	19-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with JennGen Consulting	public	services (non-consultancy)	JennGen Consulting	$0.00	19-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with PSPS	public	services (non-consultancy)	PSPS	$0.00	19-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Aspen Medical	public	services (non-consultancy)	Aspen Medical	$0.00	19-Jun-18	30-Jun-21
Accounting advice on land purchase transactions	public	services (non-consultancy)	EY	$29,995.00	21-Jun-18	31-Jul-18
Whole of Government Panel of Training Providers with TISC	single select	services (non-consultancy)	TISC	$0.00	21-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Lemke Timber Training	public	services (non-consultancy)	Lemke Timber Training Pty Ltd	$0.00	21-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Rebus Training	public	services (non-consultancy)	Rebus Training	$0.00	21-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Team HR	public	services (non-consultancy)	Team HR	$0.00	21-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with ACFEC	public	services (non-consultancy)	Australian Centre for Environmental Compliance	$0.00	21-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Workplace Research Associates	public	services (non-consultancy)	Workplace Research Associates Pty Ltd	$0.00	21-Jun-18	30-Jun-21

Contract Title	Procurement Methodology	Procurement Type	Contractor Name	Contract Amount	Execution Date	Expiry Date
Whole of Government Panel of Training Providers with Wisdom Learning	public	services (non-consultancy)	Wisdom Learning Pty Ltd	$0.00	21-Jun-18	30-Jun-21
Healthy and Active Living Lab	single select	services (non-consultancy)	University of Canberra	$165,000.00	22-Jun-18	28-Sep-18
Whole of Government Panel of Training Providers with Aravena	public	consultancy	Aravena Global Solutions Pty Ltd	$0.00	25-Jun-18	30-Jun-21
Gallery of Gardens Completion -Terra Australis	public	services (non-consultancy)	Eifer Pty Ltd	$186,974.00	26-Jun-18	26-Sep-19
Strategic Sourcing Services	public	works	RPV Consultants Pty Ltd	$2,500,000.00	27-Jun-18	31-Jan-19
Design Construct of Belconnen Arts Centre Stage 2	public	consultancy	PBS Building (ACT) Pty Ltd	$1,010,748.97	27-Jun-18	30-Sep-19
Gallery of Gardens Completion - Gift of Life	public	works	Eifer Pty Ltd	$222,739.00	27-Jun-18	04-Sep-19
Whole of Government Panel of Training Providers with Barrington	select	works	Barrington Group Australia Pty Limited	$0.00	27-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with CIT Solutions	public	services (non-consultancy)	CIT Solutions	$0.00	29-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Interaction	public	services (non-consultancy)	Interaction Consulting Group Pty Ltd	$0.00	29-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with Konekt	public	services (non-consultancy)	Konekt Australia Pty Ltd	$0.00	29-Jun-18	30-Jun-21
Whole of Government Panel of Training Providers with ACU	public	services (non-consultancy)	Australian Catholic University	$0.00	29-Jun-18	30-Jun-21

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. The ACT Executive financial results, including asset management, and the Management Discussion and Analysis are reported in Volume 2 of the *2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report*.

Barr Ministry (as at 30 June 2018)

Andrew Barr	Chief Minister Treasurer Minister for Economic Development Minister for Tourism and Major Events
Yvette Berry	Deputy Chief Minister Minister for Education and Early Childhood Development Minister for Housing and Suburban Development Minister for the Prevention of Domestic and Family Violence Minister for Women Minister for Sport and Recreation
Meegan Fitzharris	Minister for Health and Wellbeing Minister for Transport and City Events Minister for Higher Education, Training and Research
Mick Gentleman	Minister for Police and Emergency Services Minister for the Environment and Heritage Minister for Planning and Land Management Minister for Urban Renewal
Gordon Ramsay	Attorney-General Minister for Regulatory Services Minister for the Arts and Community Events Minister for Veterans and Seniors
Shane Rattenbury	Minister for Climate Change and Sustainability Minister for Justice, Consumer Affairs and Road Safety Minister for Corrections Minster for Mental Health

Rachel Stephen-Smith	Minister for Community Services and Social Inclusion Minister for Disability, Children and Youth Minister for Aboriginal and Torres Strait Islander Affairs Minister for Multicultural Affairs Minister for Workplace Safety and Industrial Relations

Staff

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

Staff employed at 30 June 2018

Classification	Staff FTE	Staff Headcount	Female FTE	Male FTE	Female Headcount	Male Headcount
Executive Chief of Staff	0.8	1	-	0.8	-	1
Chief Adviser	0.4	1	-	0.4	-	1
Senior Adviser L2	9.7	10	6.7	3.0	7	3
Senior Adviser L1	14.7	15	5.7	9.0	6	9
Adviser L2	5.9	7	1.7	4.2	2	5
Adviser L1	13.7	17	7.1	6.6	10	7
TOTAL	**45.2**	**51**	**21.2**	**24.0**	**25**	**26**

Gender breakdown at 30 June 2018

LAMS – ACT Executive	Female	Male
FTE by Gender	21.2	24.0
Percentage of Workforce	47%	53%
Headcount by Gender	25	26
Percentage of Workforce	49%	51%

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 *2017-18 Office of the Legislative Assembly Annual Report*. Emergency Management is managed by the Office of the Legislative Assembly, while Business Continuity Arrangements have shared management between the Office of the Legislative Assembly and the Chief Minister, Treasury and Economic Development Directorate.

Corporate administrative and financial support, including protocol matters, awards, functions and events, were provided by the Chief Minister, Treasury and Economic Development Directorate.

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

Robert Wright
Executive Director
Corporate
+61 2 6207 0569
robert.wright@act.gov.au

Kirsten Thompson
Director
Corporate Management
Chief Minister, Treasury and Economic Development Directorate
+61 2 6207 8207
Kirsten.thompson@act.gov.au

ACT Architects Board

Transmittal Certificate

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

2017-18 ACT Architects Board Annual Report

This report has been prepared in accordance with section 7(2) 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 information in the attached annual report is an honest and accurate account and that all material information on the operations of the ACT Architects Board has been included for the period 1 July 2017 to 30 June 2018.

I hereby certify that fraud prevention has been managed in accordance with the *Public Sector Management standards 2006*, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the Report to the Legislative Assembly within 15 weeks after the end of the reporting year.

Yours sincerely

Ben Green
Registrar of Architects
23 July 2018

Compliance Statement

The ACT Architects Board Annual Report must comply with the 2017 Annual Report Directions (the Directions). The Directions are found at the ACT Legislation Register: http://www.legislation.act.gov.au/ni/2017-280/notification.asp

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

Part 1 Directions Overview

The requirements under Part 1 of the 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 directorates and public sector bodies 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:

- Transmittal Certificate, see page 259;
- Organisational Overview and Performance, inclusive of all subsections, see page 261-262; and
- 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 2017-18 reporting period.

Part 4 Directorate and Public Sector Body 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 ACTPS Directorates, as follows:

- N. Community Engagement and Support, see the annual report of Chief Minister, Treasury and Economic Development Directorate;
- O. Justice and Community Safety, including all subsections O.1 – O.4, see the annual report of the Justice and Community Safety Directorate;
- P. Public Sector Standards and Workforce Profile, including all subsections P.1 – P.3, see the annual State of the Service Report; and
- Q. Territory Records, see the 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.

Organisational Overview and Performance

The ACT Architects Board (the Board) is established under the *Architects Act 2004* (the Act). The Board ensures registered architects provide services to the public in a professional and competent manner. The Board has a range of powers to investigate complaints against architects and to discipline those who are found to have acted unprofessionally or incompetently. The Board's functions are to:

- register architects;
- investigate complaints given to the Board about registered people and people who have been registered;
- consider whether it is necessary to take disciplinary action against registered people and people who have been registered and, if it is, to take the necessary action;
- consider and report to the Minister about issues referred to the Board by the Minister for advice;
- advise the Minister in relation to the practice of architecture, for example, about codes of professional conduct;
- further a common and harmonious approach to the administration of legislation about architects by cooperation with local jurisdictions;
- accredit courses of study in architecture; and
- provide general advice to consumers about the professional conduct and standards of competence expected of registered architects.

The ACT Architects Board is also part of a national network of Boards which administer the state and territory legislation 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.

In 2017-2018 the Board commenced work a draft code of professional conduct. A final draft was circulated for internal review this year and will be reviewed by the relevant policy agency prior to consultation with the industry.

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.

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. 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.

During 2017-18 the Board received 2 complaints.

National Engagement

In October 2017 the Registrar and Board Chair attended the AACA annual forum and Annual General Meeting in Hobart. This meeting was attended by the Registrars and Board chairs from all other Australian jurisdictions. The meeting provided 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.

Architects Registrations

Table 1: Registrations from 1 July 2017 to 30 June 2018

Type of registration	No. of registrations
New architects	39
Re-issue	69
Renewed architects	236
New mutual recognition	11

Type of registration	No. of registrations
Current registered architects	332

Internal Accountability

Membership of the Board

Section 70 of the Act stipulates that the Board consists of the following members:

> 1 member nominated in writing by a representative body;

> 1 member who is, or has recently been, an academic architect;

> 1 member who is registered;

> 1 member who is a commercial lawyer; and

> 1 member to represent community interests who is not registered.

The Minister must appoint the board members and an appointment must be for a term of no longer than 3 years.

Table 2: Membership of the Board as appointed by the Ministers at 30 June 2018

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

Board Meetings

The ACT Architects Board is required to meet at least four times a year.

During 2017-18 the Board met on the following occasions:

> 17 August 2017, 9 October 2017, 19 December 2017, 20 February 2018, 20 March 2018;

> 1 May 2018;

> 6 June 2018; and

> 19 June 2018.

Table 3: Board Members' attendance

Member	Meetings attended
Catherine Townsend (Board Chair)	8
Annabelle Pegrum	2
Alan Morschel	8
Maurice Falcetta	7
Alex Sloan	4

Remuneration

In accordance with the *Remuneration Tribunal Act 1995*, the remuneration rate for the Chair of the ACT Architects Board is $525 (per diem) and for a Member of the Board is $450 (per diem).

Further information can be obtained from

Mr Ben Green
Registrar ACT Architects Board
+61 2 6207 7387
architectsboard@act.gov.au

ACT Compulsory Third-Party Insurance Regulator

Transmittal Certificate

ACT Government
ACT CTP Regulator

Mr Andrew Barr MLA
Treasurer
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2017-18 ACT Compulsory Third-Party Insurance Regulator (CTP regulator) Annual Report

The attached annual report for the CTP regulator has been prepared in accordance with section 7(2) 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 CTP Regulator.

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 the CTP Regulator has been included for the period 1 July 2017 to 30 June 2018.

I also certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006*, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the report to the Legislative Assembly within 15 weeks after the end of the reporting year.

Yours sincerely

Sue Vroombout
Acting ACT Compulsory Third-Party Insurance Regulator
12 September 2018

Performance Reporting

B.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 for up to 5 years. The Executive Director of the Economic and Financial Group (EFG), CMTEDD was appointed by the Minister as the CTP regulator for a period of 5 years commencing from 9 June 2015.

The functions of the regulator are supported by the Financial Framework Management and Insurance Branch of EFG, CMTEDD. The regulator's stakeholders include the members of the ACT community, particularly persons injured in motor vehicle accidents, motorists who are required by law to purchase CTP insurance, and the licensed insurers.

B.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.

B.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.

B.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 Suncorp brand entrants – AAMI, APIA and GIO – have consolidated their position alongside NRMA Insurance in the market.

Competition has delivered innovative products and product choice. In addition, during 2017-18, motorists continued to benefit from further reductions in premiums, as shown in Figure 1. Since competition commenced in the ACT CTP market in July 2013 up until 30 June 2018, the average private passenger vehicle premium has fallen by $40.23, or 6.8%.

Figure 1 – Fall in CTP premium prices since the introduction of competition

CTP Deliberative Democracy Process – Citizens' Jury

In 2017 the Government decided to undertake a deliberative democracy process - a citizens' jury on the CTP insurance scheme.

Citizens of the ACT came together to discuss, debate and deliberate on the ACT's CTP scheme. Through this process, the citizens' jury was asked to consider the question: 'What should the objectives of an improved CTP scheme be to best balance the interests of all road users'.

The jury, made up of a representative group of Canberrans, first met in October 2017. Over four days the jury heard evidence from injured people and past CTP claimants, as well as medical, legal and insurance experts, including the CTP Regulator. They also considered community feedback and survey results.

The objectives set by the jury following that process were: early access to medical treatment; economic support and rehabilitation services; equitable cover for all people injured in a motor

vehicle accident; greater efficiency and value for money; supporting people to better navigate the scheme and strengthening integrity of the scheme to reduce fraudulent behaviour.

The jury handed their report on the objectives for an improved CTP scheme to a Stakeholder Reference Group (SRG). This group included insurers, the legal profession, a health care consumer representative, a rehabilitation researcher and representatives of the ACT Government which included the CTP Regulator, as well as a scheme designer and actuary. An expert scheme designer, with input from the SRG, developed four models in line with the jury's priorities. These models were costed by an actuary to determine their potential impact on the premiums driver's pay.

The jury met for the final time in March 2018 and determined which model best met their priorities. The model chosen by the jury delivers the following improvements:

> everyone injured in a motor vehicle accident will receive up to five years treatment, care and income benefits, regardless of who was at-fault;

> quality of life benefits, which provide compensation for non-financial loss, will be available for all people who meet injury thresholds; and

> anyone whose injury was caused by someone else's negligence and who is more seriously injured will still be able to access additional common law benefits.

The jury decided this model best met the objectives they set when they first commenced work in October 2017.

The ACT Government has publicly committed to delivering the scheme chosen by the jury and to introducing legislation to the ACT Legislative Assembly by the end of 2018. The aim is for the new scheme to commence in the second half of 2019.

The new CTP scheme will have a significant impact on the CTP regulator's functions and systems, with additional requirements including, for example, a more extensive information role and some support for the dispute resolution mechanism.

Peer-to-Peer car sharing

Peer-to-peer car sharing (P2P car sharing) has been developing for a number of years as another element of the sharing economy. This form of car sharing generally involves offering cars that are owned by private owners or company fleets for short term rental.

During 2016-17, Car Next Door (CND) which currently operates in Sydney and Melbourne, approached the ACT Government regarding setting up its operations in Canberra. CND focuses on offering privately owned cars for rent, from a few hours and up to one day, through a web-based platform.

At the request of CND, during 2016-17, the CTP regulator facilitated a review by the insurers of the risks associated with a person being injured by a P2P car sharing vehicle. The review found that the risks for these services were substantially lower than for a commercial rental car, and consequently, a new CTP class 25B – Personal Share Vehicle (PSV) was created parallel to CTP class 25A - rideshare vehicle (given similar risks).

On 13 July 2017 CTP subordinate legislation in the form of the Road Transport (Third-Party Insurance) Amendment Regulation 2017 (No 2) was notified to facilitate the new PSV arrangements. The CTP regulator wrote to insurers requesting PSV filings in July 2017, with the insurers providing filings in early to mid-August 2017. The PSV premiums were effective from 18 September 2017.

CND has advised it expects to enter the ACT in the coming months. The CTP regulator has requested to be kept informed of the launch date to assist CND entering the market in terms of registration and CTP insurance. Other neighbourhood car sharing companies, such as Drive My Car and Popcar, are already operating in the ACT.

Light Rail Vehicles

During the course of 2016-17 and 2017-18, the CTP regulator assisted will amendments to the CTP Act to extend scheme coverage to include any personal injuries arising from a traffic accident involving a light rail vehicle (LRV). This allows persons with injuries arising from an LRV accident to be treated in a consistent manner with accidents involving other types of vehicles. Changes to the CTP Act became effective 11 October 2017.

The CTP regulator requested all insurers to file premiums for the new CTP class 26 - LRV by 1 November 2017. New LRV premiums were effective 1 February 2018, and Canberra Metro paid for CTP coverage [and lifetime care and support (LTCS) levy] on 3 April 2018 to allow the first five LRVs to commence testing.

Streamlining the CTP premium filing process

Following work undertaken in 2016-17, the CTP regulator continued to develop a 'streamlined' premium filing process with insurers during 2017-18.

To respond to changes in the competitive landscape, including insurers filing smaller, more regular changes in premiums more often, parties worked together to implement revised Premium Guidelines.

The key change was to revise section 6 of the Guidelines (which outlines the arrangements and data requirements for premium filings) to permit insurers to undertake a combination of full de novo and partial filings. Smaller, lower risk partial filings meeting various requirements (including premium changes within specified bands set by the scheme actuary) will no longer be subject to the detailed filing process. This will improve the efficiency of the filings process for both the insurers and the CTP regulator.

The Guidelines also included enhanced data provision requirements for the insurers to allow the scheme actuary to undertake more detailed and comparable analysis of full de novo filings.

The new Premium Guidelines were notified on 12 July 2018.

The CTP regulator wrote to insurers on 13 July 2018 informing them, based on the Scheme Actuary's advice, that the annual bands for the relevant partial flings commencing 1 February 2018 are premium:

- increases of up to 3% will not be considered excessive i.e. +0.5% (minimum threshold) to +3.0%; and

- reductions of up to 8% will be considered to provide full funding i.e. -0.5% (minimum threshold) to -8.0%.

Autonomous Vehicles

In November 2016, the Transport and Infrastructure Council [2] approved work to start developing a regulatory framework to support the safe operation of autonomous vehicles (AVs), which included the following recommendation:

> ***"Recommendation 7:*** *That state and territory governments undertake a review of compulsory third-party and national injury insurance schemes to identify any eligibility barriers to accessing these schemes by occupants of an automated vehicle or those involved in a crash with an automated vehicle.*
>
> *That, subject to the review of insurance schemes, each state and territory government amends its compulsory third-party insurance schemes in close consultation with each other and industry, and that resulting reforms are nationally consistent wherever possible."*

To respond to Recommendation 7, a 'CTP Insurance Review' project (CTP review) has been put in place comprising representatives from the National Transport Commission (NTC) and Motor Accident Injury Insurance (MAII) schemes. The objectives of the CTP review are to:

- identify barriers to accessing compensation, under current MAII schemes, for personal injuries caused by an automated driving system (ADS);
- seek views on whether existing MAII schemes should be amended to provide cover for injuries caused by an ADS; and
- seek views on other options that could provide cover for injuries caused by an ADS.

The work also considers, and links to other NTC projects [such as the Changing Driving Laws and Safety Assurance System (SAS) strategies], around establishing legal obligations for automated driving system entities (ADSEs). The CTP Review considers these legal obligations in the context of possibly including insurance options to address personal injury arising from accidents occurring because of defective AVs.

During 2017-18 the CTP regulator provided advice and input into a discussion paper and participated in discussions as part of the MAII schemes and AV Working Group.

A discussion paper on possible changes to MAII schemes to recognise AV driving functions and entities is currently in the process of being finalised. The NTC will then seek public feedback on options for providing insurance coverage for accidents involving an AV in the second half of 2018.

During 2017-18 the CTP regulator also provided advice on a range of CTP and LTCS matters involving AVs, including more recently, the NTC projects – 'Changing Driving Laws to Support Automated Vehicles' and 'Proposed Criteria for the Statement of Compliance' (Part of the SAS for Autonomous Vehicles).

[2] The Transport and Infrastructure Council, comprised of Commonwealth, state, territory and New Zealand Ministers, reports to the Council of Australian Governments, and plays a key role in delivering national reforms to improve the efficiency and productivity of Australia's infrastructure and transport systems.

Road Safety initiatives

In 2017-18 the CTP regulator contributed a further $50,000 to the Australasian New Car Assessment Program (ANCAP) *Safer Vehicle Choices* road safety initiative, working in conjunction with both the Road Safety Policy unit in the Justice and Community Safety Directorate (JACSD) and ANCAP. The initiative largely builds on the successful 2016-17 ANCAP partnership campaign promoting safer vehicle choices which the CTP Regulator contributed to.

The 2017-18 strategy again targets safer vehicles choices for young and older drivers, who statistically have a higher risk of being involved in an accident than other drivers, with these motorists encouraged to purchase the safest car (with the highest ANCAP star rating) they can afford. Evidence indicates that a person has 'twice the chance of being killed or seriously injured in a 3 star rated car compared to a 5 star rated car'.[3] The campaign is aimed at both reducing motor vehicle accidents and hence personal injuries, and also reducing the severity of the injuries sustained in such accidents.

The campaign will be implemented through a multi-pronged strategy with the ANCAP crash vehicle display [4] occurring in universities and other Canberra locations; safer vehicle choices signage being displayed on Transport Canberra buses; and television advertisements running in the latter part of 2018.

A growing number of accidents in the ACT occur where talking or texting on a mobile phone is undertaken while driving. As a result, in 2017-18 the CTP regulator also contributed $15,000 towards reactivating the road safety campaign targeting the dangers of driver distraction such as texting or talking on a hand-held mobile phone with advertisements on social media and bus backs running in the second half of 2018.

The initiative aims to reiterate awareness of using phones and texting while driving and is aimed at reducing motor vehicle accidents and personal injuries as a result of such accidents.

Other highlights

The CTP regulator also:

- met with Heads of Motor Accident Injury Schemes (HMAIS) to discuss a range of national and strategic issues and to share information on issues facing individual CTP and LTCS schemes;

- met with the ACT CTP insurers, the ACT Nominal Defendant and the Insurance 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;

- attended Australian Prudential Regulatory Authority (APRA) meetings with representatives from other privately underwritten CTP schemes to discuss regulatory and supervisory matters in respect to CTP insurers (following the signing of a Memorandum of Understanding between the CTP regulator and APRA in August 2017); and

- maintained the CTP website and responded to feedback from the public received by way of telephone calls through Access Canberra, via the CTP website at http://apps.treasury.act.gov.au/compulsorytpi/feedback, and general written correspondence.

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[3] ANCAP website - https://www.ancap.com.au/safety-ratings-explained.

[4] The ANCAP display involved a 1998 and 2015 Corolla which were crashed head on at 64km/h, with the message: *'in the 2015 car you walk away, in the '98 model you're unlikely to survive'.*

B.1.4 Market Share

Market share indicates the proportion of the CTP market held by each insurer. It provides an indication of how the ACT community is responding to a competitive market.

Figure 2 shows the average market share over each of the financial years from 2013-14 when competition began, through to the end of the latest financial year of 2017-18. Market share is based on premiums collected by insurers.

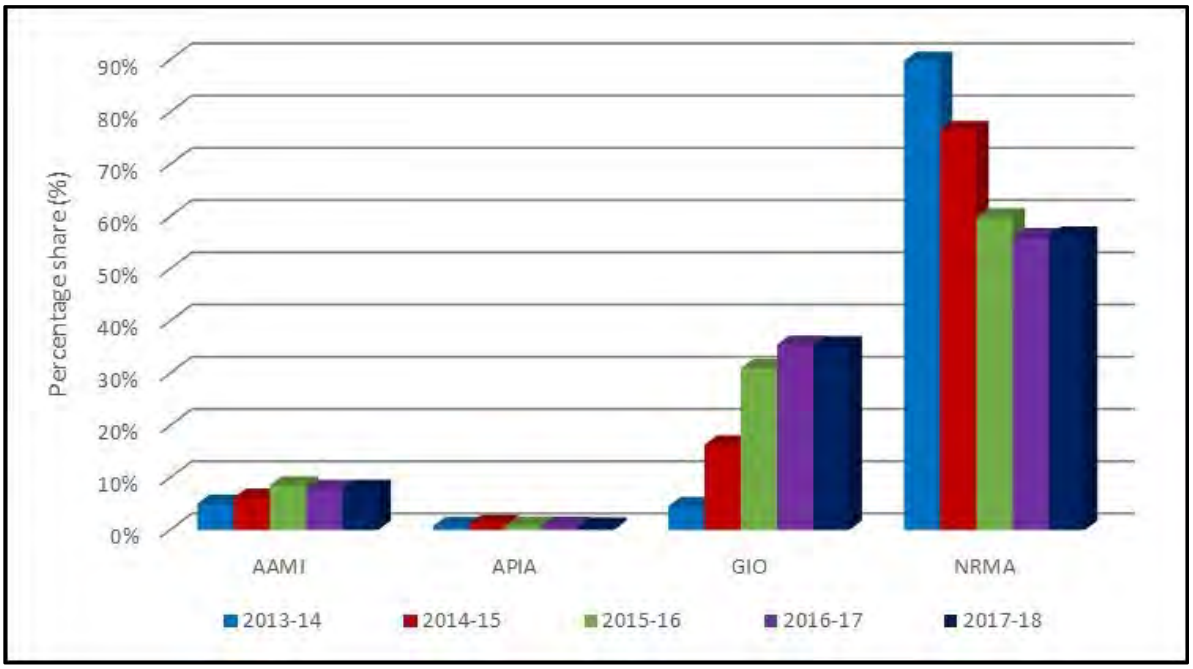
While Suncorp's brands (and in particular it's leading brand GIO) achieved significant gains in market share over the period 2013-14 to 2016-17, this share stabilised in 2017-18. Relative to the 2016-17 market share:

> GIO's market share was largely unchanged at 35.3% over the 2017-18 financial year [a loss of 0.1 percentage point (pp) compared to 35.4% over the 2016-17 financial year];

> NRMA's market share was also largely unchanged at 56.3% over the 2017-18 financial year (an increase of 0.3 pp compared to 56.0% over the 2016-17 financial year); and

> AAMI and APIA continue to hold relatively small market shares at 7.8% and 0.6% over the 2017-18 financial year respectively.

Figure 2 – Movement in insurers' average market share since the introduction of competition



B.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.

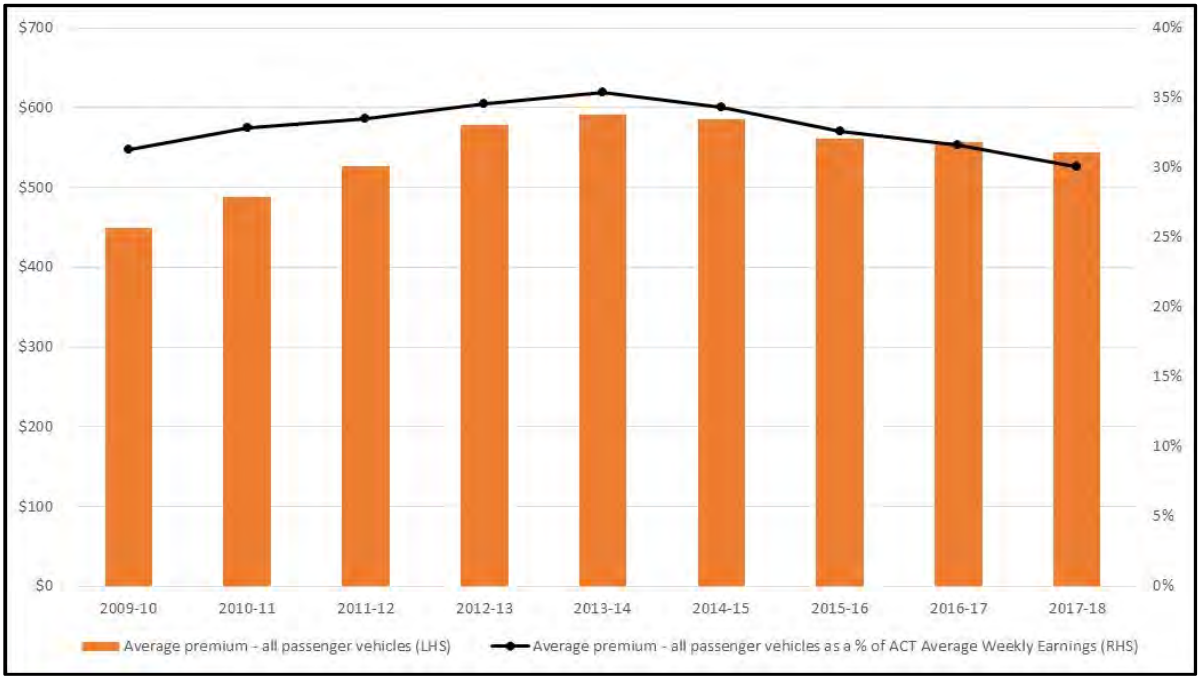
The premiums charged by insurers reflect the benefit structure underlying the ACT's CTP insurance scheme. The ACT's current scheme design differs from that of other State CTP schemes which tend to contain limits on benefits. For example, other CTP schemes limit access to common law and damages for non-economic loss (general damages and pain and suffering) to severe injuries – the current ACT scheme has no such restrictions. The ACT arrangements are reflected in the higher

premiums motorists pay in the Territory and hence impact on the relative affordability of the scheme.

The proposed new CTP scheme will in conjunction with introducing defined benefits for everyone, introduce thresholds and a general damages scale for common law claims and is currently anticipated to result in a reduction in premiums once it commences in the second half of 2019.

As shown in Figure 3, affordability, measured as premiums as a proportion of ACT average weekly earnings (AWE) improved, falling by 5.3 percentage points over the period 2013-14 to 2017-18. This reflects average premiums falling as a proportion of AWE throughout this period. Affordability has improved despite slow wage growth.

Figure 3 – Average Premiums for Private Passenger Vehicles and as a Proportion of ACT Average Weekly Earnings



Notes: *The average CTP premium is for a class 1 passenger vehicle based on a 12 month policy.*

B.1.6 Average cost of claims and claims frequency

The average cost of a claim and claims frequency are important drivers of CTP insurance premiums. The higher the average cost per claim and claims frequency, the more funding insurers need to cover future claim payments and hence the need to set higher premiums.

The average claim data provided in Figure 4 are based on both finalised and open claims - comprising reported claims, historical payments and case estimates, by accident year. [5] The inclusion of both finalised and open claims provides a complete picture of the scheme experience for accidents occurring in that year.

While case estimates reflect the best estimate of the future cost of open claims, they will inevitably differ from the ultimate cost of the claim. Generally, where there is more information available on the claim, that is, they are more established claims for older accident years, case estimates are

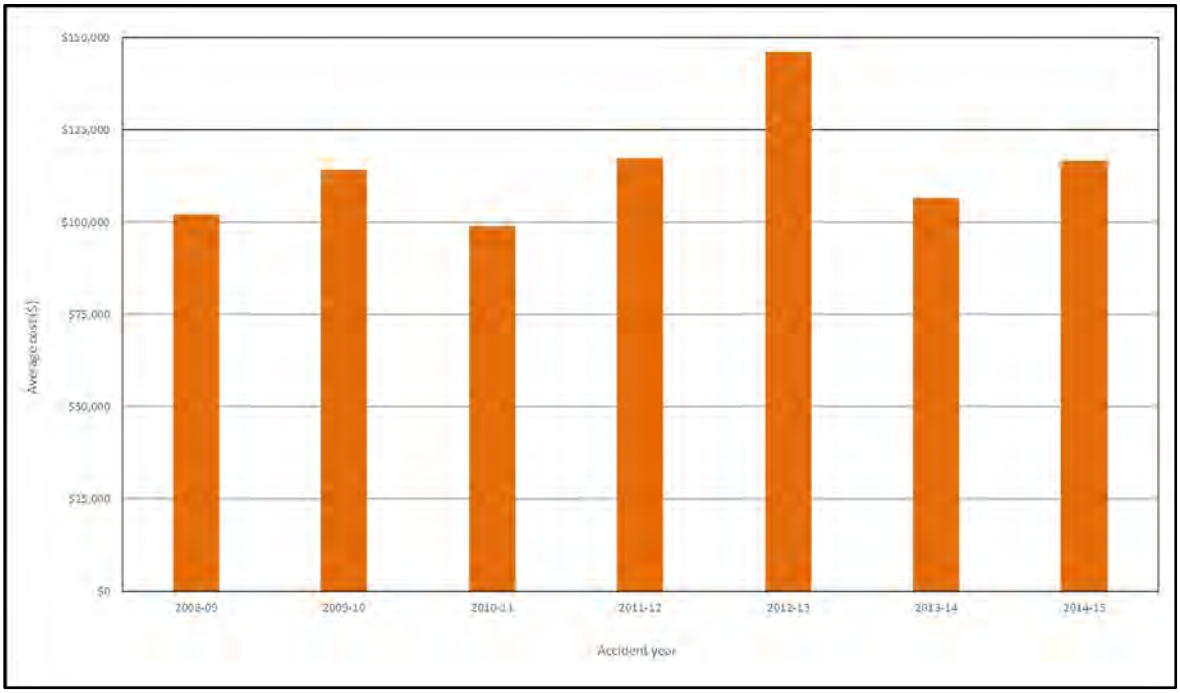
[5] Accident year means the year in which the accident occurred, not the year in which payments occur.

considered to be better estimates of the ultimate cost. Because of this, to objectively reflect a reasonable picture of the average cost over time, the following figure provides data only up to 2014-15, as the data for the accident years of 2015-16 to 2017-18 are at this point in time too underdeveloped to reflect costs for these years with sufficient accuracy. [6]

Figure 4 demonstrates that the average claims cost over the period 2008-09 to 2014-15 generally ranged from $100,000 to $120,000 with the exception of 2012-13, where the cost was just above $146,000. The average cost over the seven year accident period was $114,624.

The average claim cost is driven by total claims costs (largely reflecting the overall severity of the accident injuries) and the number of claims.

Figure 4 – Average claim cost, by accident year



Notes:

- *Payments make in earlier years have not been indexed to reflect 2014-15 values.*
- *The average cost per claim by accident year is based on both finalised and open claims comprising reported claims, historical payments and case estimates. Payments are gross amounts and claims numbers reflect only those claims for which payments have been made or are expected to be made.*
- *Accident years are on a financial accident year basis.*
- *Data for all years are subject to change and reflect 'best case estimates' given all years comprise both finalised and open claims, with the open claims (and where applicable re-opened claims) containing varying proportions of case estimates. Further, the date only reflects actual claims made to date.*

Claims frequency (also known as the 'accident rate') is an important measure as it indicates the proportion of the Territory's motor vehicles that are involved in a motor vehicle accident and which make a CTP claim. It is calculated by dividing the number of CTP claims (by accident year) by the number of registered vehicles with a CTP policy.

[6] Data for the 2015-16 accident year and beyond are deemed by the scheme actuary to be too underdeveloped to contribute to a reliable longitudinal analysis at this point in time, as the case estimates as a proportion of finalised and open claims (comprising both payments and estimates) is well over 50%.

As shown in Figure 5, the number of claims and frequency of claims at a broad level move together. For the latest years, from 2015-16 to 2016-17:

> the number of claims fell by 4.7% to 910. This was higher than the average claims number over the 2009-10 to 2016-17 period of 804 [(a)]; and

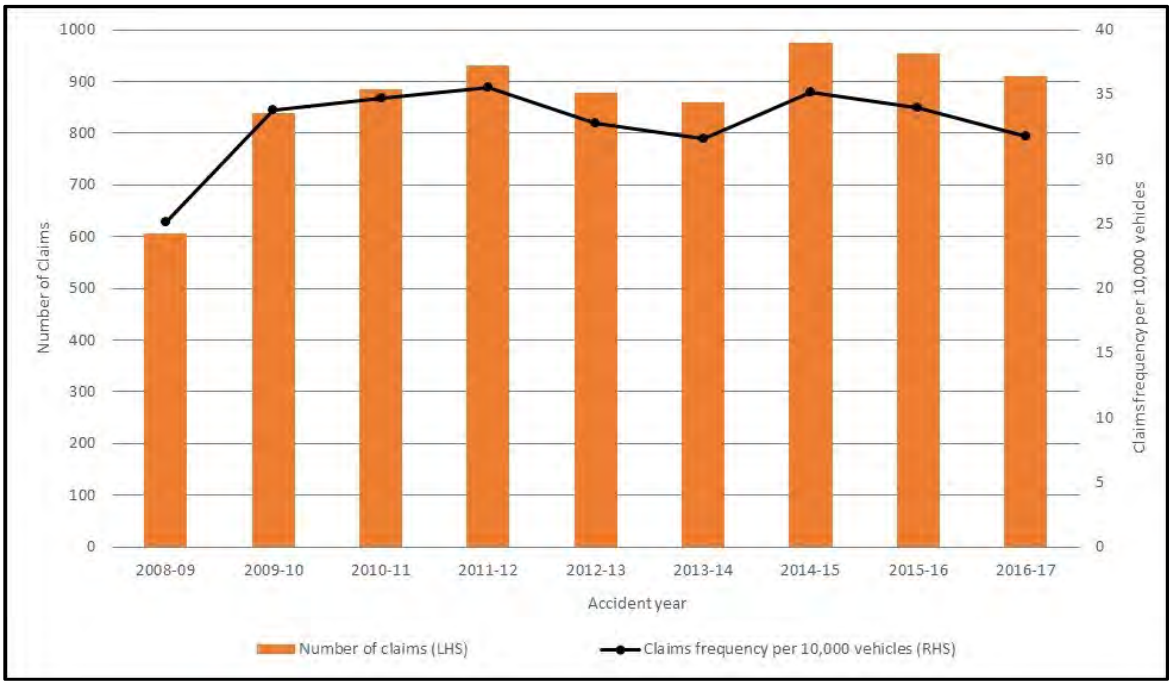
> claims frequency fell by 2.3 percentage points to 31.7 claims per 10,000 vehicles. This is below the average frequency of 33.7 for the 8 year period [(a)]:

> claims frequency has remained within a fairly tight band over the 2009-10 to 2016-17 period, between a low of 31.5 and a high of 35.5 (that is, 32 to 36 in every 10,000 motor vehicles were involved in an accident that led to a CTP claim) [(a)].

In 2016-17 the number of claims was higher than the average over the 2009-10 to 2016-17 period, while claims frequency in 2016-17 was lower than the average over the same period. This reflects the relationship between the trend in numbers of claims relative to the growth in the number of ACT registered vehicles with a CTP policy.

Data for 2017-18 are not shown as they are not sufficiently developed at this point in time.

Figure 5 – Number of claims and claims frequency, by accident year



Notes:

- *[(a)] Data from 2008-09 are excluded from this analysis given that the number of claims and claims frequency are understated.*
- *As the new CTP Act became effective 1 October 2008, claims data for 2008-09 reflects a part-year effect.*
- *Claims data are on an accident year basis (by financial year), that is, claims made during the year the accident occurred.*
- *In deriving claims frequency, the number of claims are divided by the number of ACT registered vehicles with a CTP policy (excludes trailers and non-engine caravans / campervans).*

B.1.7 Claims payments

Claim payments by heads of damage (HoD) is a useful measure for analysing where a scheme's funding is being spent and, importantly, the proportion of claims being paid directly to injured persons.

To provide an objective view of HoD trends over the period 2008-09 to 2013-14, Figure 6 provides HoD payments as a proportion of total payments for those claims that have been finalised, on an accident year basis.

The accuracy of the HoD percentages paid in each accident year is affected by the proportion of claims that have been finalised, with older accident years having a higher proportion of finalised claims. In this context, the time series provided excludes accident years from 2014-15 onwards as these years have relatively low proportions of finalised claims, and are therefore too incomplete at this point in time to be representative of the general trend in the various HoD.

The data shows that over the period 2008-09 to 2013-14:

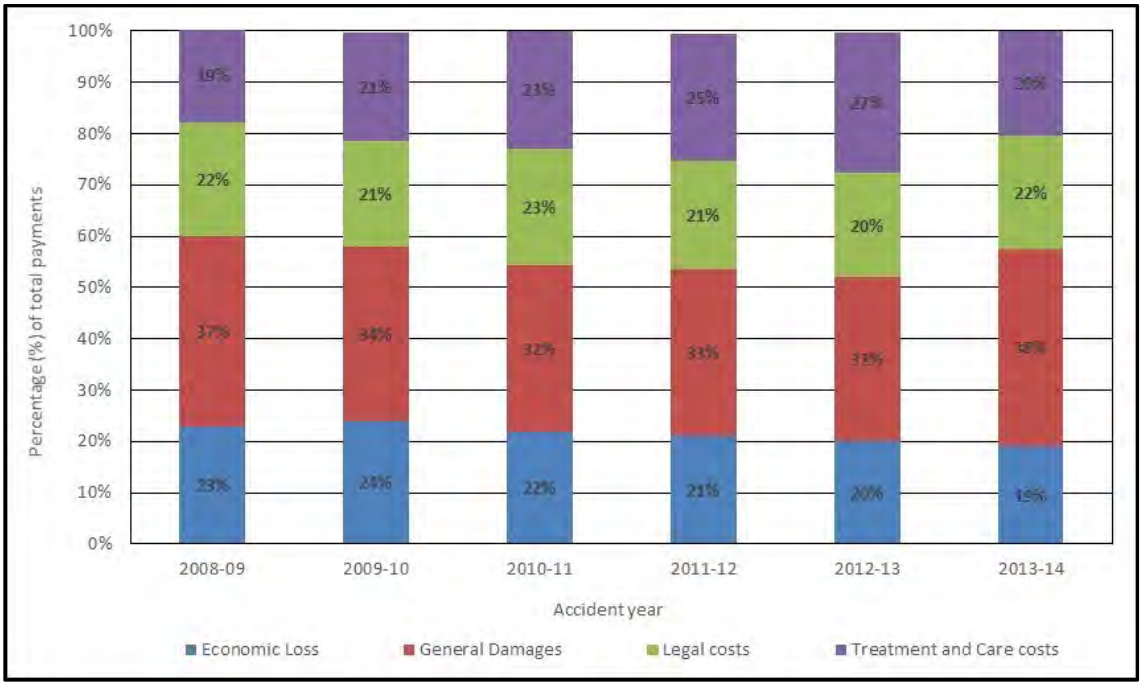
> general damages was the largest component averaging 34% of total costs over the 6 year period (from a low of 32%, to a high of 38%);

> treatment and care costs averaged 23% of total costs, and had the highest variability over the period shown (from a low of 19%, to a high of 27%);

> economic loss averaged 22% of total costs (from a low of 19%, to a high of 24%); and

> legal costs averaged 21% of total costs (from a low of 20%, to a high of 23%).

Figure 6 – Heads of Damage as a proportion of total payments, by accident year



Notes:

- *Payments made in earlier years have not been indexed to reflect 2013-14 values and are in relation to claims finalised.*
- *Payments are gross payments.*

- *Treatment and care costs comprise 'treatment costs' and 'past and future care costs'. Legal costs comprise 'Defendant legal costs', 'Investigation costs' and 'Plaintiff Legal costs', but not solicitor-client fees.*

B.1.8 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 electronic Personal Injury Register (PIR) is the database of all motor accidents that occur in the ACT.

The CTP regulator is aware of cold calling and claims farming practices. There is evidence that these practices are continuing to occur in the ACT and other CTP schemes around Australia, and that the claims farming practices continue to evolve.

The CTP regulator will continue to analyse the ACT's scheme data and work co-operatively with other Heads of MAII schemes and the ACT CTP insurers in regard to fraud issues and monitoring.

B.1.9 Scheme Data

The ACT's PIR system is the electronic register of all claims and payments relating to motor accidents involving personal injury in the ACT under the current CTP scheme. The data are collected from CTP insurers and the Nominal Defendant at regular intervals.

The new CTP scheme (a hybrid no-fault common law scheme) has significant ramifications for the CTP regulator's data collection and reporting systems, with new data fields required to be collected.

During 2017-18 CMTEDD progressed the business requirements; design; and project planning for implementing a new information technology system (ITS) which will reflect the new CTP scheme's configuration and capture the required reporting requirements, including defined benefits.

In early 2018-19 it is expected that the project planning and associated requirements will be finalised, with the majority of the financial year dedicated to finalising the technical arrangements; liaising with stakeholders; building the business system; and testing the ITS in time for the commencement of the new scheme, expected in the second half of 2019.

B.1.10 Profit Margins

Section 46 of the CTP Act requires the CTP regulator to 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.

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 2017-18 was 8% to 11% (in 2016-17 the range was also 8% to 11%).

B.1.11 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 currently performed by Finity Consulting Pty Limited, under contract.

See B.2 Performance Analysis, performance indicator (a) for details on filings received during 2017-18.

B.1.12 Licensed Insurers

Under section 184 of the CTP Act, the regulator may license an insurer to provide CTP insurance in the ACT.

No applications from new insurers to become licensed insurers in the ACT were received during 2017-18.

B.1.13 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 3.5.3 of the Premium Guidelines. The amount is determined by the scheme actuary and applies for the relevant financial year. The loading for the 2018-19 financial year is 0.187% per month (2017-18: 0.177%).

B.1.14 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 2017-18 was $419.84 (2016-17: $422.73).

B.1.15 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 (NDL) to be assessed on a yearly basis by the scheme actuary. The NDL 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 NDL for 2018-19. It has been determined that the NDL will increase to 4.7% in 2018-19 (the loading was increased to 4.5% in February 2018).

The principal reason for the increase is due to the commercial insurers continuing to reduce premiums during 2017-18. As the NDL is a fixed percentage applied to the base CTP premium,[7] reduced base premiums automatically result in a lower amount being transferred to the Nominal Defendant. This necessitates an increase in the NDL to maintain required funding.

B.1.16 Outlook

Priorities in 2018-19 and over the next three financial years relate to the objectives of the CTP Act and include:

- assisting CMTEDD to develop legislation to implement the new CTP scheme and an ICT solution for the increased data requirements. It is expected that the new scheme will commence in the second half of 2019;
- working with the National Transport Commission and other CTP regulators on identifying how CTP schemes deal with autonomous vehicles;
- working with peer-to-peer car sharing companies wanting to enter the ACT market;
- monitoring and reviewing the streamlined CTP premium filing process for specified (lower risk) filings to enhance the efficiency of the process for all impacted parties, while also encouraging more affordable premiums through ongoing competition;
- continuing to monitor the scheme's performance; and
- contributing to targeted road safety initiatives that assist in reducing motor accidents and personal injuries, and mitigating their impact.

B.2 Performance Analysis

The ACT CTP Insurance regulator's 2017-18 performance indicators are included in the Statement of Intent, and are reported as part of the regulator's Statement of Performance.

The 2017-18 financial year saw the CTP regulator develop and achieve the following indicators.

Explanation of Performance Indicators

a. ACTP 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 on which the CTP regulator is permitted to reject a premium filing: the premiums applied for by CTP insurers are too low (the fully funded test); or are too high (the excessive premium test).

Premium filings were received from AAMI and APIA in June 2017 (approved in July 2017). Premium filings from all insurers for the new CTP Personal Share Vehicle class 25B were received in August

[7] The base CTP premium is calculated as the CTP premium less GST and the Nominal Defendant Loading.

2017. Premiums for the new CTP Light Rail Vehicle (LRV) class 26, and to allow a common basis from which bands for streamlined partial premium fillings could be determined, were received from NRMA in October 2017 and AAMI, APIA, GIO in November 2017. All of the premium filings (and granted extensions) were assessed and approved in accordance with the Act.

b. 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 insurer's 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 2017-18.

c. Make guidelines under the Act

The guidelines under the Act were discussed as a standing item at the 2017-18 ICA meetings.

In addition, changes to the Premium Guidelines under the Act were drafted and discussed at the April 2018 ICA meeting, and progressed out of session with insurers during 2017-18. The instrument was notified on 12 July 2018.

The key change was to revise section 6 of the Guidelines to permit insurers to undertake a combination of full de novo and partial filings. Smaller, lower risk partial filings meeting various requirements (including premium changes within specified bands set by the scheme actuary) will not be subject to the detailed filing process. This will improve the efficiency of the process for both the insurers and the CTP regulator. Enhanced data provision requirements from the insurers were also adopted to allow the scheme actuary to undertake more detailed and comparable analysis of full de novo filings.

The Early Payment Guidelines were monitored and discussed during 2017-18, however, revisions were not necessary before 30 June 2018. No other guidelines have been implemented under the Act in 2017-18.

d. 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 twice during 2017-18 at meetings facilitated by the ICA (there was also out-of-session correspondence with insurers on important issues). The meetings and correspondence included discussion of matters relating to improving the operation of the CTP scheme, namely:

- Informing insurers about the CTP Deliberative Democracy process (August 2017 meeting) and providing an outline of the citizens' jury outcomes and targeted consultation process during the legislative drafting for the jury's chosen model (April 2018 meeting);
- discussing changes to the Premium Guidelines to finalise streamlining provisions for relevant premium filings;
- discussing the CTP arrangements for the ACT's light rail vehicles;
- discussing the way motorists are informed about their 'current' CTP insurer on the registration renewal notices;

- seeking input into a draft response to NSW on proposed cross-border claims arrangements following implementation of a new NSW CTP scheme; and

- providing an update to insurers on the status of the entry of peer-to-peer car sharing organisations into the ACT market.

e. Promote public awareness of the causes of motor accidents through funding measures | directed at reducing causes of motor vehicle accidents

The CTP regulator contributed $65,000 in 2017-18 to various road safety strategies aimed at mitigating third-party motor vehicle injuries. This comprises:

- $50,000 for an Australasian New Car Assessment Program (ANCAP) *Safer Vehicle Choices* campaign; and

- $15,000 for a *Texting while Driving* campaign.

f. Complaints handling within 10 working days of receipt of the complaint

In 2017-18, the CTP regulator achieved 100% compliance with this performance indicator in cases where no further information was required from another Directorate.

B.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 Ombudsman reports with recommendations in relation to the CTP regulator.

The Auditor-General *Report No.1 of 2018: ACT Government Strategic and Accountability Indicators* made a number of recommendations that were relevant for the CTP regulator. In regard to:

- Recommendation 3 (b), the CTP regulator has been requested to amend accountability indicators so they meet the criterion of Clarity; and

- Recommendation 4, all Territory entities, including the CTP regulator, have been requested to document their procedure for the review, selection and approval of strategic and accountability indicators.

The amendment of accountability indicators [recommendation 3 (b)] and the documentation of procedures for the review, selection and approval of strategic and accountability indicators (recommendation 4) will be reviewed in line with updated guidance material once it has been released.

B.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 staff and/or resources available to achieve outcomes;
- failure to meet legislative requirements; and
- Personal Injury Register being unavailable on the ACT ICT platform.

These risks are mitigated through the use of appropriate governance structures, application of risk based management strategies and financial reporting processes.

B.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 2017-18.

B.6 Fraud Prevention

The functions of the CTP regulator are supported by the Financial Framework Management and Insurance (FFMI) Branch of the Economic and Financial Group (EFG), CMTEDD who adhere to the CMTEDD Fraud and Corruption Prevention Plan.

B.7 Workplace Health and Safety

The CTP regulator does not employ any personnel.

The functions of the CTP regulator are supported by the FFMI Branch of EFG, CMTEDD who adhere to the Directorate's Workplace Health and Safety practices.

B.8 Human Resource Management

The CTP regulator does not employ personnel. The functions of the CTP regulator are supported by the FFMI Branch of the EFG, CMTEDD.

The CMTEDD's Annual Report section on HR management applies to the CTP regulator.

B.9 Ecological Sustainable Development

The CMTEDD's Annual Report section on Ecologically Sustainable Development applies to the CTP regulator.

Financial Management Reporting

C.1 Financial Management Analysis

General Overview

Objectives

The role of the Australian Capital Territory Compulsory Third-Party Insurance regulator (CTP regulator) is to regulate the compulsory third-party (CTP) insurance scheme in the ACT under the CTP Act. The CTP regulator's functions are to be carried out in accordance with the objectives of the CTP Act under section 5A, which are to:

- continue and improve the system of CTP insurance, and the scheme of statutory insurance for uninsured and unidentified vehicles operating in the ACT;
- promote competition in setting premiums for CTP policies;
- keep the costs of insurance at an affordable level;
- provide for the licensing and supervision of insurers providing insurance under CTP insurance policies;
- encourage the timely resolution of personal injury claims resulting from motor accidents;
- promote and encourage, as far as practicable, the rehabilitation of people who sustain personal injury because of motor accidents;
- establish and keep a 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.

In accordance with section 163C(1) of the CTP Act, the CTP regulator collects an amount for the Nominal Defendant Fund from each licensed CTP insurer in the Territory, as well as the Commonwealth and ACT Governments, that appropriately covers the claims against uninsured or unidentified motor vehicles for which the Nominal Defendant has responsibility. The amount collected by the CTP regulator is transferred to the Office of the Nominal Defendant.

Under the CTP Act, the CTP regulator is required to maintain a current register of all claims lodged for personal injury following motor vehicle accidents occurring within the borders of the ACT. These claims are recorded on the ACT's Personal Injury Register (PIR).

Risk Management

The CTP regulator developed and implemented 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 key risks identified are financial, operational, legal and reputational. The key operational risk is related to whether the CTP regulator has sufficient resources, both in terms of financial and staffing capacity (including the number of staff as well as staff experience and expertise), to fulfil its obligations and operate effectively.

The risks are mitigated through the use of appropriate governance structures, application of risk based management strategies and financial reporting processes.

Financial Performance

The following financial information is based on the audited Financial Statements for 2017-18 and 2016-17, and the forward estimates contained in the 2018-19 Budget Statements.

Total Expenses

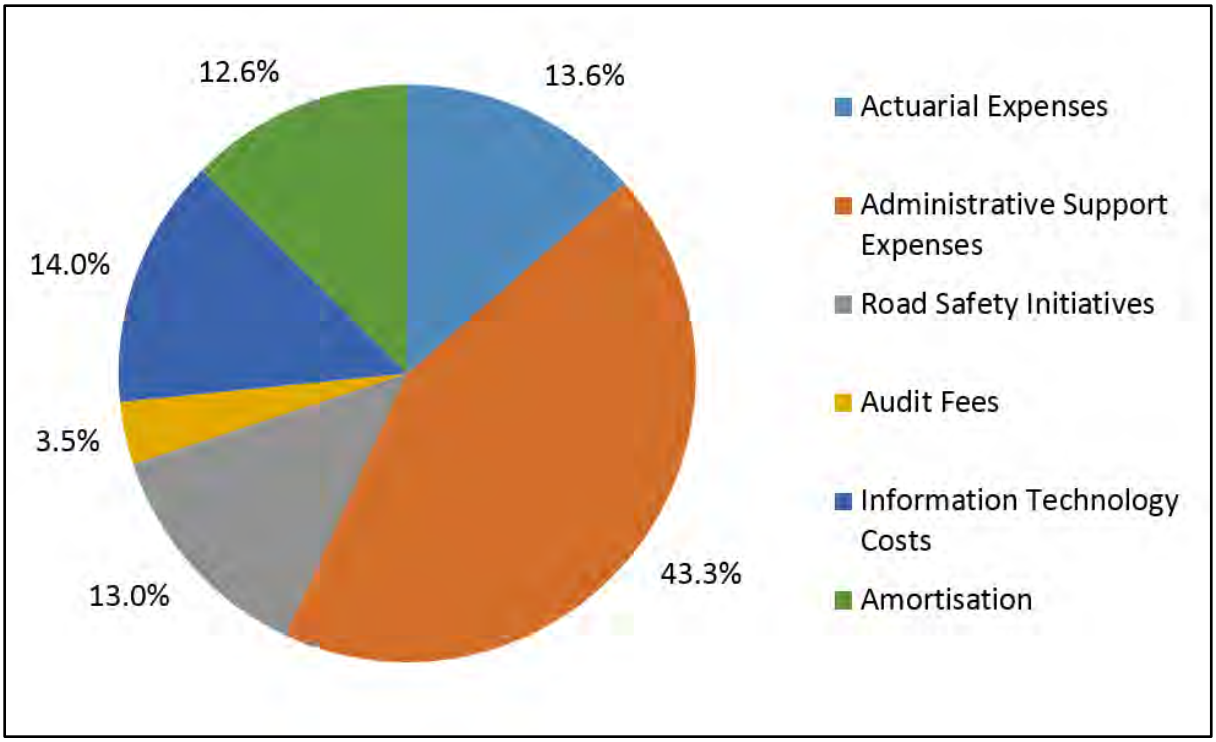
1. Components of Expenses

For the financial year ended 30 June 2018, the CTP regulator recorded total expenses of $0.501 million. The largest component was administrative support expenses within supplies and

services, which represents 43.3% of the total expenditure or $0.217 million. Administrative support expenses were associated with the reimbursement of salary and associated expenses for Chief Minister, Treasury and Economic Development Directorate (CMTEDD) staff to undertake the CTP regulator's functions. The CTP regulator did not employ any staff.

Figure 1 indicates the components of the CTP regulator's expenses for 2017-18.

Figure 1 – Components of Expenses



2. Comparison to Budget

Total expenses of $0.501 million were $0.035 million, or 6.5% lower than the 2017-18 Budget of $0.536 million. The decrease mainly relates to lower than anticipated actuarial expenses. Budgeted actuarial expenses for an update and ad hoc work were not required during 2017-18.

3. Comparison to 2016-17 Actual Expenses

Total expenses of $0.501 million were $0.1 million higher than the actual expenses of $0.401 million. The increase mainly relates to information technology costs ($0.061 million) and the amortisation of intangible assets ($0.032 million) associated with capital upgrades to the CTP scheme's Personal Injury Register information system.

4. Future Trends

Expenses are budgeted to increase by $0.052 million (10.4%) in 2018-19 mainly due to:

> higher ICT costs associated with ongoing maintenance of the PIR system; and

> higher actuarial costs due to increased actuarial work on the 3 yearly section 275 review of the scheme.

Expenses are expected to remain steady in 2019-20.

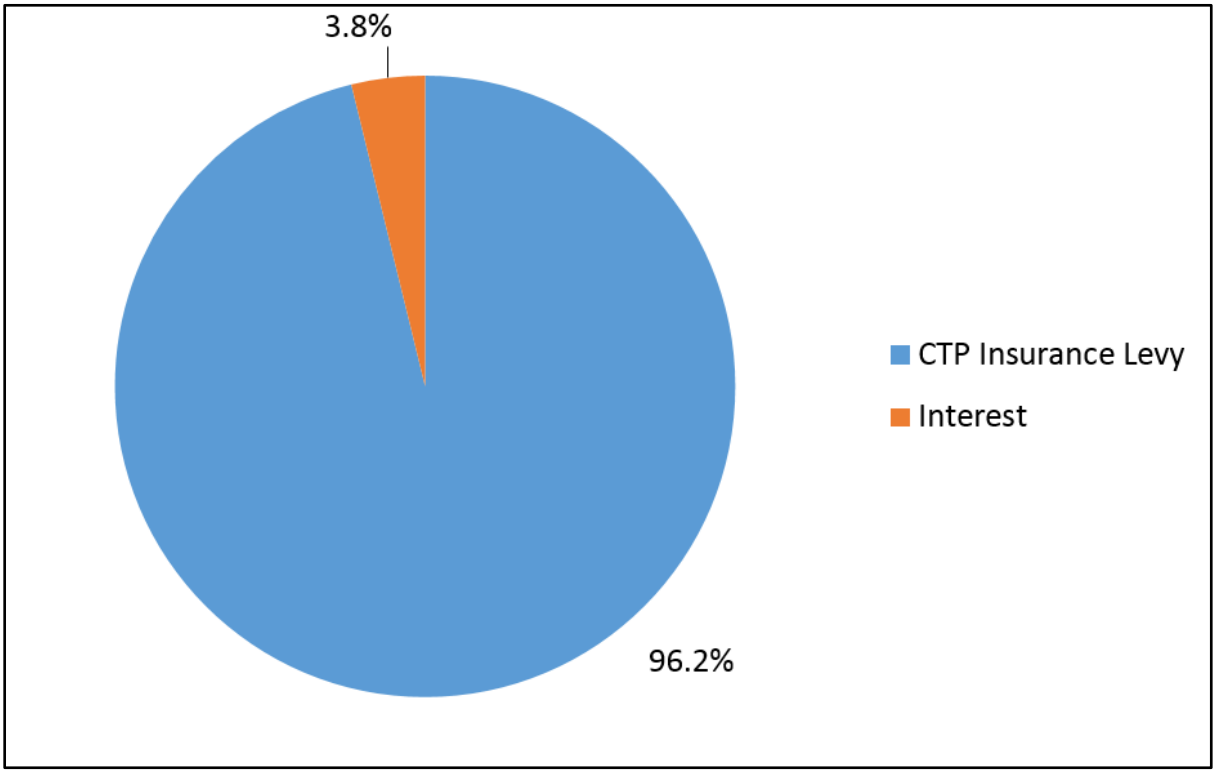
Total Income

1. Components of Income

For the year ended 30 June 2018, the CTP regulator recorded a total income of $0.549 million. The CTP regulator's income was derived from the levy on ACT CTP vehicle registrations ($0.528 million) and interest from cash at bank ($0.021 million).

Figure 2 indicates the components of the CTP regulator's income for 2017-18.

Figure 2 – Components of Income



2. Comparison to Budget

Revenue for the year ended 30 June 2018 of $0.549 million was largely in line with the budget of $0.536 million.

3. Comparison to 2016-17 Actual Income

Total revenue of $0.549 million for 2017-18 was essentially in line with the 2016-17 actual revenue of $0.532 million.

4. Future Trends

Income in the forward years is relatively consistent with the 2017-18 income levels.

Financial Position

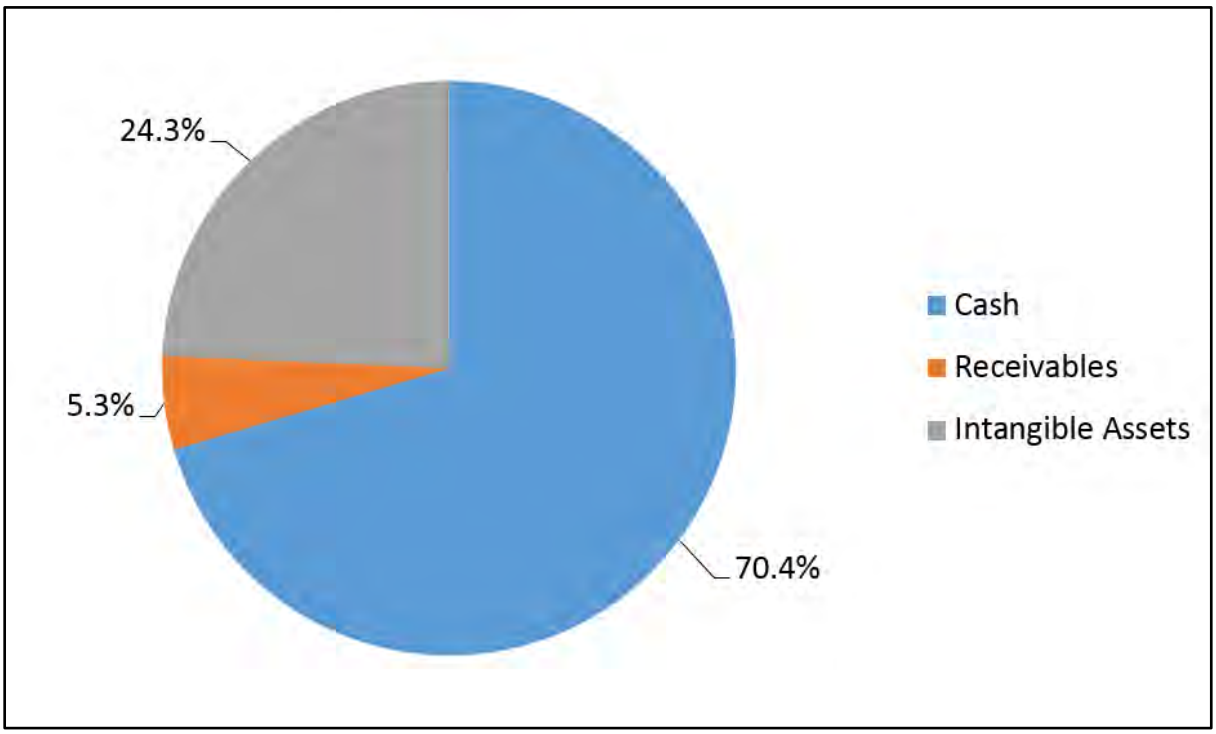
Total Assets

1. Components of Total Assets

The total asset position at 30 June 2018 was $0.894 million and shows the CTP regulator held 70.4 % of its assets in cash. The intangible asset is the CTP scheme's Personal Injury Register information system.

Figure 3 indicates the components of the CTP regulator's total assets as at 30 June 2018.

Figure 3 – Total Assets at 30 June 2018



2. Comparison to Budget

Total assets of $0.894 million at 30 June 2018 were $0.156 million or 21.1% higher than the Budget of $0.738 million mainly due to higher levels of cash resulting from:

> lower than anticipated expense payments; and

> higher cash at bank at 1 July 2017 than anticipated at the time of the budget.

3. Comparison to 2016-17 Actuals

Total assets at 30 June 2018 of $0.894 million were $0.105 million, or 13.3% higher than the 30 June 2017 actual result of $0.789 million. The increase was mainly associated with a higher cash balance resulting from higher revenue received than the expenses.

4. Liquidity

'Liquidity' is the ability of the CTP regulator to satisfy its short-term debts as they fall due. A common indicator for liquidity is the current ratio, which compares the ability to fund short-term liabilities from short-term assets. A ratio of less than 1-to-1 may indicate a reliance on the next financial year's CTP regulator insurance levy to meet short-term debts.

Table 1 indicates the liquidity position of the CTP regulator.

Table 1 – Current Ratio

Description At 30 June	Prior Year Actual 2017 $'000	Current Year Budget 2018 $'000	Current Year Actual 2018 $'000	Forward Year Budget 2019 $'000s	Forward Year Budget 2020 $'000s	Forward Year Budget 2021 $'000s	Forward Year Budget 2022 $'000s
Current Assets	508	420	676	628	691	753	784
Current Liabilities	50	20	107	46	46	46	46
Current Ratio	10:1	21:1	6:1	14:1	15:1	16:1	17:1

The CTP regulator's current ratio at 30 June 2018 was 6:1, which is more than sufficient to pay its liabilities as they fall due.

The CTP regulator has budgeted to maintain a strong level of liquidity for future years.

Total Liabilities

1. Components of Total Liabilities

The CTP regulator's total liabilities of $0.107 million at 30 June 2018 relate to trade payables associated with the funding of road safety initiatives to mitigate third-party motor vehicle injuries, and accrued expenses associated with audit fees, actuarial expenses, and administrative support expenses.

2. Comparison to Budget

Total liabilities of $0.107 million, at 30 June 2018 were $0.087 million higher than the Budget of $0.020 million. This was mainly due to higher than anticipated accrued expenses for road safety initiatives and actuarial services for work performed.

3. Comparison to 2016-17 Actuals

The actual liabilities of $0.107 million at 30 June 2018 were $0.057 million higher than the 30 June 2017 actual amount of $0.050 million. In 2017-18, a large proportion of the payables relates to the funding of road safety initiatives. There were no outstanding initiative payments at 30 June 2017.

C.3 Capital Works

The CTP regulator did not undertake any Capital Works Projects in the 2017-18 financial year.

C.4 Asset Management

The CTP regulator has one intangible asset, in addition to its operational bank account. The intangible asset relates to software for the ACT Personal Injury Register and is amortised on a straight line basis over its useful life of 5 years.

C.5 Government Contracting

The CTP regulator did not have any contracts which value exceeds $25,000 signed in 2017-18.

ACT Construction Occupations

Transmittal Certificate

Mr Gordon Ramsay MLA
Minister for Regulatory Services
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2017-18 ACT Construction Occupations Annual Report

This report has been prepared in accordance with section 7(2) of the *Annual Reports (Government Agencies) Act 2004* and in accordance with the requirements under the Annual Report Directions.

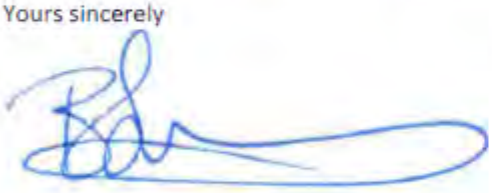
It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the ACT Construction Occupations Registrar.

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 Construction Occupations Registrar has been included for the period 1 July 2017 to 30 June 2018.

I hereby certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006*, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the Report to the Legislative Assembly within 15 weeks after the end of the reporting year.

Yours sincerely



Ben Green
Construction Occupations Registrar
23 July 2018

Compliance Statement

The ACT Construction Occupations Registrar's Annual Report must comply with the 2017 Annual Report Directions (the Directions). The Directions are found at the ACT Legislation Register: http://www.legislation.act.gov.au/ni/2017-280/notification.asp .

The Compliance Statement indicates the subsections, under the five Parts of the Directions, that are applicable to the ACT Construction Occupations Registrar and the information that satisfies these requirements:

Part 1 Directions Overview

The requirements under Part 1 of the 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 directorates and public sector bodies 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:

> Transmittal Certificate, see page 288;

> Organisational Overview and Performance, inclusive of all subsections, see page 290;

> 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 2017-18 reporting period.

Part 4 Directorate and Public Sector Body 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 ACTPS Directorates, as follows:

> N. Community Engagement and Support, see the annual report of Chief Minister, Treasury and Economic Development Directorate;

- O. Justice and Community Safety, including all subsections O.1 – O.4, see the annual report of the Justice and Community Safety Directorate;

- P. Public Sector Standards and Workforce Profile, including all subsections P.1 – P.3, see the annual State of the Service Report; and

- Q. Territory Records, see the annual report of Chief Minister, Treasury and Economic, Development Directorate.

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

http://www.cmd.act.gov.au/open_government/report/annual_reports.

Construction Occupations (Licensing) Act 2004

This annual report has been prepared according to *Construction Occupations (Licensing) Act 2004* (the COLA). (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 Construction Audit team, the Electrical Inspectorate and the Plumbing/Gasfitting Inspectorate. 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 Act 2004*, the 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 Gasfitting Inspectorate* - inspects plumbing, drainage and gasfitting 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 primary role of the Construction Audit Team is to protect the public/land owners by ensuring that licensed building surveyors, builders and building assessors (licensees) are meeting their legislative obligations. This is achieved by auditing work undertaken by licensees and utilising the engage, educate and enforce approach of Access Canberra in order to achieve compliance.

The team also conducts audits on residential energy ratings issued by licensed building assessors on new building work and for sale and lease of residential premises.

Performance

There were 4,636 building approvals issued in the period 1 July 2017 to 30 June 2018. The Construction Audit Team undertook a combination of site audits and documentation compliance audits across all National Construction Code, Building Code of Australia (BCA) classes. The focus of the Construction Audit Team has been on class 1 buildings, which are typically single dwelling homes, class 2 buildings, typically apartment buildings and class 10, non-habitable buildings including garages, sheds and pergolas. The following tables list the type, number and broad outcome of each audit activity during 2017-18.

Table 1: Number of audits of building approvals for Class 1 and Class 10 Buildings

Audit Type	Number
Site Audit and Inspection	202
Documentation Compliance	183
Total audits BCA building class 1 and 10	385

Table 2: Engagement and Educate Response to areas of Non-conformity on residential building approvals for Class 1 and Class 10 Buildings

	Number
Non-conformances identified	248
Non-conformances resolved	241
Non-conformances carried over from 2016/2017	4
Non-conformances observed in class 1 and 10 buildings included works not being built in accordance with the approved plans for the building work, non-compliance with provisions of the single dwelling housing code, construction issues in relation to footings and slabs and construction issues in relation to timber framing compliance. Note: Multiple Non-conformances can occur in relation to one audit.	

Table 3: Number of audits of building approvals for Class 2 to 9 Buildings

	Number
Site Audit and inspection	14
Documentation Compliance	6
Notification about building work signage	6
Building work stage site	8
BCA Energy site audit	1
BCA Energy documentation compliance audit	6

	Number
Total audits BCA building class 2	41

Table 4: Engagement and Educate Response to areas of Non-conformity on residential building approvals for class 2 to 9 Buildings

	Number
Non-conformances identified	32
Non-conformances resolved	22
Non-conformances observed in class 2 to 9 buildings included substantial inconsistencies between development approvals and building approval, structural compliance, access and egress compliance, damp and weatherproofing and failures in site signage. Note: Multiple Non-conformances can occur in relation to one audit.	

There were 6,341 energy efficiency reports registered for the sale of residential premises in the period 1 July 2017 to 30 June 2018. The Construction Audit Team undertook 298 audits of sale of residential premises energy ratings and 167 audits of building approval energy ratings. The following tables list the type, number and broad outcome of each audit activity during 2017-18.

Table 5: Number of audits of Sale of Residential Premises and BCA/Building Approval compliance energy ratings

	Number
Site audit and inspection	14
Documentation Compliance	451
Total audits of residential energy ratings	465

Table 6: Engagement and Educate Response to areas of Non-conformity on energy efficiency reports

	Number
Non-conformances found for all residential energy ratings	636
Non-conformances resolved	636
Non-conformances observed in sale of premises energy assessment reports included incorrect modelling of air leakage, incorrect glazing details, building elements modelled inconsistent with approved plans, glazing orientation modelled inconsistent with approved plans. Non-conformances observed in building approval energy assessment reports included plans incorrectly referenced in the reports, incorrect modelling of air leakage and inconsistency in window sizing against approved plans.	

Notes: Building classifications under the National Construction Code – Building Code of Australia

- ***Class 1*** *one or more buildings which in association constitute - a detached house, one of a group of two or more attached dwellings (a row house, terrace house, town house or villa unit) a boarding house, guest*

house, hostel or the like. Which are not located above or below another dwelling or another Class of building other than a private garage.

- ***Class 2*** *means a building containing two or more sole-occupancy units each being a separate dwelling.*
- ***Class 3*** *means a residential building, other than a building of class 1 or 2, which is a common place of long term or transient living for a number of unrelated persons.*
- ***Class 4*** *means a dwelling in a building that is class 5, 6, 7, 8 or 9 if it is the only dwelling in the building.*
- ***Class 5*** *means an office building used for professional or commercial purposes, excluding buildings of class 6, 7, 8 or 9.*
- ***Class 6*** *means a shop or other building for the sale of goods by retail or the supply of services direct to the public.*
- ***Class 7*** *means a building which is a carpark, storage, or display of goods or produce for sale by wholesale.*
- ***Class 8*** *means a laboratory or a building in which a handicraft or process for the production, assembling, altering, repairing, packing, finishing, or cleaning of goods or produce is carried on for trade, sale, or gain.*
- ***Class 9*** *means a building of a public nature.*
- ***Class 10*** *means a non-habitable building or structure.*

A building or part of a building may have more than one classification applying to the whole building or to the whole of that part of the building.

Electrical Inspectorate

The Electrical Inspectorate inspects electrical wiring work undertaken by licensed electricians, assists other investigation branches of Access Canberra and other Government agencies with investigations of electrical complaints and incidents, and where necessary, imposes disciplinary actions or sanctions against licence holders. The inspectorate also investigates electric shock incidents and monitors product safety.

During 2017-18 the Inspectorate:

> received 27,393 Certificates of Electrical Safety lodgements;

> undertook 8,581 inspections of new electrical work; and

> conducted 11,464 inspections on a random basis of alterations and additions to existing electrical installations.

The inspectorate continues to work closely with the Environment, Planning and Sustainable Development Directorate in assisting with the delivery of energy efficiency programs and with the installation of battery backup systems to existing and new renewable energy systems.

The inspectorate works closely with the ACT's two Registered Training Organisations, the Canberra Institute of Technology (CIT) and Global Energy Training Solutions. Inspectors meet with their students and engage with them throughout the year through participating in their industry consultation and verification of competency committees.

In the 2017-18 financial year, 33 apprentices were hosted by the electrical inspectors for varying periods between 1 to 5 days, to assist the apprentices with the preparations for their final exam and to expose the apprentices to the electrical testing work the inspectors perform. The inspection team also host CIT trainers, to assist the CIT with their professional development plans on as need basis.

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 2017-18 the Plumbing and Gasfitting Inspectorate:

> inspected 13,038 plumbing installations and 2,668 gas installations, which was an decrease of 519 plumbing installation inspections and a decrease of 145 gas installation inspections respectively on the prior financial year;

> validated 65 Type B gas validations, which was an decrease of 9 validations on the previous year;

> has been proactive in working with CIT on a successful validation of assessment project; and

> 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 Regulatory Solutions and Compliance Division and the Construction Occupations Registrar in various national forums.

The Division 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 Division provide input into 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 Regulators Forum;

> National Building Code Committee;

> Plumbing Code Committee;

> Electrical Regulatory Authorities Council;

> Australasian Building Certifiers Forum;

> Gas Technical Regulators Committee;

> Energy Supply Industry Safety Committee;

> Australian Standards Committees; and

> Industry Skills Councils.

Licensing

The COLA creates nine construction occupations. Each occupation is then divided into classes of licence of which there are 49. For the period 1 July 2017 to 30 June 2018 there were 1,680 new licences issued with table 7, below identifying the split across each occupation and occupation class. In addition, there were 5,090 renewals of construction occupation licences.

Table 7: New Construction Licences Issued by class 1 July 2017 to 30 June 2018

Occupation	Occupation Class	Corporation	Partnership	Individual	Total by Class
Builder	Class A	32	0	20	52
Builder	Class B	38	0	35	73
Builder	Class C	73	5	89	167
Builder	Class D	9	1	12	22
Builder	Owner Builder	0	0	260	260
Total occupation by entity type		**152**	**6**	**416**	**574**
Building Assessor	Class A – Energy Efficiency	0	0	8	8
Building Assessor	Class B – Energy Efficiency	0	0	1	1
Total occupation by entity type		**0**	**0**	**9**	**9**
Building Surveyor	Principal Building Surveyor	0	0	5	5
Building Surveyor	Principal Building Surveyor Employee	0	0	3	3
Building Surveyor	General Building Surveyor	2	0	3	5
Building Surveyor	General Building Surveyor Employee	0	0	4	4
Building Surveyor	Principal Government Building Surveyor	0	0	0	0
Building Surveyor	Government Building Surveyor	0	0	1	1
Total occupancy by entity type		**2**	**0**	**16**	**18**
Drainer	Advanced Sanitary Drainer	9	0	79	88
Drainer	Journeyperson Drainer	0	0	61	61
Drainer	Operative Drainer	0	0	1	1
Total occupancy by entity type		**9**	**0**	**141**	**150**

Occupation	Occupation Class	Corporation	Partnership	Individual	Total by Class
Electrician	Electrical Contractor	65	2	0	67
Electrician	Unrestricted	0	0	313	313
Electrician	Electrotechnology Systems Permit	0	0	4	4
Electrician	Restricted-Electrotechnology Systems Assembly And Servicing Electrical Fitting	0	0	3	3
Electrician	Restricted-Electrotechnology Systems Mechanical Fitting	0	0	12	12
Electrician	Restricted-Electrotechnology Systems Plumbing And Gas Fitting	0	0	5	5
Electrician	Restricted-Electrotechnology Systems Refrigeration And Air Conditioning	0	0	19	19
Electrician	Restricted-Electrotechnology Systems Type B Gas Appliances	0	0	2	2
Electrician	Electrotechnology System Restricted Permit	0	0	8	8
Total occupancy by entity type		**65**	**2**	**366**	**433**
Gas Appliance Worker	Unrestricted Type A	0	0	12	12
Gas Appliance Worker	Restricted Type A	0	0	0	0
Gas Appliance Worker	Unrestricted Type B	0	0	2	2
Gas Appliance Worker	Restricted Type B - Level 2	0	0	2	2
Gas Appliance Worker	Restricted Type B - Level 1	0	0	2	2
Total occupation by entity type		**0**	**0**	**18**	**18**
Gasfitter	Advanced	7	0	27	34
Gasfitter	General	2	0	52	54
Gasfitter	Journeyperson Gasfitter	0	0	63	63

Occupation	Occupation Class	Corporation	Partnership	Individual	Total by Class
Gasfitter	LPG Gasfitter (Vapour Phase)	5	0	37	42
Gasfitter	LPG Gasfitter (Liquid Phase)	0	0	0	0
Gasfitter	Restricted Automotive LPG	0	0	0	0
Gasfitter	Restricted Automotive NGV	0	0	0	0
Gasfitter	Restricted Automotive LPG Forklifts	0	0	0	0
Gasfitter	Restricted Automotive NGV Forklifts	0	0	0	0
Total occupation by entity type		**14**	**0**	**179**	**193**
Plumber	Sanitary Plumber	10	0	75	85
Plumber	Water Supply Plumber	16	0	114	130
Plumber	Irrigation Plumber	0	0	0	0
Plumber	Journeyperson Plumber	0	0	61	61
Plumber	Fire Sprinkler Fitter	0	0	2	2
Plumber	Journeyperson Fire Sprinkler Fitter	0	0	3	3
Total occupation by entity type		**26**	**26**	**26**	**26**
Plumbing Plan Certifier	Plumbing Plan Certifier	0	0	2	2
Total occupation by entity type		**0**	**0**	**2**	**2**
Works Assessor	Works Assessor - Unit Titles	1	0	0	1
Works Assessor	Class A Works Assessor - Planning and Development	0	0	0	0
Works Assessor	Class B Works Assessor - Planning and Development	1	0	0	1
Total occupation by entity type		**2**	**0**	**0**	**2**

The construction licensing team has digitized the renewal reminder process. Renewal reminders are now sent exclusively via SMS and e-mail. The licensing team send between 500 and 700 reminders each month to construction licensees. The notification to licensees includes a link to Access Canberra's online renewal form which means licensees no longer need to attend a service centre to renew their licence.

Class C Builder Licensing Exam

In 2017-2018 61 individuals undertook the Class C Builder licence examination. Results of the examination are identified in table 8 below.

Table 8 Class C Builder Licence examinations

	Number
Total Individuals that sat the examination	61
Number of applicants that passed on 1st attempt	31
Number of applicants that failed on 1st attempt	30
Number of applicants that passed on 2nd attempt	16
Number of applicants that failed on 2nd attempt	14
***Number of applicants that passed on 3rd attempt**	1
***Number of applicants that failed on 3rd attempt**	4
***Number of applicants that passed on 4th attempt**	1
***Number of applicants that failed on 4th attempt**	1

Note:
**Where there are two unsuccessful attempts the application is refused. The third and fourth attempts are from a new application being made by an individual that previously failed on their first application (1 and 2nd attempts at the examination).*

Responsive Compliance

Building and Construction Complaints

The Construction Occupations Registrar applies a risk-based compliance approach to ensure resources are targeted to where the risks of harm, unsafe practices or misconduct are the greatest, thereby strengthening the capacity to take action where the community, workers and the environment are most at risk.

There are three strategic objectives central to the role of regulating the building and construction industry.

> *Protection* – through our actions we seek to protect the community from harm. We act to minimise risks to safety, health, sustainability and amenity and minimise financial loss from unlawful conduct;

> *Prevention* – we aim to limit and prevent harm, damage or economic loss by promoting compliance with the suite of construction legislation administered by the Construction Occupations Registrar; and

> *Rectification* – we may require people who have not complied with their obligations to rectify or remedy identified issues.

The aim is to achieve compliance by utilising the three fundamental steps of engage, educate and enforce. Compliance is encouraged through education but escalating enforcement actions are applied to those whose conduct will, or is likely to, cause harm, or those who demonstrate a disregard for the law. Engage means ensuring that there is a positive working relationship with stakeholders and members of the community. Educate means taking reasonable steps to ensure people know how to comply. We provide information to the industry and community to promote understanding and to encourage voluntary compliance. The Access Canberra website provides links to a number of publications and facts sheets which includes information relating to particular areas of the construction processes and legislative obligations. Enforce means taking action when non-compliance occurs proportional to the harm caused by the conduct.

Like any regulatory regime, the optimal outcome is voluntary compliance. Education has a key role to play in maximising compliance by ensuring lack of information is not a contributing factor to non-compliance.

During 2017–18 Access Canberra received 546 complaints relating to building and construction. 289 complaints were resolved during the period. Some complaints related to multiple licensees under various occupations pertaining to individual building sites.

The types of complaints received against specific occupations include allegations of:

Builders:

- non-compliance with the National Construction Code;
- non-compliance with approved plans;
- no approved plans;
- no development approval; and
- building quality - defective work.

Building Surveyors:

- breach of planning laws;
- unlawful building unlawful building approval;
- breach of building code;
- refusal to lodge papers for certificate of occupancy and use; and
- improper association with builders.

Electricians:

- poorly installed electrical installations;
- faulty wiring; and
- electrical complaints in general.

Plumbers:

> non-compliant works related to sewerage, drainage, water plumbing, rainwater installations and grey water installations.

Disciplinary Actions

A total of 133 demerit points were issued to construction occupations licensees in 2017-2018. There were no referrals for occupational discipline to the ACAT.

Advisory Boards

Under Part 10 of the *Construction Occupations (Licensing) Act 2004*, the registrar must establish an advisory board for a construction occupation.

Three Boards are established, the Building Advisory Board, the Electrical Advisory Board and the Plumbing Advisory Board. They have the following functions:

> to provide advice about qualifications for the construction occupation if asked by the Minister;

> to help with investigations for the construction occupation if asked by the registrar; and

> to help develop and maintain information about emerging issues in the construction industry related to the construction occupation if asked by the registrar.

The advisory boards did not meet during 2017-2018.

Further information may be obtained from:

Mr Ben Green
Construction Occupations Registrar
A/g Director, Regulatory Solutions and Compliance Access Canberra
+61 2 6207 7387
ben.green@act.gov.au

ACT Government Procurement Board

Transmittal Certificate

Mr Andrew Barr MLA
Chief Minister and Treasurer
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2602

Dear Chief Minister

This Report has been prepared under section 7(2) 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 2017-18 Annual Report.

I certify that information in the 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 2017 to 30 June 2018.

I hereby certify that fraud prevention has been managed in accordance with *Public Sector Management Standards*, Part 2 by CMTEDD on the behalf of the Board.

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

Yours sincerely

Meredith Whitten
Chair
ACT Government Procurement Board

31 July 2018

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 Government Procurement Act), and operated during 2017-18 under the governance oversight of the Infrastructure Finance and Capital Works Division in the Chief Minister, Treasury and Economic Development Directorate. The Board's function and purpose are governed under section 6 and section 22A of the Act, as well as the *Government Procurement Regulations 2007*.

The Board must review and provide advice and, if appropriate, provide endorsement, to Territory entities on procurement proposals with an estimated value of $5 million or more, or $1 million or more for procurements that:

> are being undertaken by a Territory entity other than a public service directorate;

> involve the development or redesign of information and communications technology systems; or

> involve the disposal of assets.

The Board's review of procurement proposals is key to ensuring that Territory entities pursue value for money as well as having regard for probity and ethical behaviour, management of risk, open and effective competition, and optimization of whole of life costs. It also ensures that the processes for major procurements comply with the Government's procurement framework, which includes legislation and policies available from the ACT Government Procurement website www.procurement.act.gov.au.

The Board does not set policy; it provides support and advice to the ACT Government on the implementation of procurement policy. The Board is not responsible for procurement decisions. This responsibility rests with Directors-General, Executive Directors or the relevant Chief Executive Officer (CEO), who are responsible for the operations of their directorates, and the heads of other relevant entities.

Internal Accountability

Membership of the Board

Section 11 of the Government Procurement Act stipulates the Board comprises nine part-time members:

> Chair, who is a public employee member;

> Deputy Chair, who is a public employee member;

> three other public employee members; and

> four non-public employee members.

The Acting Chair of the Board at 30 June 2018 was Ms Meredith Whitten, Deputy Director General, Workforce Capability and Governance, Chief Minister, Treasury and Economic Development Directorate. The position of Chair, like all Board memberships, is part-time, appointed by the

Treasurer (the Minister) under the Government Procurement Act. The Chair reports directly to the Minister in relation to her role on the Board.

The ACT Government has a policy of achieving and maintaining 50% representation of women on its boards and committees. The Office for Women (Community Services Directorate) is consulted each time a Board vacancy is filled. The Office of Disability and the Office for Multicultural Affairs are also consulted each time a Board vacancy is filled.

Table 1: Membership of the Board for 2017-2018 Financial Year

Name	Role	Meetings Attended	Notes
Ms Meredith Whitten Public Employee Member (Acting Chair)	Deputy Director-General, Workforce Capability and Governance Chief Minister, Treasury and Economic Development Directorate	20/28	
Ms Louise Gilding Public Employee Member	Executive Director, Housing, Community Services Directorate	3/4	First meeting 8/5/2018
Mr Stephen Goggs Non-Public Employee Member		11/28	
Ms Virginia Shaw Non-Public Employee Member		17/28	
Mr Richard Bear Non-Public Employee Member		20/28	
Mr Roger Broughton Non-Public Employee Member		18/28	
Ms Karen Doran Public Employee Member	Deputy Director General, Corporate, Health Directorate	11/17	Last meeting 6/3/2018
Mr Graham Tanton Public Employee Member	Executive Director Shared Services, Commercial Services and Infrastructure Chief Minister, Treasury and Economic Development Directorate	15/21	Last meeting 27/3/2018
Mr Shaun Strachan Public Employee Member	Deputy Under Treasurer, Commercial Services and Infrastructure Chief Minister, Treasury and Economic Development Directorate	9/10	Last meeting 10/10/2017

Mr Glenn Bain, Executive Director, Operations, Infrastructure Finance and Capital Works, Chief Minister, Treasury and Economic Development Directorate attended the Board as an *ex officio* advisor. Mr Bain provides insight into procurement policies, practices, matters arising and fosters efficient communication channels from the Board to the Infrastructure Finance and Capital Works Divisions and the Goods and Services Procurement Branch within Chief Minister, Treasury and Economic Directorate to aid its operations.

Conflict of Interest

The Board has instituted arrangements to manage conflicts of interest in recognition that members, during the course of the year, may be faced with potential conflicts of interest due to their other responsibilities.

The Board has instituted the following arrangements:

- members are aware 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 discussion or endorsement relating to that matter; and
- 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 identification of any potential conflict(s) of interest and any action taken by the Board in respect of any conflict(s).

Remuneration

Remuneration for non-public employee members of the Board as at 30 June 2018 is set out in the ACT Remuneration Tribunal's Determination 21 of 2017, which commenced on 1 November 2017. This determination set the remuneration for non-public employee Board members at $25,350 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 directorate.

Support Staffing and Financial Resources

Section 21(1) of the Government Procurement 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 2017-18, 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 Infrastructure Finance and Capital Works, a division within ACT Chief Minister, Treasury and Economic Development Directorate.

Allowances for non-public employee members' remuneration, Secretariat staff salaries, accommodation and office infrastructure, and the provision of technology and communications services, were covered within Infrastructure Finance and Capital Works. All associated financial reporting was included in the Chief Minister, Treasury and Economic Development Directorate accounts.

Consideration of Proposals

The Board considered 68 proposals in 2017-2018 financial year. Of the 68 proposals presented for endorsement by the Board:

- 37 proposals were endorsed in the reporting period;
- 16 proposals were for noted as updates to the board;
- 6 proposals were endorsed after further information was presented to the Board;

> 9 proposals were not endorsed with the Board recommending review of the procurement strategies;

> 10 proposals were classified as Infrastructure and Capital Works(not ICT); and

> 58 proposals were classified as Goods and Services

Table 2: Board deliberations in comparison with previous years

	2013-2014	2014-2015	2015-2016	2016-2017	**2016-2017**
Total Board Meetings	30#	32*	34	28^	**28^**
Business Meetings	0	1	1	0	**1**
Proposal Meetings	30#	31*	33	28^	**28^**
Proposals considered	49	67	63	67	**68**
Estimated Value of Proposals ($ million)	844	2,096	1,908	913	**1,848**

Notes:

 # This includes 6 meetings held electronically, that is, via email
** This includes 3 meetings held electronically, that is, via email*
^ This includes 2 meetings held electronically, that is, via email

Table 3: Summary of proposals considered by the Board in 2017-2018 Financial Year

Procurement Method	Number	Percentage of Number*	Estimated Value ($m)	Percentage of Value*
Two Pass Strategic Review	27	41	N/A	N/A
Public Tender	20	30	909.16	97
Variations	2	3	18.85	11
Select Tender (includes selection from a panel established by public tender)	2	3	7.3	2
Single Select Tender	1	2	0.99	2
Presentation	14	21	N/A	N/A

Notes: *Some proposals appeared before the Board on more than one occasion. For example, the Expression of Interest (EOI) and Request for Tender (RFT) components of two-stage procurement may be submitted separately for Board consideration.*

Table 4: Breakdown of Proposals by Directorate

Directorate	Number	Percentage of Number*	Estimated Value ($M)	Percentage of Value*
Chief Minister, Treasury and Economic Development	19	28	221	13

Justice and Community Safety	0	0	0	0
Community Services	2	3	55	3
Education	4	6	55	3
Health	17	25	597	36
Transport and City Services	13	19	584	35
Suburban Land Agency	6	9	148	9
City Renewal Authority	3	4	0	0
Environmental Planning and Sustainable Development	4	6	8.5	1

Notes:

**Percentages and Estimated Values may not total 100 % due to rounding of figures.*

Further information on the Government Procurement Board's operations can be obtained from

Meredith Whitten
Chair, ACT Government Procurement Board
Meredith.Whitten@act.gov.au
+ 61 2 6205 5147

Katrina MacWilliam
Secretariat Government Procurement Board
Katrina.MacWilliam@act.gov.au
+ 61 2 6207 4767

Default Insurance Fund

Transmittal Certificate

Default Insurance Fund

Ms Rachel Stephen-Smith MLA
Minister for Employment and Workplace Safety
ACT Legislative Assembly
GPO Box 1020
CANBERRA ACT 2601

Dear Minister

We are pleased to present the Default Insurance Fund's Annual Report for the year ended 30 June 2018.

This Report has been prepared in accordance with section 7(2) 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 Default Insurance Fund.

We certify that information in the attached annual report is an honest and accurate account and that all material information on the operations of the Default Insurance Fund has been included for the period 1 July 2017 to 30 June 2018.

We hereby certify that fraud prevention has been managed in accordance with *Public Sector Management Standards 2006*, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the Report to the Legislative Assembly within 15 weeks after the end of the reporting year.

Yours sincerely

David Nicol
Under Treasurer
Chief Minister, Treasury and Economic Development Directorate
25 September 2018

John Fletcher
Fund Manager
25 September 2018

GPO Box 158, Canberra ACT 2601 | phone: 6207 0184 |
http://www.cwd.act.gov.au/act-insurance-authority/default-insurance-fund
3rd floor, Canberra Nara Centre,
Cnr London Circuit & Constitution Avenue, CANBERRA CITY

Compliance Statement

The *2017-18 Default Insurance Fund Annual Report* must comply with the 2017 Annual Report Directions (the Directions). The Directions are found at the ACT Legislation Register: https://www.legislation.act.gov.au/ni/2017-280/notification.asp

The Compliance Statement indicates the subsections, under the five parts of the Directions that are applicable to the Default Insurance Fund (the Fund) and the location of information that satisfies these requirements:

Part 1 Directions Overview

The requirements under Part 1 of the Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The 2017-18 Default Insurance Fund 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 the Fund are provided within the 2017-18 Default Insurance Fund 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 directorates and public sector bodies and the Fund complies with all subsections. The information that satisfies the requirements of Part 2 is found in the 2017-18 Default Insurance Fund Annual Report as follows:

> A. Transmittal Certificate, see page 307;

> B. Organisational Overview and Performance, inclusive of all subsections, see page 309-313; and

> C. Financial Management Reporting, inclusive of all subsections, is contained within the CMTEDD Annual Report**.**

Part 3 Reporting by Exception

The Fund has nil information to report by exception under Part 3 of the Directions for the 2017-18 reporting period.

Part 4 Directorate and Public Sector Body Specific Annual Report Requirements

Part 4 of the 2017 Directions is not applicable to the Fund.

Part 5 Whole of Government Annual Reporting

All sections of Part 5 of the Directions apply to the Fund. Consistent with the Directions, the information satisfying these requirements is reported in the one place for all ACTPS directorates, as follows:

> N. Community Engagement and Support, see the Annual Report of the Chief Minister, Treasury and Economic Development Directorate;

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

- P. Public Sector Standards and Workforce Profile, including all subsections P.1 – P.3, see the Annual State of the Service Report; and

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

ACT Public Service Directorate annual reports are found at the following web address: http://www.cmd.act.gov.au/open_government/report/annual_reports

As required by Australian Auditing Standards, the ACT Audit Office checks financial statements included in annual reports (and information accompanying financial statements) for consistency with previously audited financial statements. This includes checking the consistency of statements of performance with those statements previously reviewed (where a statement of performance is required by legislation).

Organisational Overview and Performance

B.1 Organisation Overview

The *Workers Compensation Act 1951* (the Workers Compensation 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 (the Fund) was established under the Workers Compensation Act effective 1 July 2006. It provides a safety net mechanism 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 Workers Compensation 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; or

- a worker is suffering from an imminently fatal asbestos-related disease as a result of exposure to asbestos fibres whilst employed as a worker in the Australian Capital Territory.

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).

Functions

The Fund meets the cost of any awards and claims for workers' compensation, including the payment of weekly compensation, rehabilitation costs and medical expenses, as well as compensation settlements and any common law judgments or settlements.

A public servant is appointed by the Director-General, Chief Minister, Treasury and Economic Development Directorate, to manage the Fund. Mr. John Fletcher, General Manager, ACT Insurance Authority, is the current 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). The Authority's reporting on these operations is included in the relevant sections of the ACT Insurance Authority Annual Report.

Internal Accountability

The Default Insurance Fund Advisory Committee is established under Schedule 3 of the Workers Compensation Act. Their role is to monitor the operations of the Fund and, if requested by the Minister or the Fund Manager, advise on matters relating to the operation of the Workers Compensation Act.

The Committee comprises the Executive Director, Continuous Improvement and Workers' Compensation (Chair), the Fund Manager and three members appointed by the Minister.

The membership of the Fund Advisory Committee is:

- Michael Young – Executive Director, Continuous Improvement & Workers' Compensation (Chair);
- Graciete Ferreira – Master Builders Association ACT (Employer Representative);
- Susie Walford – GIO Insurance (Insurer Representative);
- Rosalind Read – Construction Forestry Maritime Mining and Energy Union ACT (CFMEU) (Employee Representative); and
- John Fletcher – Fund Manager.

The Committee met on four occasions during 2017-18. At each meeting, a report on the status of the Fund was provided and a schedule detailing the status of all open claims was considered.

B.2 Performance Analysis

Uninsured Employer Fund (UEF)

This component of the Fund currently administers claims 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 Fund acts as the default insurer for the injured worker. The 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 Fund meets the cost of all legislated entitlements for injured workers including weekly compensation, medical expenses, rehabilitation costs, and lump sum settlements.

Table 1: Uninsured Employer Fund Claims

Uninsured Employer Fund - Claims	
Total claims opened during the reporting period	11
Total claims closed during the reporting period	13
Current open claims	31

Revenue

The Workers Compensation Act, 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.

In considering an appropriate levy for 2017-18, the Fund Manager took into consideration a range of issues including a sensitivity analysis of the volatility of the Fund, the potential for an increase in claims costs, claim numbers in the current and future insurance years and any changes to Workers' Compensation legislation.

On 1 July 2017, the *Workers' Compensation Amendment Act 2016 (No 2)* was introduced. This amendment included providing benefits to workers in relation to claims for imminently fatal asbestos-related disease (IFARD) through the UEF.

The Fund Manager imposed contributions from insurers and self-insurers equal to 2.9% of the gross written premiums for 2017-18, an increase from the 2016-17 rate of 1.4%.

For the reporting period 2017-18, a total of $28.252 million of levy revenue has been recorded on the operating statement. This revenue comprises $5.849 million in levy revenue invoiced to licensed insurers and self-insurers and an amount of $22.403 million that establishes a receivable on the balance sheet to meet the cost of future claims payable at the commencement of the IFRAD scheme.

Expenses

The total expenses for 2017-18 were $32.294 million.

Balance Sheet

As at 30 June 2018, the Fund holds total assets of $39.271 million consisting of $14.441 million in cash and cash equivalents and current receivables of $1.668 million along with non-current receivables of $23.162 million and total liabilities of $39.271 million predominately consisting of $39.164 million in provision for claims payable.

Collapsed Insurer Fund (CIF)

This component of the Fund currently administers claims which have arisen from a previously approved Workers' Compensation Insurer that has been wound up or is under liquidation. Currently the Fund administers claims for two collapsed insurers, National Employers' Mutual Association Ltd in 1990 (NEM) and HIH Insurance in 2001 (HIH).

Claims

When satisfied that an insurer is unable to pay, the Fund acts as the default insurer for the injured worker. The 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 Fund meets the cost of all legislated entitlements for injured workers including medical expenses, rehabilitation costs, weekly compensation and lump sum settlements.

As at 30 June 2018 there was one open claim against NEM and one open claim against HIH.

The Fund Manager is the fund representative on the committee of inspection for the HIH liquidation.

Table 2: Collapsed Insurer Fund - Claims

Collapsed Insurer Fund - Claims	
Total claims opened during the reporting period	-
Total claims re-opened during the reporting period	-
Total claims closed during the reporting period	1
Current open claims	2

Revenue

The fund is not levying insurers and self-insurers for the CIF at present. 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 $0.055 million, $42,000 in supplies and services and $13,000 in Claims Expense. The claims expense consisted of $70,000 compensation payments and a decrease of $57,000 in the provision for claims payable as the result of the 2017-18 actuarial valuation.

Balance Sheet

As at 30 June 2018, the CIF had cash and cash equivalents totalling $7.289 million with an estimated outstanding claims provision of $0.891 million.

The fund total equity as at 30 June 2018 is $6.397 million.

B.3 Scrutiny

There were no inquiries or reviews from the ACT Auditor-General, the ACT Ombudsman, or any Legislative Assembly Committees in 2017-18. The only scrutiny from the Auditor-General during the reporting period was for the audit of the 2016-17 Financial Statements.

B.4 Risk Management

The Fund is part of the ACT Insurance Authority. As such, it is covered in the ACT Insurance Authority's risk management arrangements.

B.5 Internal Audit

The Fund is part of the ACT Insurance Authority. As such, the internal audit functions were provided by the Chief Minister, Treasury and Economic Development Directorate Audit and Risk Committee (the Committee). The Committee's functions are governed by the Audit Committee Charter.

During 2017-18 the committee reviewed the findings of the Internal Audit of Default Insurance Fund and Nominal Defendant Fund conducted by the private audit firm, Protiviti during 2016-17.

B.6 Fraud Prevention

The functions of the Fund are supported by the ACT Insurance Authority who adhere to its own Fraud and Corruption Prevention Plan.

B.7 Workplace Health and Safety

The Fund does not directly employ personnel. The functions of the Fund are supported by the ACT Insurance Authority who adhere to the provisions outlined in the *Work Safety Act 2011*.

B.8 Human Resource Management

The Fund does not directly employ personnel. The functions of the Fund are supported by the ACT Insurance Authority.

The ACT Insurance Authority's Annual Report section on Human Resources Management applies to the Fund.

B.9 Ecologically Sustainable Development

The ACT Insurance Authority's Annual Report section on Ecologically Sustainable Development applies to the Fund.

Financial Management Reporting

C.2 Financial Statements

The Fund's financial statements are reported in Volume 2 of the 2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report.

C.3 Capital Works

The Fund did not have any capital works expenditure during the reporting period.

C.4 Asset Management

The Fund has no physical or intangible assets under management. The Fund has some capacity to invest funds over the medium and long term.

C.5 Government Contracting

The Fund engages consultants to perform specialised functions of actuarial services and legal advice.

The procurement selection and management processes for all contractors including consultants complied with the *Government Procurement Act 2001* and the *Government Procurement Regulation 2007.*

Procurement processes above $25,000 have been reviewed by Goods and Services Procurement, and if necessary, by the Government Procurement Board consistent with the provisions of the *Government Procurement Regulation 2007*. The Authority has complied with all employee and industrial relations obligations in relation to contractors employed.

Table 3: Contracts with a value of $25,000 or more are listed in the table below

Contract Title	Procurement Methodology	Contractor Name	Contract Amount	Execution Date	Expiry/ Extension Date
Actuarial Services to the Default Insurance Fund	Public	Taylor Fry Consulting Actuaries	$100,000	February 2017	February 2022

Further information may be obtained from

John Fletcher
General Manager
ACT Insurance Authority
+61 2 6207 0268
john.fletcher@act.gov.au

Director of Territory Records

Transmittal Certificate

ACT Government
Chief Minister, Treasury and Economic Development

Our ref: CM2018/2862

Mr Andrew Barr MLA
Chief Minister
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Chief Minister

2017–18 Director of Territory Records Annual Report

This report has been prepared in accordance with section 7(2) 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 Director of Territory Records.

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 Director of Territory Records has been included for the period 1 July 2017 to 30 June 2018.

I hereby certify that fraud prevention has been managed in accordance with the Public Sector Management Standards 2006, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the Report to the Legislative Assembly within 15 weeks after the end of the reporting year.

Yours sincerely

Danielle Wickman
Director of Territory Records

26 July 2018

Chief Minister, Treasury and Economic Development
GPO Box 158 Canberra ACT 2601 | phone: 132281 | www.act.gov.au

Compliance Statement

The Director of Territory Records Annual Report must comply with the 2017 Annual Report Directions (the Directions). The Directions are found at the ACT Legislation Register: www.legislation.act.gov.au.

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

Part 1 Directions Overview

The requirements under Part 1 of the Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The Director of Territory Records 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 Director of Territory Records are provided within the Director of Territory Records Annual Report to provide readers with the opportunity to provide feedback.

Part 2 Directorate and Public Sector Body Annual Report Requirements

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

- Transmittal Certificate, see page 315;
- Organisational Overview and Performance subsections 1 and 2, see pages 317-322. Subsections 3 to 9 are contained within the CMTEDD Annual Report;
- Financial Management Reporting, inclusive of all subsections, is contained within the CMTEDD Annual Report.

Part 3 Reporting by Exception

The Director of Territory Records has nil information to report by exception under Part 3 of the Directions for the 2017-18 reporting period.

Part 4 Directorate and Public Sector Body Specific Annual Report Requirements

There are no specific annual report requirements for the Director of Territory Records.

Part 5 Whole of Government Annual Reporting

All subsections of Part 5 of the Directions apply to the Director of Territory Records. Consistent with the Directions, the information satisfying these requirements is reported in the one place for all ACTPS directorates, as follows:

- M. Community Engagement and Support, see the 2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report;
- N. Justice and Community Safety, including all subsections N.1 – N.4, see the 2017-18 Justice and Community Safety Directorate Annual Report;
- O. Public Sector Standards and Workplace Profile, including O.1–O.3, see the 2017-18 State of the Service Report; and
- P. Territory Records, the Territory Records Office's own recordkeeping arrangements are reported with those of the Chief Minister, Treasury and Economic Development Directorate in this report.

ACT Public Service directorate annual reports are found at the following web address: https://www.cmtedd.act.gov.au/open_government/report/annual_reports.

Organisation Overview and Performance

Organisational Overview

The Territory Records Office supports the Director of Territory Records to provide leadership to the ACTPS on policy and practice for records management. The Director has particular responsibilities to develop recordkeeping standards for ACT Government agencies, to oversee the disposal of government records and to assist members of the public to have access to ACT government archives.

The main purposes of the *Territory Records Act 2002* (the Territory Records 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 2016.*

The Territory Records Act 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 Territory Records Act establishes the statutory position of the Director of Territory Records. The Territory Records Office is an administrative unit within Policy and Cabinet in the Chief Minister, Treasury and Economic Development Directorate. The Office is made up of 6.4 Full Time Equivalent (FTE) staff, including the Director.

The current Director of Territory Records is Ms Danielle Wickman. The Director is a senior executive appointed under both the *Public Sector Management Act 1994* and the Territory Records Act. The Director's remuneration is as determined for all ACT Senior Executives under the Remuneration Tribunal's Determination 9 of 2018 – Head of Service, Directors-General and Executives.

The Director's responsibilities are to lead the work of the Territory Records Office and to provide advice to the Minister, the Strategic Board, CMTEDD Executives and ACT Government agencies on archives, records and information governance matters. The Director also exercises powers and

functions under the Territory Records Act, including approving standards for government recordkeeping, authorising the disposal of Territory records, and making determinations regarding the restriction of records from public access.

Territory Records Advisory Council

The Territory Records Advisory Council is established by the Territory Records Act, and advises the Director on a range of 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.

Members of the Council are appointed on a part-time basis by the Minister, and appointments must be made from the range of categories set out in section 44 of the Territory Records Act. The Director of Territory Records is also a member of the Council. Members, apart from the Director, are appointed for a term of three years and may be reappointed. Members are paid a sitting fee in accordance with the ACT Remuneration Tribunal's Determination 8 of 2018 – Part Time Public Office Holder – Territory Records Advisory Council.

The activities of the Council are funded from within the Territory Records Office's budget, and financial oversight, including risk management, audit and fraud control arrangements, are managed within the Chief Minister, Treasury and Economic Development Directorate's control systems. No specific code of conduct has been established for Territory Records Advisory Council members, but members are required to sign a conflict of interest declaration as part of the appointment process. The Council has not established any sub committees.

The Territory Records Advisory Council met four times during 2017–18. Membership of the Council during the year and the number of meetings each member attended is as follows:

Name	Role	Meetings attended
Mr Michael Piggott (Chair)	Records management and archives	4/4
Ms Liesl Centenera (Deputy Chair)	Public administration, governance, public accountability	4/4
Mr David Brumby	Records management and archives	4/4
Ms Narelle Rivers	Aboriginal and Torres Strait Islander heritage	3/4
Mr Geoffrey Rutledge	ACT Government agencies	2/4
Mr Nick Swain	History and heritage	3/4
Dr Martin Thomas	History and heritage	4/4
Mr Keith Young	Public administration, governance, public accountability	3/4
Ms Danielle Wickman	Director of Territory Records	4/4

The Council receives regular reports on public access, relations with government agencies and progress against the Territory Records Office's business plan. The Director keeps the Council informed of, and seeks its advice on, significant initiatives of the Office. During 2017-18 the Council considered and advised on matters such as the implementation of the Freedom of Information Open Access Scheme and the restructure of the Territory Records Office.

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 2017–18 the Council considered four new

or revised Records Disposal Schedules. This is a reduction on the total of 22 schedules for 2016-17, when the Territory Records Office conducted a large scale review of its Common Functions Thesaurus and associated disposal schedules.

The Council has maintained its interest in the Territory Records Office's work to influence digital recordkeeping practices in the ACT Public Service. Members noted in particular the Director's role in the consideration of information technology-supported budget initiatives through her membership of the Chief Digital Officer's Digital Services Governance Committee. The Council also endorses the Office's ongoing work to assist agencies to transition their recordkeeping to a WoG, digital environment. The Office's commissioning of a configuration review of the WoG electronic document and records management system (EDRMS) is, in Council's view, important in maintaining and improving the usability of the system and its acceptance by ACT Government business units.

Council also takes seriously its role in advising on issues relating to publicly accessible records. Members noted that the Find of the Month and the Chief Minister's Governance Lecture continue to be important initiatives for the Office and play a key role in demonstrating the richness of the ACT Government's archives to a wider audience. Council members also received reports on the Office's role in developing guidelines and systems to support the introduction of the Open Access Information Scheme under the *Freedom of Information Act 2016*, which came into effect on 1 January 2018. Members saw a demonstration of the Open Access Information website, and were able to provide valuable feedback to the Office on its operation. The Council meeting agenda also includes a standing item on decisions to restrict archives from public access under section 28 of the Act. There were no requests from agencies for section 28 declarations during 2017-18.

The 2017-18 budget included funding for the ACT Heritage Library to move to larger premises at Fyshwick, and the ArchivesACT service will be part of this move. The Council notes with interest the continuing work to support closer cooperation between the two institutions when they move to the new environment. Council members particularly look forward to the opportunities the new accommodation will present for ArchivesACT to store some archival material on site, and note that a dedicated archives repository would further enhance the security, preservation and public accessibility of the ACT's most significant government archives.

Council members were keenly interested in the restructure of the Territory Records Office, which occurred during 2017-18. Members noted that the new structure would provide greater leadership depth to the Office, and allow the Director of Territory Records to engage more strategically with ACT Government and other stakeholders. The Chair of the Council was involved in the selection process for the new Director's position, and members congratulated Ms Danielle Wickman on her appointment to the role.

Performance Overview and Highlights for 2017–2018

During the 2017-18 reporting year the Territory Records Office has undergone considerable change to better position it to drive digital approaches to ACT Government archives and records management. The Office continues to pursue a range of initiatives that are intended to make better use of digital technology in support of efficient and effective management across government of authoritative records that contribute to good government, customer service, accountability and community interests.

A restructure of the Office has been completed to provide greater strategic depth and to support the Director's increased engagement with a range of stakeholders across government and externally. The new structure created a new position of Deputy Director of Territory Records, and increases the ongoing staffing of the Office from 5.4 to 6.4 FTE staff. During 2017-18 the Office's staffing also

included an additional officer, funded with assistance from ACT Government Directorates, to support the implementation of the Freedom of Information Open Access scheme.

The core of the Office's work remains unchanged. We continue to deliver a number of recordkeeping policy, regulatory and advice products and services to ACT Government agencies and the community, including:

> sponsoring a community of practice amongst ACT Government agency records and information management practitioners;

> assisting agencies to respond to requests from, and the report of, the Royal Commission into Institutional Responses to Child Sexual Abuse;

> managing copyright licensing arrangements and developing policy approaches on behalf of agencies;

> authorising schedules for the disposal of Territory records, and monitoring their implementation by agencies;

> updating and extending our advice to agencies on records management issues;

> providing a friendly, effective and timely service to members of the public accessing ACT Government archives; and

> pursuing opportunities to promote the archival resources of the ACT.

Digital Record Keeping

Trustworthy and reliable digital recordkeeping systems are essential to support all aspects of the work of the ACT Government, and in particular the transition of ACTPS offices to activity based working and the delivery of the Chief Digital Officer's *ACT Government Digital Strategy 2016-2019*. Following the successful completion of the WoG digital recordkeeping project in October 2016, the Office has concentrated on building the case for the further deployment of digital records capabilities for the ACTPS.

In conjunction with Shared Services, the Office was successful in securing funding in the 2018-19 budget. The Office's initiative, which will commence in the 2019 calendar year, will work in close collaboration with Shared Services to extend the rollout of EDRMS capabilities to up to 8,500 staff over four years. Territory Records Office staff worked extensively with Shared Services to develop a deployment and funding model that would meet WoG needs and provide appropriate incentives for agencies to join the EDRMS service. Development of the business case also involved discussions with the ACT Government's Flexible Work Arrangements team, to ensure that the Office's plans are capable of supporting the ACT Government's transition to activity based working arrangements in the new Government office accommodation.

In the lead-up to the new EDRMS initiative, the Territory Records Office has commissioned a review of the existing configuration of the WoG EDRMS established through the 2016 pilot project. The review is intended to test some of the decisions made about the way users are required to manage their records in the system. The review has made recommendations about adjustments that can improve users' experience and acceptance of the system and to respond to particular business needs. The review was completed in late June 2018, and the Office will work in conjunction with Shared Services to implement its findings in 2018-19.

Recordkeeping Tools and Guidance

During the year the Territory Records Office continued its introduction of the Better Records Advice and Support Service. BRASS undertakes detailed, targeted analysis of agency recordkeeping practices and makes recommendations for better practice. Following the completion of two 'test' engagements with agencies, the Office is considering the lessons learned from this process before embarking on a full program for 2018-19. That program is expected to look in particular at agency processes for authorising the disposal of records, and approaches to considering recordkeeping requirements in the development of business systems.

Following our 2016-17 review of our WoG Thesaurus, the Office has pursued a project to upgrade and make better use of the specialist software supporting the Thesaurus. An important interim step has been to improve the integration of the Thesaurus software with key systems used by Shared Services in the creation and management of hard copy records, where these are still required by agencies. That project has required significant engagement with the software vendor and Shared Services, and will lay the foundation for further improvements to the way the Territory Records Office manages the legislative instruments that authorise the disposal of ACT Government records in all formats.

Chief Minister's Governance Lecture

The Chief Minister's Governance Lecture 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.

On 8 February 2018 the Office presented its third Lecture. The Lecture is an opportunity to highlight the rich resources that can be found in ACT Government archives, and their links with the debates in our city today. This year's lecturer was Dr Michael Easson, AM, chairman of the ACT Government's City Renewal Authority. Dr Easson has qualifications on history, transport and urban planning, politics, finance, management and sustainable development, and this unique range of experiences enabled him to deliver a thoughtful and engaging lecture titled "All Aboard: The Journey of High Speed Rail to Canberra".

The audience for the Lecture has increased with each event, with around 80 people attending the third Lecture. The Lecture is an avenue through which the Territory Records Office seeks to reach groups and individual who may not otherwise be users of government archives, encouraging new understandings of our city's history and its relevance today.

Open Access Information Scheme

The *Freedom of Information Act 2016* introduced a new proactive publication regime, known as the Open Access Information scheme, which came into effect on 1 January 2018. Open Access Information requires ACT Government agencies to proactively publish a range of documents. It is intended to underpin open government principles and reduce the need for individuals to use detailed Freedom of Information application processes to access government information. The Scheme relates primarily to agency policy documents, but also requires (subject to a public interest test) publication of Ministers' diaries, summaries of Cabinet decisions and information about ACT Government boards and committees.

The Territory Records Office worked closely with staff in the Justice and Community Safety Directorate and in Shared Services Online Services to support the introduction of the new requirements. This included development of guidelines and fact sheets on the application of the

Scheme, and designing and overseeing the development of the Open Access Information web page. As at 30 June there were more than 3,500 documents publicly available through the site at http://www.act.gov.au/open-access, which had received more than 7,000 visits.

Public Access to Territory Archives

ArchivesACT, a unit of the Territory Records Office, provides access to ACT Government archives for members of the public on behalf of agencies, and promotes archival materials to the community more broadly. Alongside the Chief Minister's Governance Lecture, our Find of the Month continues to be our key avenue to bring the stories in the ACT Government archives to a wide audience. Each month, ArchivesACT staff identify and share with the community some of the interesting and sometimes quirky items to be found in the archives. In 2017–18 we brought to life Government archives about travelling stock routes in the ACT, the building of Belconnen Mall, and corporal punishment in Canberra schools.

The ACT Heritage Library continues to be a partner in the work of ArchivesACT. Our two institutions are currently co-located at Woden Library, and we share a core customer group of dedicated researchers who make good use of both services. While we each have different missions and functions, we are increasingly working together to provide public access to the ACT's documentary heritage. Planning for our foreshadowed move to new joint premises at Fyshwick continues, and ArchivesACT staff have been researching the approaches taken in other jurisdictions to the colocation and harmonisation of public archives and library services. We also jointly marked the Canberra and Region Heritage Festival by producing a postcard that celebrates the work of Charles Weston, who is credited with establishing Canberra as the "garden city".

Another joint project with the Library, our shared ACT Memory database, also continued during the year. While we had hoped to publicly launch the database during 2017-18, work has been delayed due to staff movements in both ArchivesACT and the Heritage Library. Development work on the database will continue into 2018-19. When finalised, ACT Memory will make information about publicly available ACT Government archives more accessible, and will allow researchers to, for the first time, conduct their own searches for these materials. The system will use open source, cloud-hosted software developed with the sponsorship of the International Council on Archives, called Access to Memory, or AtoM.

Outlook

The 2018-19 financial year will be a significant one for the Territory Records Office. Budget funding for the continuing implementation of digital records systems and preparations for agencies to transition to activity based working will see the Office's FTE staffing increase to a peak of 11.4 during the delivery of the initiative. Beginning in 2019, the Office will commence a project to develop the long-term strategy for digital recordkeeping, including by implementing our response to our EDRMS configuration review and identifying opportunities for better integration of the ACT's digital recordkeeping systems into business processes. Also in 2019, the Office will establish a team to advise agencies on the proper management of their existing paper records as they prepare to move into new Government office accommodation and transition to activity based working.

The Office will also begin to take advantage of its new core structure to increase its engagement at senior levels across the ACT administration and complete its significant business improvement projects. Key areas of focus will be the transition of support for the Open Access Information Scheme to business as usual operations, the continued rollout of the BRASS initiative, the ongoing development of ACT Memory, and the move of our public reading room to Fyshwick.

Whole of Government Reporting on Territory Records

The ACT Government's Annual Report Directions require 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.

Directorates and public sector bodies must provide a statement that indicates whether:

> a current Records Management Program has been approved by the directorate/public sector body's Principal Officer and submitted to the Director of Territory Records;

> Records Management Procedures have been created and implemented throughout the directorate/public sector body; and

> appropriate training and resources are made available to all staff in the directorate/public sector body.

The statement must:

> provide details of how the public can inspect the Records Management Program as required by section 21(1) of the Territory Records 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.

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
Chief Minister, Treasury and Economic Development	2016			
ACT Compulsory Third Party Regulator				CMTEDD
Cultural Facilities Corporation	2015			
Director of Territory Records				CMTEDD
Independent Competition and Regulatory Commission	2018			
Community Services		2018		
Housing ACT				CSD
Education	2015			
ACT Teacher Quality Institute	2016			
Board of Senior Secondary Studies				EDU
Environment, Planning and Sustainable Development		2018		

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
City Renewal Authority				EPSDD
Commissioner for Sustainability and the Environment				EPSDD
Suburban Land Agency				EPSDD
Health	2017			
Clinical Records	2018			
Justice and Community Safety		2018		
Human Rights Commission				JACS
Legal Aid	2018			
Transport and City Services	2015			

Records management practices

Chief Minister, Treasury and Economic Development Directorate

Records management procedures have been created and are available to all staff in CMTEDD via the Intranet. The Directorate also refers to policy and factsheets as developed by the Territory Records Office.

The Directorate's Program 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.

The public can request access to the Records Management Program by submitting a request to the Records Manager. The Program can also be found on the ACT Government Open Access webpage at www.act.gov.au/open-access

Cultural Facilities Corporation

Records management procedures have been created and are available to all staff in the Cultural Facilities Corporation (CFC) via the internal shared drive and the CFC website.

The CFC'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. 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 (CMAG) 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.

Questions regarding access to CFC records should be directed to:

The FOI Information Officer
Cultural Facilities Corporation
PO Box 939
CIVIC SQUARE ACT 2608

The public can inspect the Records Management Program by viewing it on the CFC website located at http://www.culturalfacilities.act.gov.au or by applying to:

Cultural Facilities Corporation
PO Box 939
CIVIC SQUARE ACT 2608

Independent Competition and Regulatory Commission

Records management procedures have been created and are available to all staff in the Commission via its internal network.

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 administrative procedures.

The public can inspect the Records Management Program by downloading it from our website at www.icrc.act.gov.au.

Community Services Directorate

Records management procedures have been created and are available to all staff in the Community Services Directorate via the organisation's Intranet under Records Management – Resources.

The directorate'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 the directorate's recordkeeping system (HPRM) and they are preserved in secure but readily accessible facilities.

The Community Services Directorate Records Management Program is currently under review and is scheduled to be approved by the entity's Principal Officer and submitted to the Director of Territory Records in 2018.

Education Directorate

Records management procedures have been created and are available to all staff in Education Directorate via the intranet.

Education Directorates 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 public can inspect the Records Management Program upon request from det-records_management_unit@act.gov.au

ACT Teacher Quality Institute

Records management procedures have been created and are available to all staff in the ACT Teacher

Quality Institute (TQI) via the TQI shared digital work space.

TQI'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 public can inspect the Records Management Program by visiting the TQI office at 170 Haydon Drive, Bruce or by requesting a copy – tqi@act.gov.au.

Environment, Planning and Sustainable Development Directorate

Records management procedures are available to all EPSDD staff via the directorate's website, staff intranet and Electronic Document and Records Management System (EDRMS), Objective. Due to the sensitivity and significance of the records managed by the Asbestos Response Taskforce, specific procedures are in operation for the management and access to information held by the Taskforce. ESPSDD is committed to ensuring that records, including those of cultural significance which enable people to establish links with their Aboriginal and Torres Strait Islander heritage, are appropriately managed and preserved, and made available to individuals seeking information that connects them with their heritage.

EPSDD is the steward of many significant records of the ACT including those relating to the development, protection and ongoing management of Territory land for the Canberra community and its future generations. The directorate's policies and procedures accord with the *Territory Records (Records, Information and Data) Standard 2016 (No 1).* This ensures the principles of open and accountable government are upheld and the way in which Territory records are managed, preserved and accessible meets compliance requirements and community expectations.

Agency staff are advised to contact the directorate's Records Manager to discuss any records requiring special consideration or protection to ensure appropriate arrangements are put in place.

The public can inspect the Records Management Program via the Directorate's website: http://www.environment.act.gov.au/about/management-of-records.

City Renewal Authority

Records management procedures are available to all staff of the Authority via the EPSDD's website, staff intranet and the Authority Electronic Document and Records Management System (EDRMS), Objective.

Authority staff are advised to contact the Business Operations Manager or the EPSDD Records Manager to discuss any records requiring special consideration or protection to ensure appropriate arrangements are put in place.

Suburban Land Agency

Records management procedures are available to all staff of the Agency via the EPSDD's website, staff intranet and the Suburban Land Agency Electronic Document and Records Management System (EDRMS), Objective.

The Suburban Land Agency is committed to ensuring that records, including those of cultural significance which enable people to establish links with their Aboriginal and Torres Strait Islander heritage, are appropriately managed and preserved, and made available to individuals seeking information that connects them with their heritage.

The Agency is the steward of many significant records of the ACT including those relating to the development and management of Territory land for the Canberra community and its future

generations. The policies and procedures adhered to by the Agency accord with the *Territory Records (Records, Information and Data) Standard 2016 (No 1).* This ensures the principles of open and accountable government are upheld and the way in which Territory records are managed, preserved and accessible meets compliance requirements and community expectations.

Agency staff are advised to contact the Business Operations Manager or the EPSDD Records Manager to discuss any records requiring special consideration or protection to ensure appropriate arrangements are put in place.

Health Directorate

Administrative Records

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 *Freedom of Information Act 2016* and Territory Records Office intranet and website.

The Administrative Recordkeeping Procedures manual provides a framework for ACT Health to methodically capture, register, classify, use, store, retain and dispose of records.

The ACT Health Administrative Records Management policy also includes a section under Roles and Responsibilities 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 and understand the sensitivities relating to records in any format about Aboriginal and Torres Strait Islander People, and the need for these records to be preserved for possible future access and reference. Records identified are retained as Territory Archives.

The entity's Administrative Records Management Program 2017 is also available on Records Management's intranet site. The public can request a copy of the ACT Health Administrative Records Management Program by writing to the ACT Health Principal Records Officer.

Clinical Records

Records management procedures have been created and are available to all staff on the ACT Health Policy Clinical Guidance Register. The Clinical Record Service Internal Procedure Manual is available to all relevant staff via the shared Q drive.

ACT Health'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 ACT Health Patient Administration System is used to record details where any ACT Health consumers identify as being of Aboriginal and or Torres Strait Islander Heritage to assist in the health treatment and care.

The Clinical Record Service Records Management Program has been approved and is published on the ACT Health Policy Register.

Justice and Community Safety Directorate

Records management procedures have been created and are available to all staff in JACS via JACS's publication website under Open Access and on 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 2018–2020 JACS Records Management Program states that the directorate will regularly review its level of compliance with the Territory Records Act. To satisfy this commitment, business units are required to undertake a self-assessment every 2 years. This process is coordinated by the JACS Records Manager who assists business units with the completion of a questionnaire regarding their recordkeeping practices. The self-assessment process developed by JACS internally, was undertaken in 2014 and 2016. This process will be replaced in 2018 by a WoG self-assessment maturity checklist developed by the Territory Records Office. JACS will continue to use this checklist every 2 years to build upon our records management capability.

The directorate will continue to work with business units to ensure they are aware of their responsibilities under the Territory Records Act.

The JACS Records Management Program is a part of the JACS Open Access publishing. The public can inspect the Records Management Program by viewing it on the JACS' publication website.

Legal Aid

Records management procedures have been created and are available to all staff in Legal Aid Commission (ACT) via the Intranet.

Legal Aid Commission (ACT) 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 Management system used in the Legal Aid Commission (ACT) establishes records for archiving and destruction.

The public can inspect the Records Management Program by accessing it on the Legal Aid ACT external website at http://www.legalaidact.org.au/

Transport Canberra and City Services Directorate

Records management procedures have been created and are available to all staff in TCCS via the TCCS Intranet.

TCCS's policy and procedures include arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

The public can inspect the Records Management Program by viewing it on the TCCS website at http://www.tccs.act.gov.au/about-us/records_management_program

Records Management Training and Resources

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 internal 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.

Internal training on records management covered areas such as general recordkeeping principles, storage and disposal requirements, effective titling and information security. Training was provided in the use of digital recordkeeping systems (HPE Content Manager and Objective).

Chief Minister, Treasury and Economic Development Directorate has a central full-time Records Manager within the Directorate with approximately four (full-time equivalent) other staff within business areas in the Directorate 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

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) meetings facilitated by the Territory Records Office.

Independent Competition and Regulatory Commission

Training opportunities are available for all new employees, as well as through ongoing staff meetings and development.

Whilst all staff are aware of their legislative responsibilities for record keeping, the Office Manager is dedicated to the ordering of registry files in order that file naming conforms to the Whole of Government Thesaurus.

The Commission has also developed an Office Manual covering higher level elements of record keeping. The Office Manual is part of our Records Management Program.

Community Services Directorate

The directorate continues to provide core capability and online records management training. The Directorate provides monthly updates on recordkeeping issues and information to all staff through its intranet site to better educate and raise awareness of the importance of records management. The directorate has a dedicated records management resources web page that includes policy, procedures, guidelines and advice sheets. The Records Manager also regularly attends line area meetings to provide advice and guidance on recordkeeping.

The Community Services Directorate (CSD) Records Management Unit comprises a SOG C Records Manager, 2 Administrative Services Officer (ASO) ASO4s and an ASO1. The Housing ACT Records Management Unit comprises an ASO3 and 3 ASO1 positions.

Education Directorate

Six FTE staff are assigned to records management tasks. Currently the directorate is transitioning to full electronic record keeping and engaging with vendors to digitise records that are classed as Retain as Territory Records and destroy records due for destruction.

All staff have the opportunity to attend a monthly workshop and refresher training sessions.

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:

- Assistant Manager Professional Registration Services;
- Assistant Manager, Strategic Data and Digital Services; and
- Project Officer, Records Management.

TQI is using an electronic document and records management system (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.

Environment, Planning and Sustainable Development Directorate

EPSDD demonstrates its commitment to best practice records management through the adoption of an EDRMS that has been identified as compliant under the Territory Records Act and through the provision of general and tailored instruction on recordkeeping requirements and the use of Objective.

The EPSDD Information Management Team (IMT) delivers records management training (including workshops and refresher sessions) and regularly attends team meetings to instigate business improvement for recordkeeping and compliance under the Act.

Under service level agreements with the City Renewal Authority and Suburban Land Agency, the IMT also provides all staff, mandatory records management training sessions.

The broad ranging responsibilities of the IMT include records management, public access to government information, privacy, customer complaints, and support to the Senior Executive Responsible for Risk and Business Integrity and the Directorate's Public Interest Disclosure Officers.

Further resourcing of EPSDD information management services includes a dedicated team (Digital Solutions) to provide Objective support and manage the administration of electronic information systems and a designated records officer in the ART.

City Renewal Authority

Under a service level agreement, EPSDD provides records management training (including workshops and refresher sessions) to Authority Staff and the Business Operations Manager attends meetings to instigate business improvement for recordkeeping and compliance under the Act.

Suburban Land Agency

The Agency demonstrates its commitment to best practice records management through the adoption of an EDRMS that has been identified as compliant under the *Territory Records Act 2002* (the Act) and by mandating records management training for Agency staff.

Under a service level agreement, EPSDD provides records management training (including workshops and refresher sessions) to Agency Staff and the Business Operations Manager attends meetings to instigate business improvement for recordkeeping and compliance under the Act.

Health Directorate

Administrative Records

The ACT Health Administrative Recordkeeping Procedures Manual and associated Policy are endorsed by the ACT Health Policy Advisory Committee. Electronic copies of both documents are available on the Records Management intranet site as well as on the ACT Health Policy Register. This ensures compliance with legislation across all ACT Health sites.

Records Management for administrative records is included in the Managers Orientation Program, organised by the Staff Development Unit.

Records Management staff also provide on the job training and support to staff in ACT Health to manage their records. An e-learning resource that provides awareness and understanding of legislative requirements was recently reviewed and approved by the Executive Director of Business Support Services.

Records & Information Management Community of Practice (RIMCoP) meetings are attended by staff from Records Management regularly. The Records Manager is a corporate nominee of Records and Information Management Professionals Australasia (RIMPA).

Clinical Records

All Clinical Record Service staff undergo Induction to the service and detailed one-on-one record management training on commencement. Refresher training is provided as needed. A number of e-learning courses relevant to clinical records, documentation and privacy are available to all ACT Health staff:

- Clinical Records Documentation Requirements;
- Clinical Documentation – Mental Health;
- ABF/ABM Module 4 – Clinical Coding and documentation;
- Negligence and Documentation;
- CHARM Document Scanning and Importing;
- Clinical Portal – Alerts Management Solution;
- Clinical Portal – Electronic Discharge Summaries (EDS) Module;
- Clinical Portal – eOrders Imaging Module;
- Clinical Portal – eReferrals Module;
- Clinical Portal – My Health Record;
- Clinical Portal – Pathology eOrders and Collections;
- Clinical Portal – Surgical Safety Checklist;
- Clinical Portal Foundation;
- Privacy and Confidentiality; and
- Records Management.

The Clinical Record Service provides a range of record management tasks and related activities:

- Digitisation and clinical record management;
- Clinical Coding;
- Discharge Summaries and Form management;

> Reception and Mail processing;

> Medico-legal and patient access;

> Sub and non-acute patient assessments;

> PMI and Patient Identifier Review team; and

> Research and Health Information Management.

Justice and Community Safety Directorate

JACS is in the process of rolling out Electronic Document and Records Management System training across the directorate which incorporates short sessions on:

> Territory Records Act;

> *Freedom of Information Act 2016;*

> Protective Security Policy Framework; and

> *Information Privacy Act 2014*.

JACS Governance continues to work with business units to assist them in meeting their recordkeeping requirements.

The Records Manager participates in branch meetings across the Directorate to give an overview on records management requirements and to answer questions. JACS Executives participate in the organisational capability maturity program which also incorporates a requirement for Executives to confirm their capability and maturity level with the Territory Records Act.

Records Management training continues to be available through the Directorate and ACT Government training calendars to support staff maintain awareness of broader legislative obligations.

Legal Aid

Training provided to staff includes:

> Induction;

> Operational training; and

> Operational Manuals.

Records Management staff participate in WoG forums. One Records Management Officer exists in the Commission and provides training and support to legal support staff to undertake appropriate record keeping.

Transport Canberra and City Services Directorate

Internal training sessions are available for all TCCS staff, and records management is included in the TCCS induction training.

During 2017-18 digital records management training and information sessions were provided to TCCS staff in preparation for the introduction of an electronic document records management system in 2018-19.

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
Finance and Treasury Management Records	27 February 2017	NI2017-83
Government and Stakeholder Relations Records	27 February 2017	NI2017-84
Human Resources Records	27 February 2017	NI2017-79
Information and Communications Technology Records	27 February 2017	NI2017-85
Property Equipment and Fleet Records	27 February 2017	NI2017-86
Records and Information Management Records	27 February 2017	NI2017-87
Solicitor and Legal Services Records	27 February 2017	NI2017-88
Source Records	25 March 2011	NI2011-170
Strategy and Governance Records	27 February 2017	NI2017-89
Preserving records containing information that may allow people to establish links with their Aboriginal and Torres Strait Islander heritage	25 March 2011	NI2011-162
Protection of records relevant to the Royal Commission into Institutional Responses to Child Sexual Abuse	1 February 2013	NI2013-42

Record Disposal Schedules reported by Chief Minister, Treasury and Economic Development

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
Disaster Recovery (Human Services) Records	6 May 2005	NI2005-157
Environmental Management Records	25 March 2011	NI2011-86
Fair Trading Records	28 October 2005	NI2005-401
Gambling and Racing Regulation Records	15 December 2004	NI2004-476
Government Coordination Records	14 September 2007	NI2007-280
Government Insurance Services Records	17 November 2017	NI2017-604
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
Inquiries & Commissions Records	6 May 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 Commissioner Records	25 July 2017	NI2017-396
Public Service Management Records	25 July 2017	NI2017-393
Remuneration Tribunal Records	25 July 2017	NI2017-397

Schedule name	Date Effective	Instrument No
Road and Rail Management Records	7 July 2015	NI2015-359
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	7 July 2015	NI2015-362
Training and Tertiary Education Records	7 July 2015	NI2015-363
Transfer of Custody and Ownership of ACTTAB Ltd Records	7 July 2015	NI2015-364
Venue & Event Management Records	28 October 2005	NI2005-402
Waste Management Records	7 September 2004	NI2004-336
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
Child and Youth Protection Services Records	14 October 2016	NI2016-567
Community Development Records	14 July 2006	NI2006-257
Disability Services Records	17 November 2017	NI2017-603
Disaster Recovery (Human Services) Records	6 May 2005	NI2005-157
Parenting Services Records	26 September 2006	NI2006-349

Record Disposal Schedules reported by Education

Schedule name	Date Effective	Instrument No
Child and Youth Protection Services Records	14 October 2016	NI2016-567
Education Strategy Records	30 August 2013	NI2013-375

Schedule name	Date Effective	Instrument No
External Education Relations (Non-Government) Records	30 August 2013	NI2013-374
Health Treatment and Care Records	8 December 2017	NI2017-629
School Management Records	30 August 2013	NI2013-373
Student Management Records	14 October 2016	NI2016-568
Teacher Quality Records	30 August 2013	NI2013-376
Training and Tertiary Education Records	7 July 2015	NI2015-363

Record Disposal Schedules reported by Environment, Planning and Sustainable Development

Schedule name	Date Effective	Instrument No
Arts and Cultural Development Records	18 June 2004	NI2004-17
Business Development Records	9 January 2009	NI2009-9
Corporate Governance Records	9 January 2009	NI2009-10
Development Approval and Asset Acceptance Records	28 October 2005	NI2005-400
Environmental Management Records	25 March 2011	NI2011-86
Industry Development Records	26 September 2006	NI2006-347
Land Development Records	21 April 2006	NI2006-136
Land, Planning and Building Records	16 April 2004	NI2004-91
Ombudsman Complaint Management Records	8 March 2011	NI2011-93
Parks, Reserves and Public Places Records	8 March 2011	NI2011-94
Road and Rail Management Records	7 July 2015	NI2015-359
Traffic and Transport Records	7 July 2015	NI2015-362

Record Disposal Schedules reported by Health

Schedule name	Date Effective	Instrument No
Child and Youth Protection Services Records	14 October 2016	NI2016-567
Education Strategy Records	30 August 2013	NI2013-375
External Education Relations (Non-Government) Records	30 August 2013	NI2013-374
Health Treatment and Care Records	8 December 2017	NI2017-629
School Management Records	30 August 2013	NI2013-373
Student Management Records	14 October 2016	NI2016-568
Teacher Quality Records	30 August 2013	NI2013-376
Training and Tertiary Education Records	7 July 2015	NI2015-363

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 Law Courts and Tribunals Records	15 December 2004	NI2004-478
Advocacy Services Records	7 July 2015	NI2015-357
Audit Services Records	3 February 2006	NI2006-26
Corporate Governance Records	9 January 2009	NI2009-10
Corrective Services Records	26 September 2006	NI2006-345
Emergency Awareness Records	13 April 2012	NI2012-184
Emergency Management Records	13 April 2012	NI2012-185
Government Coordination Records	14 September 2007	NI2007-280
Human Rights and Discrimination Records	7 September 2004	NI2004-335
Inquiries and Commissions Records	6 May 2005	NI2005-155

Schedule name	Date Effective	Instrument No
Ombudsman Complaint Management Records	8 March 2011	NI2011-93
Public Trustee Services Records	3 February 2006	NI2006-30
Security Coordination Records	11 September 2009	NI2009-452
Victims Support and Redress Records	8 May 2009	NI2009-211
WorkCover Records	28 October 2005	NI2005-399
Workplace and Safety Policy Records	28 February 2011	NI2011-96

Record Disposal Schedules reported by Transport Canberra and City Services

Schedule name	Date Effective	Instrument No
ACT Government Veterinarian Records	14 October 2016	NI2016-567
Cemeteries and Crematoria Management Records	30 August 2013	NI2013-375
Development Approval and Asset Acceptance Records	30 August 2013	NI2013-374
Environmental Management Records	8 December 2017	NI2017-629
Parks Reserves and Public Places Records	30 August 2013	NI2013-373
Road and Rail Management Records	14 October 2016	NI2016-568
Stormwater Drainage Records	30 August 2013	NI2013-376
Traffic and Transport Records	7 July 2015	NI2015-363
Waste Management Records	7 September 2004	NI2004-336

Other Information and Projects

Chief Minister, Treasury and Economic Development Directorate

The use of Electronic Records Management Systems has been expanded in the Directorate with 1,012 users currently using one of the approved systems. The further expansion of these systems will continue to be encouraged as a means of improving our capacity to better meet the requirements of the *Territory Records Act 2002*.

A focus has been placed on the sentencing and disposal requirements of hardcopy records across the directorate.

Cultural Facilities Corporation

The CFC has continued the rollout to digitise our records where possible using the WIRE interface/WoG Records Manager. Records Services have provided staff with support and training.

Independent Competition and Regulatory Commission

The Commission completed an audit of all registry files on site and in offsite storage and completed a destruction process approved by the Territory Records Office. The Commission is currently in discussion with Record Services regarding the implementation of an EDRMS.

Community Services Directorate

Record disposal schedules and functional thesauri continue to be reviewed, developed and implemented to ensure consistency and uniformity with the management and control of the directorate records. As part of the directorate's records management continuous improvement program, a review of onsite record holdings via a file census was undertaken throughout the directorate. In 2017-18, this included Child and Youth Protection Services and Out of Home Care Agency files.

The directorate's ongoing records disposal program to sentence and dispose of time expired records is to not only ensure efficiencies in records management but also to reduce storage costs.

Environment Planning and Sustainable Development Directorate

EPSDD is currently undertaking activity in preparation for a move to activity based work in new ACT Government accommodation scheduled for completion in 2020.

EPSDD is assisting with the re-allocation of records across the directorate, the Suburban Land Agency and City Renewal Authority following the commencement of the *Administrative Arrangements 2017 (No 1)*.

Health Directorate

Clinical Records

In 2017-2018 ACT Health continued to fund the strategy to maintain the reduced clinical record scanning delay and clinical coding backlog by continuing to invest in temporary scanning staff and contract coders. The clinical record scanning delay has been maintained at less than 2 weeks and the additional scanning staff are expected to be required until the new, more efficient Clinical Patient Folder (CPF) scanning solution can be implemented in 2018-2019. The Clinical Coding backlog has also been maintained at less than 3,000 records by supplementing the in-house coding team with contract coders when required.

The reduction in the scanning delay facilitates high quality patient care and timely clinical coding while the reduction in the clinical coding backlog supports compliance with mandatory data submission timeframes and accurate data for activity monitoring and management of the health service.

ACT Health has a project underway to replace CRIS, the current clinical record scanning solution with the new CPF - Clinical Patient Folder application in 2018-2019. The new clinical record information system will provide increased efficiency around the digitisation of clinical records and improved usability for clinicians. The highly intuitive user interface and sophisticated e-forms functionality will enhance patient care by facilitating ready access by clinicians to critical health information and clinical record documents.

Justice and Community Safety Directorate

JACS Governance is planning to roll out general training on Open Access Information Scheme across the directorate. Workshops and presentations will be provided to all staff to improve the understanding of Open Access Information and effective record keeping.

Transport Canberra and City Services Directorate

A project has begun to implement Objective as the TCCS electronic document and records management system. Implementation of Objective will occur over a 12 month period between 1 July 2018 and June 2019.

TCCS responded to 15 archives requests during 2017-18. Five requests related to land management; three waste management; one domestic animals, two transport; and two related to functions not specific to TCCS.

Further information can be obtained from

Danielle Wickman
Director
Territory Records Office
+61 2 6207 0194
Danielle.Wickman@act.gov.au

Environment Protection Authority

Transmittal Certificate

Mr Gordon Ramsay MLA
Minister for Regulatory Services
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2017-2018 Environment Protection Authority Annual Report

This Annual Report has been prepared in accordance with section 7(2) 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 Environment Protection Authority.

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 Environment Protection Authority has been included for the period 1 July 2017 to 30 June 2018.

I hereby certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006*, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the Report to the Legislative Assembly within 15 weeks after the end of the reporting year.

Yours sincerely

N. Sargent

Narelle Sargent
Environment Protection Authority

24 July 2018

Compliance Statement

The Environment Protection Authority (EPA) Annual Report must comply with the 2018 Annual Report Directions (the Directions). The Directions are found at the ACT Legislation Register:

http://www.legislation.act.gov.au/ni/2017-280/notification.asp

The Compliance Statement indicates the subsections, under the five Parts of the Directions that are applicable to the EPA and the information that satisfies these requirements:

Part 1 Directions Overview

The requirements under Part 1 of the Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The EPA 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 the EPA are provided within the EPA Annual Report to give readers the opportunity to provide feedback.

Part 2 Agency Annual Report Requirements

The requirements within Part 2 of the Directions are mandatory for all directorates and public sector bodies and the EPA Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 for the EPA Annual Report is:

> Transmittal Certificate, see page 341;

> Organisational Overview and Performance, inclusive of all subsections, see pages 343-354; and

> Human Resource Management and Financial Management Reporting, inclusive of all subsections, is contained within the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) Annual Report.

Part 3 Reporting by Exception

The EPA has no information to report by exception under Part 3 of the Directions for the 2017-18 reporting period.

Part 4 Directorate and Public Sector Body Specific Annual Report Requirements

There are no specific annual report requirements for the EPA.

Part 5 Whole of Government Annual Reporting

All subsections of Part 5 of the Directions apply to the EPA. Consistent with the Directions, the information satisfying these requirements is reported in the one place for all ACTPS directorates, as follows:

> N. Community Engagement and Support, see the Annual Report of CMTEDD;

> 0. Justice and Community Safety, including all subsections 0.1- 0.4, see the Annual Report of the Justice and Community Safety Directorate;

> P. Public Sector Standards and Workforce Profile, including all subsections P.1- P.3, see the annual State of the Service Report; and

> Q. Territory Records, see the Annual Report of CMTEDD.

ACT Public Service directorate annual reports are found at the following web address: http://www.cmd.act.gov.au/open_government/report/annual_reports.

Legislative Framework and Functions

The Environment Protection Authority (the Authority) is a statutory public servant position established by the *Environment Protection Act 1997* (the Environment Protection Act). It is currently assigned to the Deputy Director Environment Protection within Access Canberra. The Authority is supported by the Environment Protection Business Unit (also referred to as the EPA) within Access Canberra, to carry out its functions.

The EPA administers the follow legislation:

> *Environment Protection Act 1997* (the Environment Protection Act);

> *Environment Protection Regulation 2005* (the Environment Protection Regulations);

> *Water Resources Act 2007* (the Water Resources Act);

> *Water Resource Regulation 2007* (the Water Resource Regulations);

> *Clinical Waste Act 1990* (the Clinical Waste Act); and

> *Lakes Act 1970* (the Lakes Act).

The EPA is the primary environmental regulator for the ACT.

Our Mission is to protect and enhance the well-being of the environment and community as the ACT's primary environmental regulator.

Our Vision is a sustainable environment for future generations.

Environment Protection Act 1997

The Authority oversees the administration of the Environment Protection Act. The Environment Protection Act provides for the protection of the environment and for related purposes.

The objectives of the Environment Protection Act include to:

> protect and enhance 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;

> establish a single and integrated regulatory framework for environmental protection and provide for monitoring and reporting of environmental quality on a regular basis;

- facilitate the implementation of national environment protection measures and laws;
- ensure contaminated land is managed having regard to human health and the environment; and
- encourage responsibility by the whole community for the environment - general environmental duty of care.

Water Resources Act 2007

The Water Resources Act provides for sustainable management of the water resources of the Territory, and for other purposes.

The objects of the Water Resources Act are to:

- ensure that management and use of the water resources of the Territory sustain the physical, economic and social wellbeing of the people of the ACT while protecting the ecosystems that depend on those resources;
- protect aquatic ecosystems and aquifers from damage and, where practicable, to reverse damage that has already happened; and
- ensure that the water resources are able to meet the reasonably foreseeable needs of future generations.

Clinical Waste Act 1990

The Authority is the Clinical Waste Controller under the Clinical Waste Act.

The Clinical Waste Act provides for the transport, treatment and disposal of wastes resulting from the treatment and care of people and animals, including such things as needles, fluids and specimens.

Lakes Act 1970

The Deputy-Director Environment Protection is the delegate of the Lakes Act. This is a ministerial delegation and provides delegations for approving structures and activities (such as motorised boat activities) on designated lakes and waterways in the ACT. The delegation also includes powers for closing lakes in the event of a threat to human health or the environment, for example, pollution or emergency incidents, discharges, special events, blue green algae outbreak.

Environment Protection Policy

The Environment, Planning and Sustainable Development Directorate are responsible for the environmental legislation and for developing policy and guidelines to facilitate its implementation. These policies and guidelines help clarify and apply the regulations made under the legislation.

For more information on Environment Protection Policies see the Environment, Planning and Sustainable Development Directorate 2017-2018 Annual Report.

This Annual Report summarises the activities and performance of the EPA in 2017-2018.

Environment Protection ACT 1997

Environmental Authorisations

An EA, granted under section 49 of the Environment Protection Act, sets out the conditions under which activities with a significant potential to cause environmental harm may be conducted.

The EPA issued 33 new EA's during 2017-2018. We currently administer a total of 286 EA's which are subject to review.

Environmental Authorisations granted for an unlimited period are subject to a review at least every five years based on a risk assessment of the activity and authorisation holder. There were 78 reviews and 29 variations of EA's during 2017-18 (refer to Table 1).

Table 1: Number of new Environmental Authorisations issued

Activity (Schedule1 Class A)	2015-16	2016-17	2017-18
Total	55	34	33

Environmental Protection Agreements

Section 38 of the Environment Protection Act provides for the EPA to enter into Environmental Protection Agreements, instead of an EA, for certain activities that entail a moderately significant risk of environmental harm (those listed in Schedule 1 Class B of the Act). Environmental Protection Agreements are formal, non-binding agreements between the EPA and businesses which are designed to assist them manage their environmental performance. The term of Environmental Protection Agreements is generally three years.

In 2017-2018, the EPA entered into 40 Environmental Protection Agreements, bringing the number of agreements currently administered by the EPA to 192 (refer to Table 2).

There are 10 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.

Table 2: Number of Environmental Protection Agreements issued per Activity

Activity (Schedule1 Class B)	2015-16 Agreements	2016-17 Agreements	2017-18	Current Agreements
Land development/construction	54	47	40	179
Municipal services	-	-	-	-
E-Waste Dismantling and Storage	-	-	-	-
Wastewater reuse	2	1	-	2
Contaminated sites		1	-	
Total	**56**	**52**	**40**	**192**

Note: *of the 192 agreements, 179 relate to builders and developers undertaking construction works on sites greater than 0.3 hectares.*

Erosion and Sediment Control Plans

A condition of an Environmental Protection Agreements is the endorsement, by the EPA, of an erosion and sediment control plan prior to works commencing.

During 2017-2018:

> the EPA received and endorsed 93 erosion and sediment control plans; and

> undertook 775 inspections of development sites greater than 0.3 hectares.

Contaminated Land Notifications

The EPA received 7 contaminated land notifications under section 23A of the *Environment Protection Act 1997,* during the reporting period. The notifications related to hydrocarbon impacts to soil and groundwater at the site. There have been 99 notifications since the contaminated land provisions were enacted in 1999.

Contaminated Sites

During 2017-2018:

> nine independent contaminated land audits into site suitability by EPA approved auditors were reviewed and endorsed by the EPA. These primarily related to the redevelopment of sites potentially impacted by hydrocarbon and asbestos contamination;

> 47 contaminated land environmental assessment reports into the suitability of sites for their proposed uses were reviewed and endorsed; and

> 760 inspections were carried out of known or potential contaminated sites to review whether activities were being conducted without appropriate approval and whether redevelopment activities were underway or complete.

Register of Contaminated Sites

As of 30 June 2018, there are 173 contaminated sites recorded on the Register. The information contained on the Register is publicly available on the Access Canberra website 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, their contractors and other areas of the ACT Government for their operational requirements for installation and maintenance of infrastructure.

During 2017-2018:

> the EPA entered into two agreements with directional boring operators; and

> received and responded to 542 contaminated Land Search enquiries.

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 undertaken by suitable qualified environmental consultants and are subject to rigorous assessment in accordance with the nationally adopted guidelines endorsed by the EPA.

During 2017-2018, the EPA received, assessed and approved 75 applications for the beneficial reuse of approximately 356,991 cubic metres of low level contaminated soil.

Planning and Development

During 2017-2018, the EPA commented on 1,266 Development Applications and other planning documents referred from the Planning and Land Authority and the National Capital Authority.

Controlled Waste Movements

In 2017-18, 35 valid consignment authorisations were issued for the movement of a controlled waste into the ACT, primarily for clinical and asbestos waste from the surrounding regions and polychlorinated biphenyl (PCB) free oil from static electric transformers from other jurisdictions.

During the same period, 955 controlled waste movements out of the ACT were notified and monitored by the EPA.

Complaint Handling

In 2017-2018 the EPA resolved two on-going complaints highlighted below:

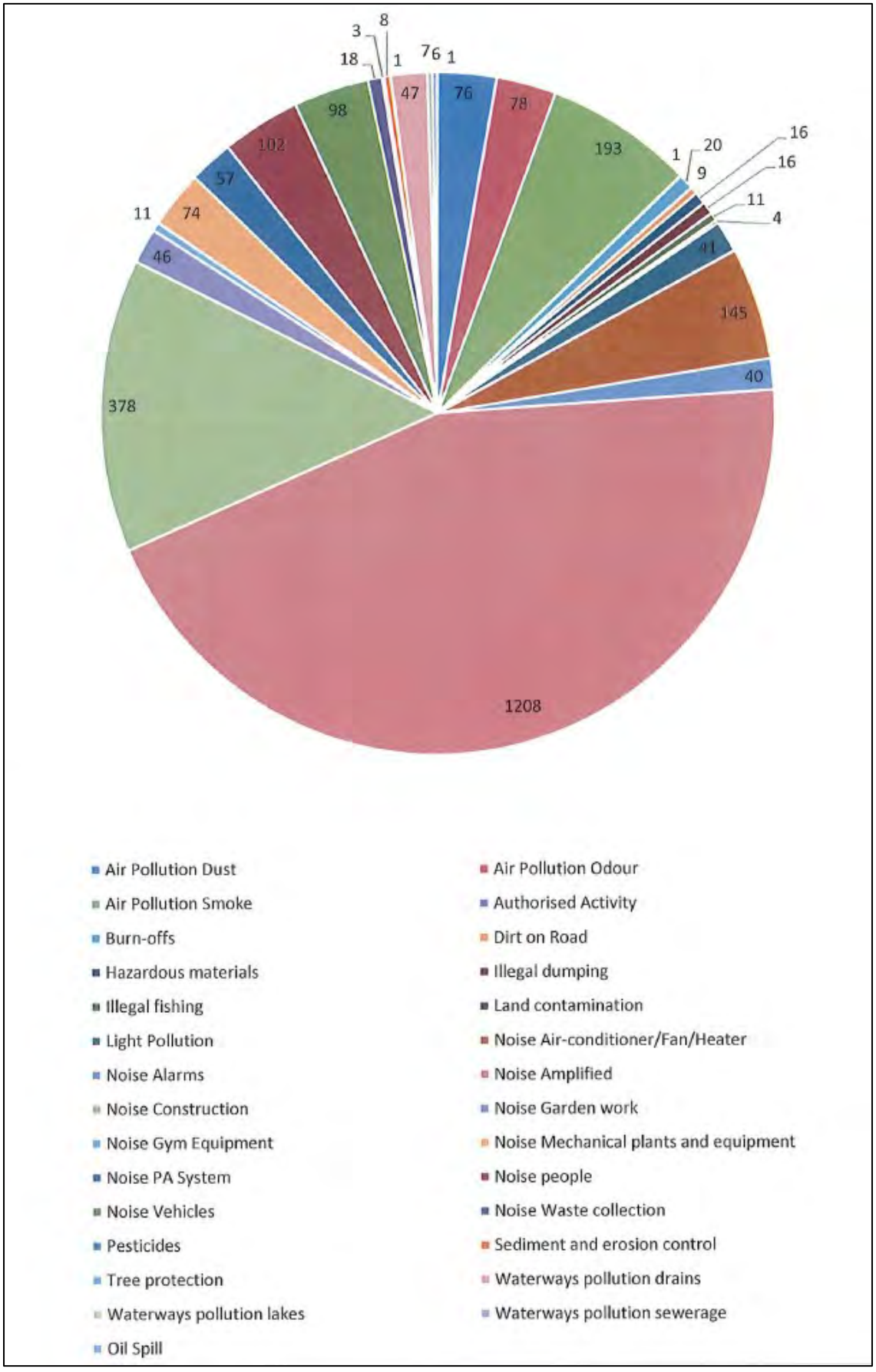
> Southern State Waste Recycling's non-compliance with their EA. Since late 2015, this activity had been the source of complaints about dust, litter and noise from neighbouring business. As a result of ongoing non-compliance with the conditions in the EA, the activity ceased operation on 1 March 2018 and surrendered their EA on 16 May 2018; and

> ongoing complaints since July 2017, from residents about odour from the Mugga Lane precinct due to suspected emissions from landfilling activities at the Mugga Lane Resource Management Centre and Corkhill Bros Composting facility. EPA engaged with affected residents to identify the source, nature and frequency of the odour. No source was identified, however, the EPA engaged with Corkhill Bros who modified their composting process and reduced the amount of composted material stored on site. Remondis Australia Pty Ltd, the Territory contractor for the acceptance and disposal of waste at the site are operating under a varied authorisation with firmer management and monitoring requirements. There have been no complaints since 13 March 2018.

On 1 July 2017, Access Canberra introduced a Complaints Management Team (CMT) and Customer Relationship Management (CRM) system to deal with all Access Canberra complaints, including those for the EPA. Since 1 July 2017 to 30 June 2018, the CMT received 2,716 complaints related to EPA matters, of which 2,177 related to noise. The CMT referred 230 cases to the EPA for further action.

80% of complaints received by the CMT related to the EPA are about noise. Figure 1 provides a breakdown of the categories of EPA complaints receive by the CMT from 1 July 2017 to 31 June 2018.

Figure 1: Categories of EPA complaints received by the Complaints Management Team



Educational Activities

As a regulator, we apply an engage, educate and enforce compliance model. Compliance is encouraged through engagement and education but escalating enforcement actions are applied to those whose conduct will, or is likely to, cause harm.

We carry out both proactive and reactive activities aimed at improving environmental outcomes. Reactive monitoring relies on the community, business or industry reporting environmental concerns or events, such as pollution of our environment or illegal water use.

Information and guidelines for industry and the general public in relation to the EP Act are available on the Access Canberra 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.

Operation Scrap

In early May 2018, the ACT Government received several reports of food businesses illegally discharging waste water into the storm water system. The areas reported include Phillip, Dickson and Braddon. Under the Environment Protection Act 1997 it is an offence to pollute a waterway, including the storm water system.

In response to reports received, officers from the Environment Protection Authority and Health Protection Service undertook a joint proactive education and compliance operation on 31 May 2018. The EPA issued warnings to three business for potential pollution of water related matters. The EPA has conducted follow-up inspections of the three premises and found no non-compliances.

The operation focused on kitchen maintenance, cleaning facilities and areas at the rear of the food business, particularly around points of entry to the storm water. The EPA and HPS provided food businesses with information sheets to assist owners, managers and staff in complying with their general environmental duty to preventing pollutants generated by their activities from entering the environment.

Operation Scrap resulted in 25 restaurants being inspected in Belconnen, Hawker, O'Connor, Manuka, Kingston, Civic, Braddon and Dickson. Offices found evidence of kitchen waste in the storm water sumps at the rear of three businesses. These businesses were provided with information and verbally warned to stop putting waste down the storm water system.

Enforcement Activities for breaches of the Environment Protection Act 1997

Individuals or businesses may incur penalties such as on-the-spot infringement notices, Environment Protection Orders or prosecution for breaches of the *Environment Protection Act 1997*. On-the-spot infringement notices were issued for three minor breaches of the Act for excessive noise from music.

In 2017-2018 the EPA served two Environment Protection Orders, one for excessive noise from an air conditioning system and one for the importation of soil onto land without an EA. One matter was referred to the Director of Public Prosecutions for non-payment of an on-the-spot infringement notice for noise.

During 2017-2018, the EPA undertook 8 enforcement actions, which is similar to the past two years, as shown in Table 3.

Table 3: Total number of Enforcement Actions taken under the Environment Protection Act

Enforcement action	2015-16	2016-17	2017-18
Service of first infringement	5	6	3
Service of final infringement	-	1	2
Environment protection orders	2	1	2
Environment improvement plan	-	-	-
Prosecution	-	-	1*
Out-of-court settlement	-	-	-
Total	**7**	**8**	**8**

Note:
**This was a court imposed fine for a noise offence.*

Water Resources Act 2007

The EPA administers the Water Resources 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.

Water is considered a commodity (based on demands from irrigation and industrial use) with water entitlements being commonly traded in Australia, both within and between jurisdictions. However, demand for water trades in the ACT is low because we do not have large irrigation dams or large-scale irrigation businesses. During 2017-2018, there were three new water access entitlement issued in the ACT.

Under the Water Resources Act, licences are issued for regulating potential harmful activities ranging from water abstraction, bore drilling and construction of dams or modification of waterways (rivers creeks and large stormwater drains).

Red tape reduction

The integrated regulation of activities under the Environment Protection Act 1997 and Water Resources Act 2007 presented an opportunity for reducing the regulatory burden on ACT business without reducing regulatory oversight. Land Development activities, such as housing estates, involving realignment of creeks, construction of water quality ponds and earthworks would trigger the need for an Environmental Authorisation, sediment and erosion control plans, Environmental Protection Agreements and a Waterway Work Licence.

Amendments to the Water Resources Act 2007 reduced this licensing burden by allowing work approved by an Environmental Authorisation or Environmental Protection Agreement under the Environment Protection Act 1997, not to require an additional Waterway Work Licence.

During 2017-2018:

> there were 185 active Licences to Take Water with two new licences issued and two cancelled; and

> four Waterway Works Licences were issued, a reduction from previous years indicating the effectiveness of the red tape reduction initiative.

Table 4 indicates licensing activity by number of new licences and entitlements issued compared to previous years.

Table 4: Number of Licences per type issued under the Water Resources Act 2007

Licence type	2015-16	2016-17	2017-18
Bore works licence	3	0	2
Drillers licence	18	6	5
Waterway works licence	25	25	4
Licence to take water (new)	6	3	2
Water access entitlements	4	1	3

Assessment of Water Use and Protection of Environmental Flows

Water use by licence holders is assessed to ensure that extraction does not reach a level that negatively impacts our aquatic ecosystems and that users pay a reasonable price for using the resource. Only one licence holder exceeded their licence volume during 2017-2018. A warning letter was issued and notice of rectification works has been received in relation to the cause of overuse. Environmental water releases required from the water supply dams were compliant with the specifications set out licence conditions.

Metering of Water Use

All licenced water use in the ACT is metered. The EPA uses a risk assessment program for licence inspections, which results in each meter being inspected at least once every three years. The inspections performed for 2017-2018 are listed in Table 6 and breakdown of the ACT meter fleet by capacity is shown in Figure 2.

For transparency and to assist compliance, the ACT will continue to ensure that meters are identified using a unique serial number, most commonly located on the face of the meter. This is referred to as the meter number which is also kept on a customer's licence file. The information is publicly available upon request.

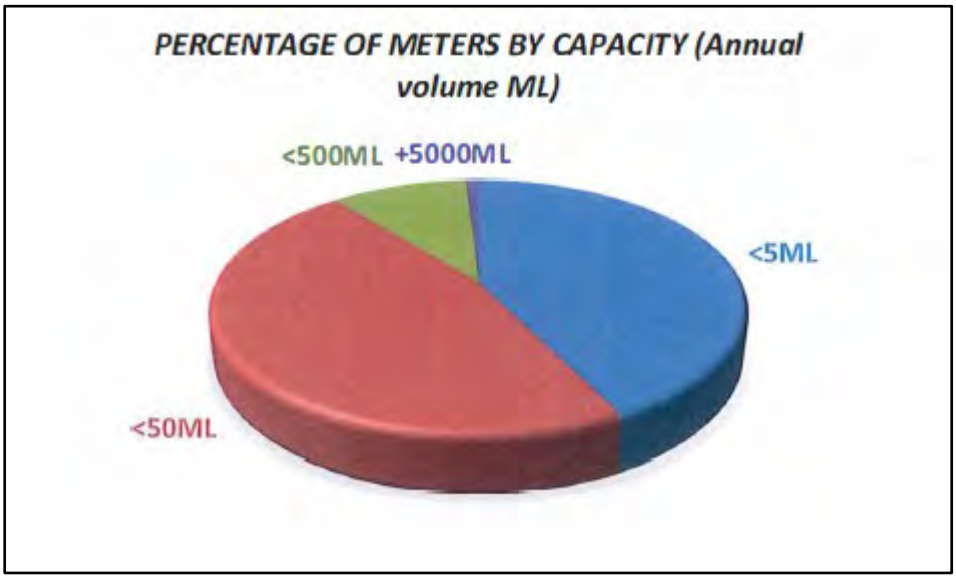
In 2017-2018 there were 331 meters in use under 185 licences. EPA officers performed 47 licence inspections which included 71 meters.

Table 5: Details of ACT non-mains (utility network) water meter fleet 2017-2018

	Total	Groundwater	Surface water
Licences	185		
Meters	331	199	132

Meter Inspections	71	45	26
New Meters	1	0	1
Repairs	2	2	0

Figure 2: Relative percentage of non-mains meters in the ACT categorised by annual capacity



Lakes ACT 1976

The Delegate of Lakes is responsible for administering provisions of the Lakes Act including works approval on the lakes and lake warnings and closures due to pollution incidents.

During 2017-2018:

- the Molonglo Reach water ski area remained closed to the general public due to submerged and floating debris;
- there are currently four active licences issued under the Lakes Act for use of the Molonglo Reach water ski area. Two for use of the main basin area for training and competition purposes only and two for marine repair businesses to conduct testing; and
- three new powerboat licences were issued making a total of 14 powerboat licences to regulate the use of powerboats for specific purposes, such as training, hire boats, charter fishing, on ACT waterways.

Enforcement Activities for breaches of the Lakes Act

Licensees are regulated in accordance with the Access Canberra Environmental Compliance framework. Compliance is encouraged through engagement and education but escalating enforcement actions are applied to those whose conduct will, or is likely to, cause harm. This process can prevent serious harm to our water resources and avoid remediation actions.

As in 2016-2017, there were no enforcement actions for breaches of the Lakes Act in 2017-2018.

Table 6: Enforcement Actions taken under the Lakes Act and the Water Resources Act

Enforcement action	2015-16	2016-17	2017-18
Written caution (advisory)	18	0	0
Written Formal Warning	6	0	2
Direction	1	0	0
Infringement Notice	0	0	
Prosecution	0	0	0
Total	25	0	2

Clinical Waste ACT 1990

The Authority is the Clinical Waste Controller under the Clinical Waste Act.

The Clinical Waste Act provides for the transport, treatment and disposal of wastes resulting from the treatment and care of people and animals, including such things as needles, fluids and specimens.

In 2017-2018, four company and 21 vehicle licences were renewed in compliance with the Act.

Australian Government Commitments

Air Quality

The EPA produces an annual Air Quality Monitoring Report as part of its compliance with the Ambient Air Quality National Environment Protection Measure (NEPM). The Report must be submitted in an approved form to the National Environment Protection Council by 30 June each year.

Under the Ambient Air Quality NEPM, the ACT monitors: carbon monoxide, nitrogen dioxide, photochemical oxidants as ozone, and particulate matter (PM10 and PM2.s). The Health Directorate conducts air quality monitoring in the ACT. The data, once validated, is then provided to the EPA for national and local reporting.

Monitoring results in 2017 demonstrate that Canberra's air quality is generally good, with no exceedances of the NEPM standards for carbon monoxide, nitrogen dioxide, ozone and PM10 (coarse particulate matter). In 2017, the major impacts on Canberra's air quality came from the accumulation of combustion particles from wood heaters and hazard reduction burns.

There were 13 days when particle matter less than 2.5 microns (PM2.s), or fine particulate matter, exceeded the daily standard between May and July, due to increased domestic wood heater emissions during the cold winter months. While PM2.s and PM10 levels were above the daily reporting standards at Civic on 30 August 2017 due to hazard reduction burns, they are not counted as non-compliant events in accordance with the exceptional event rule under section 3(C} of the NEPM.

For many years the ACT Government has actively worked on addressing the domestic wood heater emissions. The ACT Government has continued with the regulation of the sale or supply of firewood, wood heater replacement program and numerous public awareness campaigns such as 'Burn Right Tonight'. The Environment, Planning and Sustainable Development Directorate is responsible for the

wood heater replacement program and the public awareness campaigns with support from Access Canberra. Access Canberra is responsible for the regulation of firewood merchants.

National Pollutant Inventory

The National Pollutant Inventory (NPI) is a joint program between the Australian Government and all participating states and territories. The legislative framework underpinning the NPI is the NPI NEPM, which was originally made in 1998, and varied in November 2008. Section 159A of the ACT's *Environment Protection Act 1997* establishes reporting requirements for industrial facilities in the ACT.

During 2017-2018, the EPA received, validated and approved 21 industry reports for the reporting year 2016- 2017 (please note that NPI reporting is a year in arrears due to reporting deadlines).

In 2016, the National Environment Protection Council agreed to terms of reference for an independent review of the NPI. The Review process is overseen by a steering committee of senior officials from the Australian, state and territory jurisdictions. The Environment, Planning and Sustainable Development Directorate is the ACT representative on the Steering Committee, supported by the EPA.

As the Review will have a significant effect on the future operations of the NPI, the review outcomes will be of interest to stakeholders from government, industry, non-government organisations and the public who use data from and/or contribute data to, the NPI.

The Review of the National Pollutant Inventory Discussion Paper was released to the public for submission from 2 July 2018 to 10 August 2018 via http://www.npi.gov.au/.

Murray Darling Basin Compliance Arrangements

Following investigations and revelations into water theft and poor governance arrangements in the Murray Darling Basin, the Murray Darling Basin Authority, the Commonwealth, State and Territory governments have reinforced their commitment to work together for a unified approach to compliance across the Basin. This includes agreeing to a Compliance Compact which contains a schedule of improvement actions for each state and territory, including responsibilities and an agreed Action Plan to enforce the rules of the water use.

Significantly the compliance compact seeks to adopt a 'No meter, no pump' policy' and specify the minimum standard for water meters across the Murray Darling Basin. To meet this requirement, all ACT licences have conditions mandating the installation of a meter that meets the standard as well as requiring maintenance and data reporting. The ACT EPA Water Meter Installation, Maintenance and Replacement Guideline aligns with the compliance compact.

Further Information can be obtained from

Mrs Narelle Sargent
Environment Protection Authority
PH: 13 22 81
environment@act.gov.au
www.accesscanberra.act.gov.au

Office of the Nominal Defendant of the ACT

Transmittal Certificate

Office of the
NOMINAL DEFENDANT
of the Australian Capital Territory

Mr Andrew Barr MLA
Treasurer
ACT Legislative Assembly
GPO Box 1020
CANBERRA ACT 2601

Dear Treasurer

I am pleased to present the Office of the Nominal Defendant's Annual Report for the year ended 30 June 2018.

This Report has been prepared in accordance with section 7(2) 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 Office of the Nominal Defendant.

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 Office of the Nominal Defendant has been included for the period 1 July 2017 to 30 June 2018.

I hereby certify that fraud prevention has been managed in accordance with *Public Sector Management Standards 2006*, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the Report to the Legislative Assembly within 15 weeks after the end of the reporting year.

Yours sincerely

David Nicol
Under Treasurer
Chief Minister, Treasury and Economic Development Directorate
Delegate for the Chief Executive Officer
18 September 2018

GPO Box 158, Canberra ACT 2601 | phone: 6207 0184 |
http://www.cwd.act.gov.au/act-insurance-authority/default-insurance-fund
3rd floor, Canberra Nara Centre,
Cnr London Circuit & Constitution Avenue, CANBERRA CITY

Compliance Statement

The *2017-18 Office of the Nominal Defendant Annual Report* must comply with the 2017 Annual Report Directions (the Directions). The Directions are found at the ACT Legislation Register: http://www.legislation.act.gov.au/ni/2017-280/notification.asp.

The Compliance Statement indicates the subsections, under the five parts of the Directions that are applicable to the Office of the Nominal Defendant of the ACT (the Fund) and the location of information that satisfies these requirements:

Part 1 Directions Overview

The requirements under Part 1 of the Directions relate to the purpose, timing and distribution, and records keeping of annual reports. The *2017-18 Office of the Nominal Defendant 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 the Fund are provided within the *2017-18 Office of the Nominal Defendant 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 directorates and public sector bodies and the Fund complies with all subsections. The information that satisfies the requirements of Part 2 is found in the *2017-18 Office of the Nominal Defendant Annual Report* as follows:

> A. Transmittal Certificate, see page 355;

> B. Organisational Overview and Performance, inclusive of all subsections, see pages 357-361; and

> C. Financial Management Reporting, inclusive of all subsections, is contained within the CMTEDD Annual Report.

Part 3 Reporting by Exception

The Fund has nil information to report by exception under Part 3 of the Directions for the 2017-18 reporting period.

Part 4 Directorate and Public Sector Body Specific Annual Report Requirements

Part 4 of the 2017 Directions is not applicable to the Fund.

Part 5 Whole of Government Annual Reporting

All sections of Part 5 of the Directions apply to the Fund. Consistent with the Directions, the information satisfying these requirements is reported in the one place for all ACTPS Directorates, as follows:

> N. Community Engagement and Support, see the annual report of the Chief Minister, Treasury and Economic Development Directorate;

> O. Justice and Community Safety, including all subsections O.1 – O.4, see the annual report of the Justice and Community Safety Directorate;

> P. Public Sector Standards and Workforce Profile, including all subsections P.1 – P.3, see the annual State of the Service Report; and

> Q. Territory Records see the annual report of the Chief Minister, Treasury and Economic Development Directorate.

ACTPS Directorate annual reports are found at the following web address: http://www.cmd.act.gov.au/open_government/report/annual_reports.

As required by Australian Auditing Standards, the ACT Audit Office checks financial statements included in annual reports (and information accompanying financial statements) for consistency with previously audited financial statements. This includes checking the consistency of statements of performance with those statements previously reviewed (where a statement of performance is required by legislation).

Organisational Overview and Performance

B.1 Organisation Overview

The ACT Insurance Authority is the Office of the Nominal Defendant of the ACT 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, rehabilitation costs, medical expenses, and lump sum settlements.

B.2 Performance Analysis

Revenue

Total income recognised by the Fund during the year amounted to $8.05 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 funds required to meet the cost of nominal defendant claims is apportioned among the insurers having regard to the amount of third party premium income they receive. 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 $1.08 million.

Table 1: Other revenue

Source	Amount
Unregistered Vehicle Permits	$515,967
Unregistered Vehicle Fines	$410,875
Insured Recoveries	$78,973
Uninsured owner's & driver's	$70,220
Total	**$1,076,035**

Expenses

The total expenses paid by the Fund during the year was $6.34 million.

The total claims expense for the reporting period was $5.8 million.

Equity

The Fund had total assets of $28.57 million and liabilities of $28.38 million.

As at 30 June 2018 the total equity of the Fund was $0.19 million.

Claims

During the reporting period the Fund received 53 new claims.

There are 146 open claims remaining as at 30 June 2018 with a combined total provision for outstanding claims of $28.1 million.

Of the 146 open claims, unidentified vehicles account for 36%, unregistered and uninsured vehicles for 59% and 5% are related to unregistered vehicle permits.

Debtor Recoveries

There are currently 48 '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 2017-18 CMTEDD Annual Report.

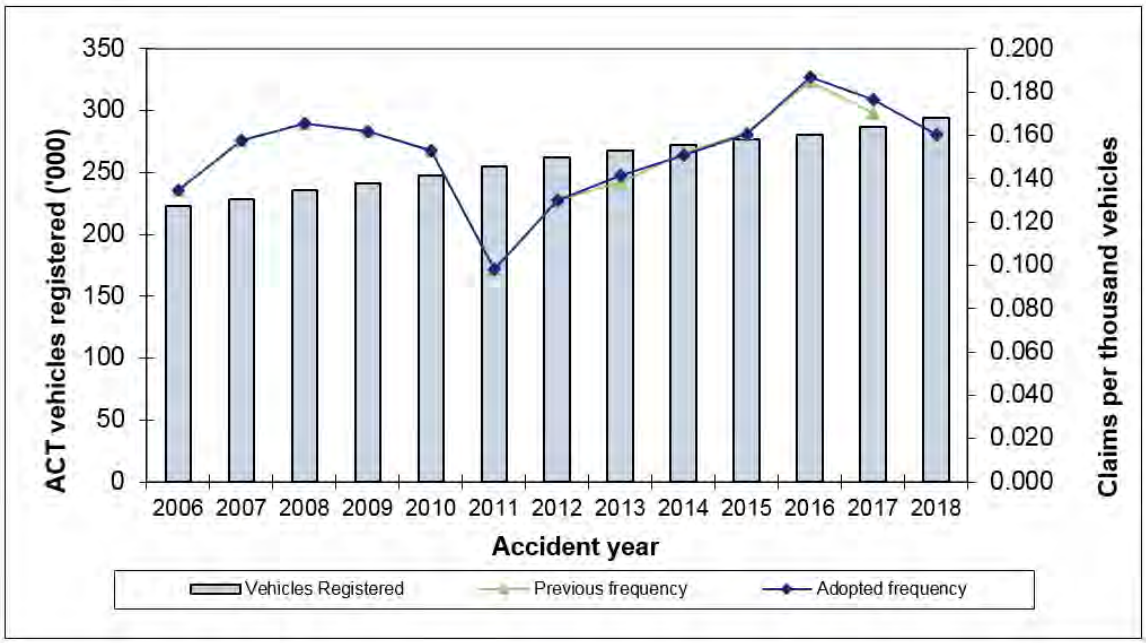
Claims Frequency and Vehicle Registrations

The Australian Capital Territory has 293,768 registered vehicles.

During the reporting period there were approximately 0.16 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 chart:

Figure 1. Claim frequency and vehicle registrations



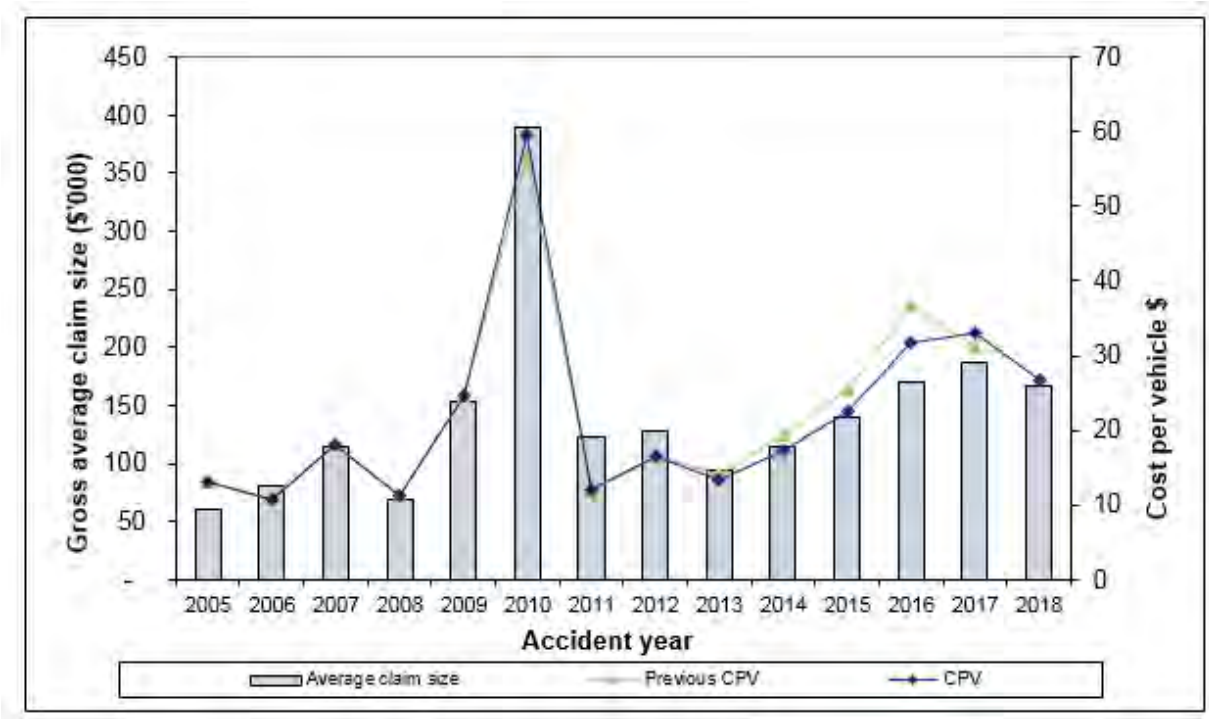
Source: *Nominal Defendant Liability Valuation Report as at 30 June 2018 produced by KPMG Actuarial.*
Note:

- *The vehicle registrations for 2018 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 $0.167 million while the average CTP Claim per policy cost was $26.73.

Figure 2. Average claim size and cost per policy by accident year (inflated and undiscounted)



Source: *Nominal Defendant Liability Valuation Report as at 30 June 2018 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.*

B.3 Scrutiny

There were no inquiries or reviews from the ACT Auditor-General, the ACT Ombudsman, or any Legislative Assembly Committees in 2017-18. The only scrutiny from the Auditor-General during the reporting period was for the audit of the 2016-17 Financial Statements.

B.4 Risk Management

The Fund is part of the ACT Insurance Authority. As such, it is covered in the ACT Insurance Authority's risk management arrangements.

B.5 Internal Audit

The Fund is part of the ACT Insurance Authority. As such, the internal audit functions were provided by the Chief Minister, Treasury and Economic Development Directorate Audit and Risk Committee (the Committee). The Committee's functions are governed by the Audit Committee Charter.

During 2017-18 the committee reviewed the findings of the Internal Audit of Default Insurance Fund and Nominal Defendant Fund conducted by the private audit firm, Protiviti during 2016-17.

B.6 Fraud Prevention

The functions of the Fund are supported by the ACT Insurance Authority who adhere to its own Fraud and Corruption Prevention Plan.

B.7 Workplace Health and Safety

The Fund does not directly employ personnel. The functions of the Fund are supported by the ACT Insurance Authority who adhere to the provisions outlined in the *Work Safety Act 2011*.

B.8 Human Resource Management

The Fund does not directly employ personnel. The functions of the Fund are supported by the ACT Insurance Authority.

The ACT Insurance Authority's Annual Report section on Human Resources Management applies to the Fund.

B.9 Ecologically Sustainable Development

The ACT Insurance Authority's Annual Report section on Ecologically Sustainable Development applies to the Fund.

Financial Management Reporting

C.2 Financial Statements

The Fund's financial statements are reported in Volume 2 of the 2017-18 Chief Minister, Treasury and Economic Development Directorate Annual Report.

C.3 Capital Works

The Fund did not have any capital works expenditure during the reporting period.

C.4 Asset Management

The Fund has no physical or intangible assets under management. The Fund has some capacity to invest funds over the medium and long term.

C.5 Government Contracting

The Fund engages consultants to perform specialised functions of actuarial services and legal advice.

The procurement selection and management processes for all contractors including consultants complied with the *Government Procurement Act 2001* and the *Government Procurement Regulation 2007.*

Procurement processes above $25,000 have been reviewed by Goods and Services Procurement, and if necessary, by the Government Procurement Board consistent with the provisions of the *Government Procurement Regulation 2007.* The Authority has complied with all employee and industrial relations obligations in relation to contractors employed.

Table 2: Contracts with a value of $25,000 or more are listed in the table below

Contract Title	Procurement Methodology	Contractor Name	Contract Amount	Execution Date	Expiry/ Extension Date
Actuarial Services to the Office of the Nominal Defendant of the ACT	Quotations	KPMG Actuarial Pty Ltd	$150,000	December 2015	December 2020

Further information may be obtained from

John Fletcher
General Manager
ACT Insurance Authority
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Lifetime Care and Support Fund

Transmittal Certificate

Mr Andrew Barr MLA
Treasurer
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2017-18 Lifetime Care and Support Scheme Annual Report

The attached annual report for the Lifetime Care and Support Scheme has been prepared in accordance with section 7(2) 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 LTCS Commissioner.

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 the Lifetime Care and Support Scheme has been included for the period 1 July 2017 to 30 June 2018.

I also certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006*, Part 2.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you present the report to the Legislative Assembly within 15 weeks after the end of the reporting year.

Yours sincerely,

Sue Vroombout
Acting LTCS Commissioner of the ACT
12 September 2018

Performance Reporting

The Lifetime Care and Support Scheme (LTCSS) is established under the *Lifetime Care and Support (Catastrophic Injuries) Act 2014* (LTCS Act) and provides reasonable and necessary on-going treatment and care to people who have been catastrophically injured as a result of a motor accident or private sector work accident in the Australian Capital Territory. The types of injuries covered by the Scheme are spinal cord injuries, traumatic brain injury, amputations, severe burns and permanent blindness (more information can be found at http://apps.treasury.act.gov.au/ltcss).

The Scheme covers pedestrians, cyclists, motor bikes and motor vehicles so long as there is at least one registrable vehicle involved in a motor accident that occurs on or after 1 July 2014, 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 Scheme applies to catastrophic private sector work injuries that occur from 1 July 2016. An injured worker who is a lifetime participant of the LTCS Scheme no longer claims under the *Workers Compensation Act 1951* for lifetime treatment and care needs covered by the LTCSS.

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 require.

Examples of treatment and care provided to participants in the Scheme include:

> medical treatment;

> rehabilitation;

> attendant care services; and

> home and transport modification.

For motor accident injuries, the LTCSS is funded by a levy on CTP insurance policies. Private sector work injuries are fully funded through a separate levy collected from workers compensation insurers and self-insurers. 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). The Executive Director of the Economic and Financial Group, CMTEDD was appointed by the Minister as the LTCS Commissioner commencing 13 May 2016.

The functions of the LTCS Commissioner are supported by the Financial Framework Management and Insurance Branch of the Economic and Financial Group, within CMTEDD.

The NSW government provides support for the ACT Scheme. The formal transfer of administration of the ACT Scheme to the NSW LTCS Authority occurred with effect from 1 September 2015. This fully gives effect to the IGA signed by the ACT Government in February 2015 with NSW, which enabled

the LTCSA to provide co-ordinated lifetime care and support services on behalf of the LTCS Commissioner to participants in the ACT Scheme

B.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.

B.1.2 Highlights

The key priorities for the LTCS Commissioner during the 2017-18 financial year were to:

> administer the LTCSS in accordance with the requirements of the LTCS Act and Guidelines;

> monitor how the Scheme is operating, including whether it is meeting participant expectations;

> continue to improve guidelines and procedures for the efficient and effective delivery of the LTCSS in consultation with our administration partners – the NSW Lifetime Care and Support Authority (NSW LTCSA);

> develop a memorandum of understanding with the National Disability Insurance Agency (NDIA) for the exchange of information about LTCS treatment and care expenses of LTCS scheme participants; and

> undertake investments in accordance with the Fund's investment strategy.

Against these priorities, the LTCS Commissioner:

> determined, having regard to independent actuarial advice, the LTCS levy for motor vehicles and the LTCS levy for work injuries in 2018-19;

> commissioned and received the third 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;

> provided input into the review of LTCS guidelines undertaken by the ACT's administration partner, the NSW LTCSA, given the ACT's guidelines largely mirror the guidelines of the NSW LTCS Scheme;

> liaised with the National Disability Insurance Authority on a Memorandum of Understanding for the sharing of information between the LTCS Commissioner and the NDIA; and

> invested an additional $15 million of funds not required in the short-term in accordance with the approved LTCSS investment strategy. The investment portfolio achieved an investment return for the 2017-18 financial year of 6.33%.

B.1.3 Our Participants

Applications to the Scheme

The LTCS Commissioner accepted one motor accident injury applicant as an interim participant in the Scheme during 2017-18. Another applicant was accepted as an interim participant on 8 August 2018 following determination by an independent review panel. The Commissioner had declined the motor accident injury application in 2017-18 on the grounds that it did not meet the eligibility criteria for entry into the Scheme. The claimant disputed the Commissioner's decision, and in accordance with Part 7 of the LTCS Act, the Commissioner referred the dispute for assessment by an independent review panel.

The LTCS Commissioner received one new work injury application in the 2017-18 financial year for participation in the Scheme – the first work injury claim since the LTCS Scheme was extended to cover work injuries with effect from 1 July 2016. The applicant was accepted as an interim participant in the Scheme.

As at 30 June 2018, there are no outstanding applications to the Scheme for assessment.

Applying to the Scheme

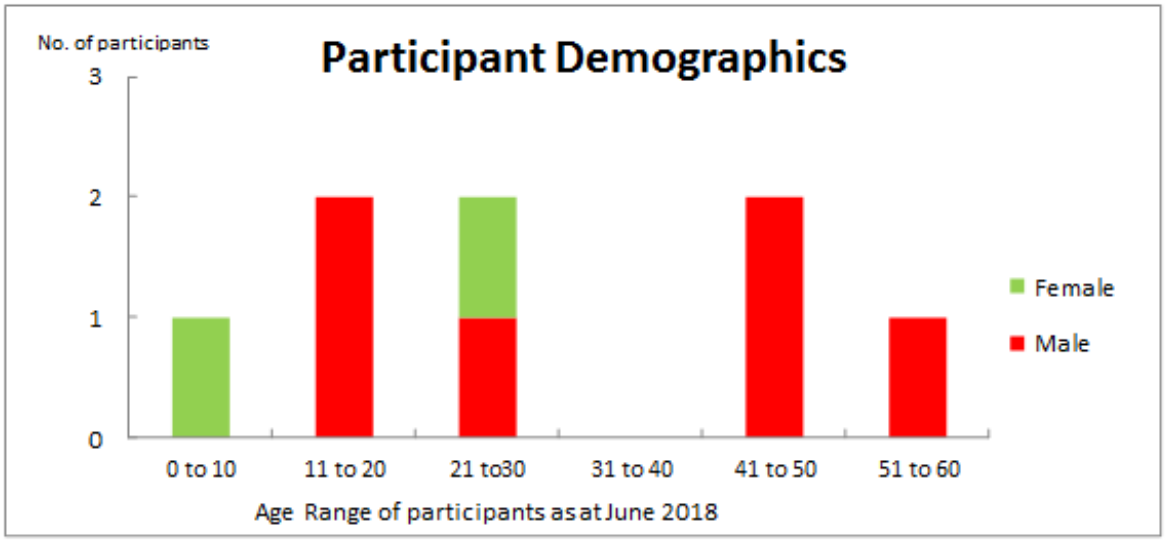
> *"All participants commence as 'interim participants' for up to two years. During this time, the Scheme will pay for any reasonable and necessary treatment, rehabilitation and care related to the motor accident or work injury. After two years, an interim participant may be eligible to become a 'lifetime participant'. Children do not apply for lifetime eligibility until they are at least five years old."*

Decisions about whether an interim participant is accepted as a lifetime participant are made before the end of the interim participation period. Around six months prior to the end of the interim participation period, a participant's eligibility to remain in the Scheme is assessed to determine whether the person may have sufficiently recovered to the extent that they no longer meet the eligibility criteria after the two year period. If it is assessed that the injured person is likely to meet the eligibility criteria beyond two years, the person is accepted into the Scheme for life. During 2017-18, no interim participants were assessed for lifetime participation in the LTCS Scheme.

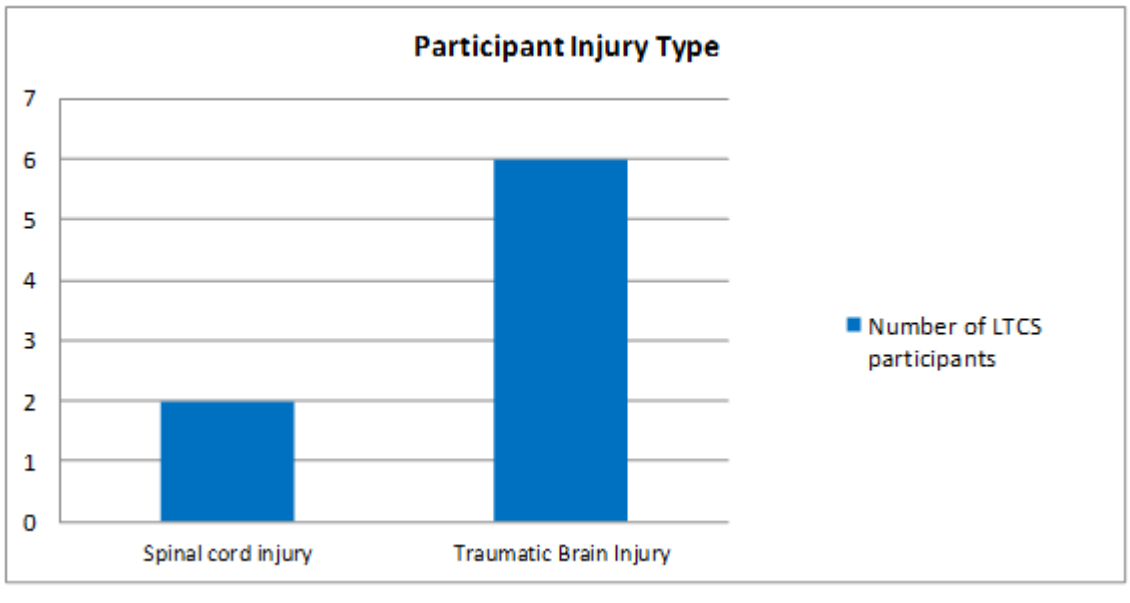
Participant profile

As at 30 June 2018 there are eight participants who are receiving co-ordinated treatment and care benefits through the Scheme. Of the eight participants in the Scheme, four are lifetime participants and four are interim participants.

The LTCSS continues to have quite a young age demographic with the average age of participants currently 27 years of age. Of the eight participants in the Scheme as at 30 June 2018, only one participant is under ten years of age.



The Scheme covers five types of catastrophic injuries – traumatic brain injury, spinal cord injury, amputations, burns and vision loss. Six participants (75 %) have suffered a traumatic brain injury.



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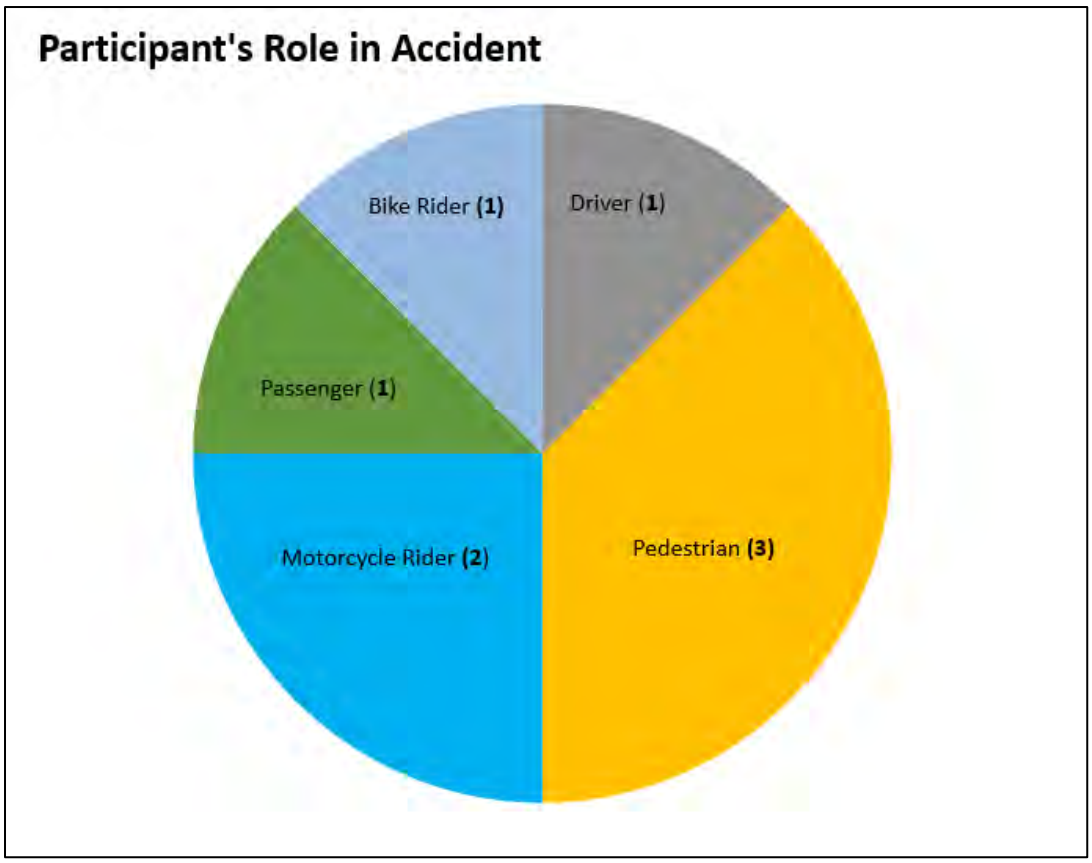
In terms of how Scheme participants were injured, the participant under ten years of age was a passenger in a motor vehicle accident that caused her injuries. Three of the participants were injured as pedestrians in accidents involving a motor vehicle and one participant was injured while riding a bicycle. For the three drivers injured in motor vehicle accidents, two were motorcycle riders.



Participants' perception of the LTCS Scheme support for recovery and rehabilitation goals

Feedback from participants and their nominated persons in a Participant Feedback Research conducted in May 2018 [8] continues to be very positive about the existence of the scheme. Some of the comments from participants and their nominated persons of the Scheme include:

> *"I can see the business case for the Scheme, but that is implemented in a way that is treating people like human beings … that is really impressive."*
>
> *"It is an exceptional Scheme and I can't begin to think what it would have been like if it didn't exist. Its so catstrophic it is not worth thinking about."*

All interviewed participants and/or their nominated persons reflected that the Scheme substantially meets participant needs at their individual stage of recovery and rehabilitation and assists them in meeting their goals.

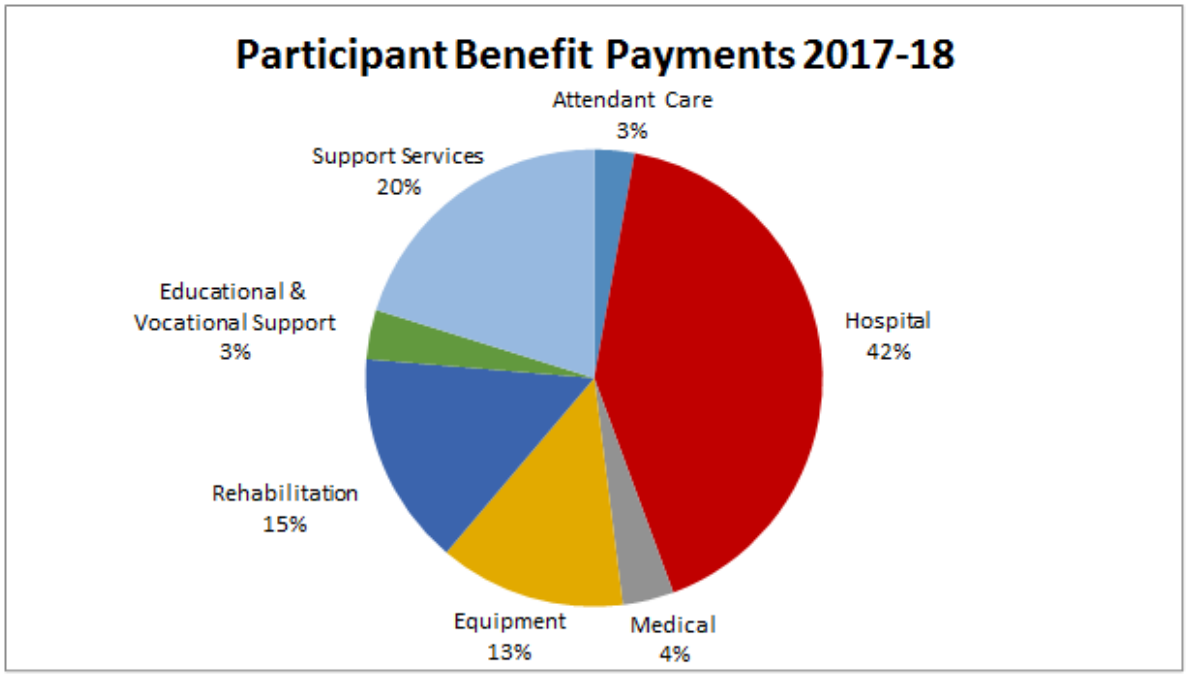
> *"The level of support that the whole Scheme offers. They can really help you".*
>
> *"A huge strength of the Scheme is that it is not a cookie-cutter Scheme, they really do look at the needs of this person, and it was so collaborative…."*
>
> *"I know I've set out some suggestions … but I hope you understand that we think the Scheme is exceptional. It shows the strength of the team and the strength of the Scheme that it is so flexible and responsive to the needs of the person."*

[8] Dr Sandra Rickards *ACT LTCS Participant Feedback Research 2018 – Research Report*

Provided Treatment, Rehabilitation and Care

In 2017-18, the LTCS Commissioner spent a total of $772,105 on services for participants. As expected, given there were two new participants accepted in the year, hospital expenses accounted for the largest expenditure category (42%) of participant expenses.

The second highest expense category related to support services (20%), which comprises mainly case management fees and travel expenses for participants and service providers to access/provide medical review and treatment. Rehabilitation (15%) and equipment (13%) were the next largest expense categories.



In comparison, in 2016-17, the LTCS Commissioner spent a total of $472,447 on services for participants. The largest expenditure categories in 2016-17 were for rehabilitation (25%) and support services (23%), reflecting the recovery and rehabilitation needs of those participants who had been in the Scheme for two or more years.

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."*

In the participant research undertaken in May 2018, participants were asked about their experiences accessing and using services and equipment, and if there had been any issues with these. Overall, participants were very positive about both the services and equipment funded by LTCS.

" I would have missed out on surgeries and physiotherapy if it didn't exist. I would be a lot worse off."

B.1.4 Outlook

Strategic priorities in 2018-19 for the LTCS Commissioner include:

> administer the LTCSS in accordance with the requirements of the LTCS Act and Guidelines;

> collect annual feedback from participants on their expectations and experience with the LTCSS and in consultation with our administration partner, the NSW LTCSA, implement improvements to the way LTCS scheme benefits are delivered to ACT participants;

> implement changes to improve the ACT LTCS Guidelines following on from the review of LTCS Guidelines by NSW LTCSA;

> finalise the development of a memorandum of understanding with the National Disability Insurance Agency for the exchange of information about LTCS treatment and care expenses of LTCS Scheme participants; and

> undertake investments in accordance with the Fund's investment strategy.

B.2 Performance analysis

The LTCSS' 2017-18 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 2017-18, with the exception of its investment earning rate.

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 a levy applied 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 LTCSS 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 2018-19 contribution period were undertaken by Finity for the purposes of setting the 2018-19 LTCS Levy for motor vehicle injuries and the LTCS levy for work injuries. The final actuarial reports were received in March 2018.

b. Determine LTCS Levies

The LTCS Commissioner determined that the LTCS levy for a twelve-month CTP policy would be increased to $36.50 in 2018-19 (previously $35.00 in 2017-18) for all vehicles except those that are subject to distance restrictions applicable as part of the ACT's Concessional Vintage Vehicle Registration (CVVR) Scheme. As a result of the increase to the LTCS levy for general passenger vehicles, the LTCS Levy determined for the CVVR Scheme has increased to $7.30 in 2018-19 (from $7.00 in 2017-18) for a twelve-month CTP policy.

The Levy determination for the 2018-19 contribution period for both motor vehicles and private sector workers compensation insurers and self-insurers, was notified on the Legislation Register on 11 May 2018.

The LTCS Commissioner has determined these LTCS levies based on the best available data. As the Scheme will only be in its fifth year of operation for motor vehicle accidents and in its third year of operation 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 will take many years of experience before more robust scheme data becomes available, the LTCS Commissioner will continue to reassess the levy amounts yearly, on the basis of updated advice provided by an independent actuary.

c. Undertake an annual participant feedback process

A survey of the LTCSS participants was conducted by Modd Research and Evaluation Pty Ltd in May 2018 with a final report received in June 2018. The survey was conducted by a social research consultant who specialises in undertaking research of services in the disability and health sectors.

The purpose of the survey was to seek feedback from selected LTCSS participants and their nominated representatives to understand their perceptions and experience with the LTCSS and whether the Scheme continues to support them at the particular stage in their recovery and rehabilitation. Analysis based on the feedback was used to identify opportunities for improvements in the operation of the LTCSS and to ensure that the Scheme's focus remains on rehabilitation and recovery outcomes. All LTCSS participants invited to participate agreed to be interviewed as part of the survey.

Overall the research reported that respondents gave very positive feedback on the extent and manner in which the Scheme supports the rehabilitation and ongoing well-being of participants. The Scheme continues to meet participants' needs at their individual stage of recovery and rehabilitation and to assist them in meeting those goals. All participants and their families interviewed reported that they felt well-supported by their case manager and the Scheme's coordinator care team.

Within this positive context, participants also suggested improvements. These point to opportunities for refining operational processes around the inclusion of information or other means of engagement to:

- promote more open lines of communication between the case manager and LTCS care team or between the care team and the participant; and

- support greater participant independence, choice and control in their treatment and care where appropriate.

As the results of the research relate to the administrative processes of the LTCSA (the ACT's partner in administering LTCSS benefits to ACT participants), a copy of the research report and findings has been provided to the LTCSA and the findings have been discussed with them.

d Difference between the investment earning rate and the benchmark is = 0

In 2017-18, the LTCS investment return has been less than the benchmark due to the current small size of the fund's total investment relative to the size of each investment. This means there is currently a material impact on the fund's annual returns from the transaction costs payable each time funds are invested. This is likely to persist for some years until the fund reaches a certain size and maturity relative to the size of the new investments being made in a given year.
The same indicator has been retained in 2018-19 as the LTCSS invests in a passive fund (it largely matches the companies included in the market indices) and it is hence unlikely to exceed the benchmark return performance.

B.3 Scrutiny

During the reporting period the LTCSS did not participate in any Legislative Assembly Committee inquiries related to its activities. There were no Ombudsman Reports.

However, the Auditor-General *Report No.1 of 2018: ACT Government Strategic and Accountability Indicators* made a number of recommendations that were relevant for the Lifetime Care and Support Fund. In regard to:

> Recommendation 2 (a), the Lifetime Care and Support Fund has been requested to amend accountability indicators to explain how they support achievement of government priorities; and

> Recommendation 4, all Territory entities, including the Lifetime Care and Support Fund, have been requested to document their procedure for the review, selection and approval of strategic and accountability indicators.

The amendment of accountability indicators [recommendation 2 (a)] and the documentation of procedures for the review, selection and approval of strategic and accountability indicators (recommendation 4) will be reviewed in line with updated guidance material once it has been released.

B.4 Risk Management

The LTCSS is part of CMTEDD. As such, it is covered in CMTEDD's risk management arrangements.

B.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 2017-18.

B.6 Fraud Prevention

The LTCSS is part of CMTEDD. As such, it is covered in CMTEDD's Fraud and Corruption Prevention Plan.

B.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.

B.8 Human Resource Management

The LTCSS is part of CMTEDD. CMTEDD's Annual Report section on HR management applies to the LTCSS.

B.9 Ecologically Sustainable Development

The CMTEDD's Annual Report section on Ecologically Sustainable Development applies to the LTCSS.

C.3 Capital Works

The LTCS Commissioner did not undertake any Capital Works Projects in the 2017-18 financial year.

C.4 Asset Management

The LTCS Commissioner has no intangible assets.

C.5 Government Contracting

The LTCS Commissioner did not have any contracts which value exceeds $25,000 signed in 2017-18.

Further Information can be obtained from

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