

Annual Report

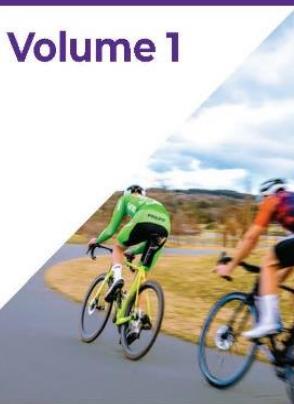
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ACT
Government

Chief Minister, Treasury and
Economic Development
Directorate

Volume 1



Annual Report 21/22



ACT
Government

Chief Minister, Treasury and
Economic Development
Directorate

Volume 1

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) wish to acknowledge the Traditional Custodians of the ACT, the Ngunnawal People. We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Contact for this report

General enquiries about this report should be directed to: CMTEDD Corporate: Phone 02 6207 5868 or email CMTEDDCorporate@act.gov.au.

Freedom of information

Freedom of information requests can be made by emailing: CMTEDDFOI@act.gov.au or through CMTEDD's Freedom of information webpage <https://www.cmtedd.act.gov.au/functions/foi>.

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First published October 2022. Information about the directorate and an electronic version of this annual report can be found on the website [http://www.cmtedd.act.gov.au/functions/publications](https://www.cmtedd.act.gov.au/functions/publications).

Summary of volumes

The 2021-22 CMTEDD Annual Report has two volumes.

Volume 1

Contains all transmittal certificates and organisational overview and performance reporting for CMTEDD and all public sector bodies required to have their annual report annexed to the CMTEDD Annual Report. Each entity's reporting includes, where relevant:

- organisational overview
- performance analysis
- scrutiny
- risk management
- internal audit
- fraud prevention
- freedom of information
- community engagement and support
- Aboriginal and Torres Strait Islander reporting
- work health and safety
- human resources management
- ecologically sustainable development
- reporting by exception and annual report requirements for specific reporting entities.

Volume 1 includes the following entities:

- ACT Architects Board
- ACT Construction Occupations
- ACT Executive
- ACT Government Procurement Board
- Default Insurance Fund
- Director of Territory Records
- Environment Protection Authority
- Lifetime Care and Support Fund
- Motor Accident Injuries Commission

- Office of the Nominal Defendant of the ACT
- Public Sector Workers Compensation Fund

Volume 2

Part 2.1

Contains all financial management reporting sections for:

- Chief Minister, Treasury and Economic Development Directorate
- Territory Banking Account
- Superannuation Provision Account

Each entity's financial management reporting includes, where relevant:

- financial management analysis (management discussion and analysis)
- financial statements
- capital works
- asset management
- government contracting
- statement of performance

Part 2.2

Contains all financial management reporting sections (where relevant, as per the above) for:

- ACT Executive
- Default Insurance Fund
- Lifetime Care and Support Fund
- Motor Accident Injuries Commission
- Office of the Nominal Defendant of the ACT
- Public Sector Workers Compensation Fund

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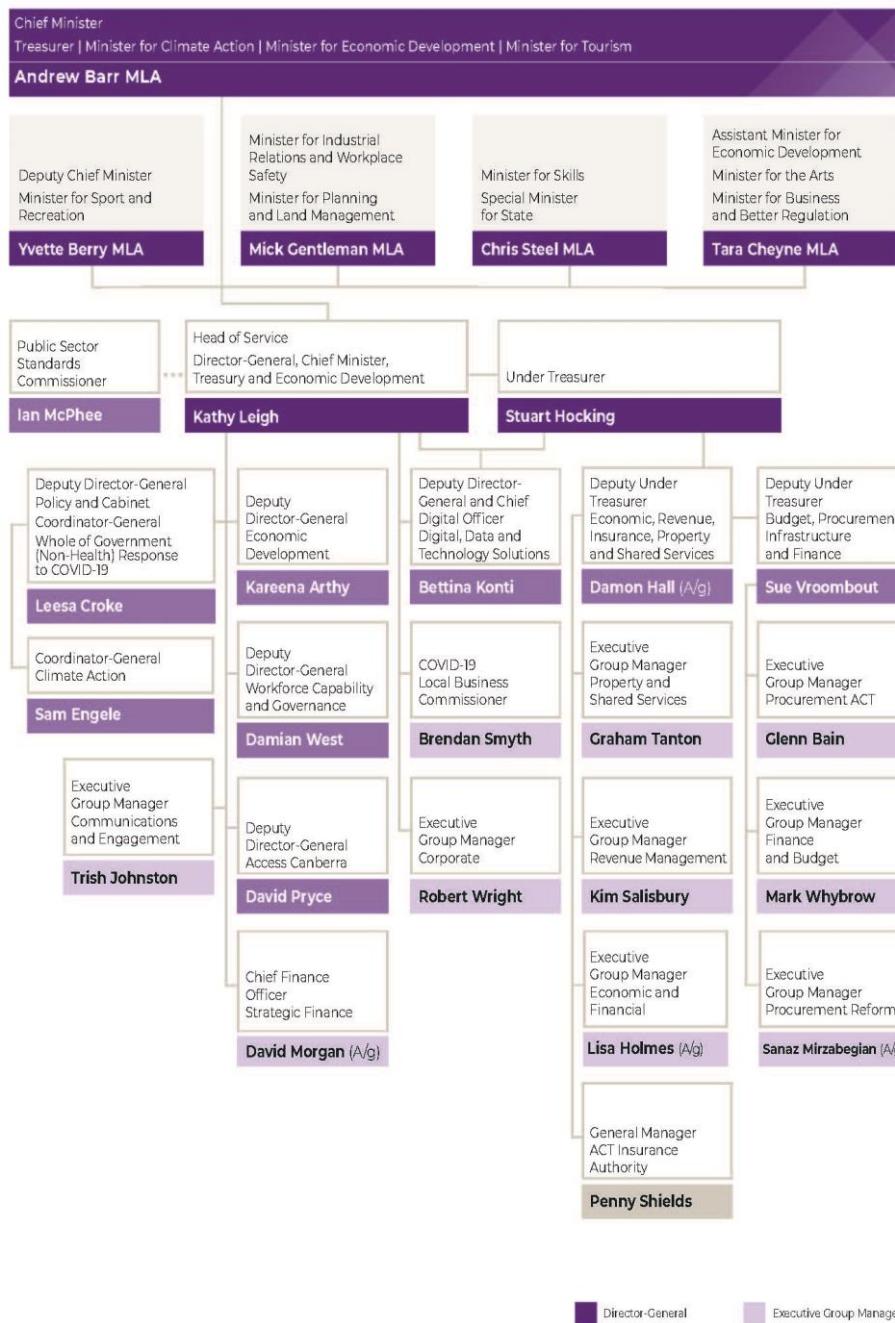
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CMTEDD organisation chart at 30 June 2022



Note- Brendan Smyth also continued in his role as Commissioner for International Engagement.

Abbreviations and acronyms

AACA	Architects Accreditation Council of Australia	CMDB	Configuration Management Database
ABW	Activity-based work	CMT	Crisis Management Team or Complaints Management Team
ACAT	ACT Civil and Administrative Tribunal	CMTEDD	Chief Minister, Treasury and Economic Development Directorate
ACT	Australian Capital Territory	COLA	<i>Construction Occupations (Licensing) Act 2004</i>
ACTIA	ACT Insurance Authority	COTA	Council on the Aging
ACTLIS	ACT Land Titles Information System	COU	Certificate of Occupancy and Use
ACTPG	ACT Property Group	CPF	Clinical Patient Folder
ACTPS	ACT Public Service	CPI	Consumer Price Index
ACTRO	ACT Revenue Office	CRJO	Canberra Region Joint Organisation
AER	Authorised Examiner Repairers	CRVC	Canberra and Region Visitors Centre
AES	Authorised Examiner Scheme	CSD	Community Services Directorate
AIE	Academy of Interactive Entertainment	CSIG	Commercial Services and Infrastructure Group
AIS	Authorised Inspection Stations	CSON	Consumer Senior Officials Network
AMR	Automatic mutual recognition	CSS	Commonwealth Superannuation Scheme
ANU	Australian National University	CTP	Compulsory Third-Party (Insurance)
APIAS	Accounts Payable Invoice Automation System	CVVR	Concessional Vintage Vehicle Registration
APM	Application Portfolio Management	DBIS	Defined Benefits Information Service
ASBA	Australian School Based Apprenticeship	DCC	Directorate Consultative Committee
ATE	Australian Tourism Exchange	DCI	Digital Capability and Investment (Committee)
AWE	Average Weekly Earnings	DDTS	Digital, Data and Technology Solutions
BDM	Business Development Manager	DHR	Digital Health Record
BIF	Better Infrastructure Fund	EA	Environmental Authorisations
BPIF	Budget, Procurement, Infrastructure and Finance	EBT	Expense on behalf of the Territory
BSG	Business Support Grants	EDRMS	Electronic document and records management system
CAARA	Council of Australasian Archives and Records Authorities	EFG	Economic and Financial Group
CAF	Council for the Australian Federation	EMG	Executive Management Group
CALD	Culturally and linguistically diverse	EMS	Expense Management System
CAMHR	Compliance Assessment Medium to High Rise Buildings Team	EPA	Environment Protection Authority
CBRIN	Canberra Innovation Network	EPIC	Exhibition Park in Canberra
CCCLM	Council of Capital City Lord Mayors	EPSDD	Environment, Planning and Sustainable Development Directorate
CFC	Cultural Facilities Corporation	ERIPSS	Economic, Revenue, Insurance, Property and Shared Services
CFMEU	Construction Forestry Mining and Energy Union	EU	Enforceable Undertakings
CHC	Community Housing Canberra	FJF	Future Jobs Fund
CHS	Canberra Health Services	FOI	Freedom of information
CIF	Collapsed Insurer Fund	FTE	Full time equivalent
CIT	Canberra Institute of Technology	FWC	Fair Work Commission
CITL	Community, Industry and Trader Licensing		

GGC	General Government Sector	PICC	Public Information Coordination Centre
GST	Goods and services tax	PPP	Public Private Partnership
HIH	HIH Insurance	PPT	People, Priorities/Projects and Transition plan
HR	Human resources	PRI	Principles for Responsible Investment
HRIMS	Human Resources Information Management Solution	PSPF	Protective Security Policy Framework
HSR	Health and Safety Representative	PSS	Public Sector Superannuation
IA	Infrastructure Australia	PSSC	Public Sector Standards Commissioner
IAM	Information Awareness Month	PSU	Professional Standards Unit
ICRC	Independent Competition and Regulatory Commission	PSWCF	Public Sector Workers Compensation Fund
ICT	Information and Communications Technology	PTG	Public Trustee and Guardian
IGA	Intergovernmental agreement	QMAC	Quality and Measurement Advisory Committee
IT	Information technology	RAP	Reconciliation Action Plan
JACS	Justice and Community Safety (Directorate)	RED	Respect, equity and diversity
KPI	Key performance indicator	RMP	Records Management Program
LGBTIQ+	Lesbian, gay, bisexual, transgender, intersex and queer	SBHS	Small Business Hardship Scheme
LTCS	Lifetime Care and Support (Scheme or Act)	SDS	Access Canberra Service Delivery State
LTCSA	NSW Lifetime Care and Support Authority	SERBIR	Senior Executive Responsible for Business Integrity and Risk
MAI	Motor Accident Injuries (Scheme)	SES	Senior Executive Service
MAII	Motor Accident Injury Insurance	SFP	Stromlo Forrest Park
MLA	Member of the Legislative Assembly	SIAG	Skills Industry Advisory Group
MoU	Memorandum of Understanding	SIDC	Strategic ICT and Digital Capability (Sub-Committee)
MPC	Major Projects Canberra	SLJC	Secure Local Jobs Code
MR Act	Mutual Recognition Act 1992	SME	Small and medium sized enterprises
MSD	Musculoskeletal disorders	SPA	Superannuation Provision Account
NABERS	National Australian Built Environment Rating System	SPC	Single Point of Contact
NDIS	National Disability Insurance Scheme	SSCC	Stromlo Strategic Consultative Committee
NEM	National Employers' Mutual Association Ltd	SSICT	Shared Services ICT
NEMP	National Environment Management Plan	TBA	Territory Banking Account
NEPM	National Environment Protection Movement	TCCS	Transport Canberra and City Services (Directorate)
NFRC	National Federation Reform Council	TQI	Teacher Quality Institute
NHVR	National Heavy Vehicle Regulator	TRA	Threat Risk Assessment
NIAA	National Indigenous Australian Agency	TRO	Territory Records Office
NPI	National Pollutant Inventory	UEF	Uninsured Employer Fund
NRL	National Rugby League	UNSW	University of New South Wales
OCDO	Office of the Chief Digital Officer	UPSC	Unsolicited Proposal Steering Committee
OIE	Office of International Engagement	VET	Vocational Education and Training
PAGA	Parliamentary and Governing Agreement	VVHR	Veteran, Vintage and Historic Registration Scheme
PAYG	Pay As You Go	WACG	Workforce Attraction Cooperative Grant Program
PFAS	Per-and-Poly-Fluoroalkyl substances	WHS	Work, health and safety

WHSC	Work, Health and Safety Committee	WPI	Wage Price Index
WIA	Wellbeing Impact Assessment	WWVP	Working with Vulnerable People
WIRE	Window to the Information and Records Environment	ZEV	Zero Emissions Vehicles

Glossary

Aboriginal and Torres Strait Islander

Procurement Policy – The policy supports cultural change within the Territory to reduce some of the barriers to government procurement encountered by Aboriginal and Torres Strait Islander enterprises. Each Territory Entity is required to identify and act on opportunities for Aboriginal and Torres Strait Islander enterprises in its procurement activities. The policy encourages Territory officers to seek quotes from relevant Aboriginal and Torres Strait Islander Enterprises wherever possible, driving growth in economic participation for Aboriginal and Torres Strait Islander enterprises through an increase to the Government’s spend with Aboriginal and Torres Strait Islander enterprises.

ACTGOV Learn system – A whole of government learning management system. Can be used by staff to book face-to-face and e-learning courses, and by managers to monitor the training requirements of their team.

COVID-19 – Refers, depending on context, to the abbreviation used for coronavirus disease 2019 (the respiratory disease caused by severe acute respiratory syndrome coronavirus 2) or to the short-form name for the COVID-19 pandemic (declared by the World Health Organisation in March 2020).

Activity-based work (ABW) – Provides staff with a choice of environment in which to work, both within and outside of the office. Staff can choose the most appropriate location to work throughout 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.

ACT Digital – A program within the directorate that is transforming the delivery of ACT Government digital services to citizens and businesses.

Actsmart – Actsmart is a “one-stop-shop” for ACT Government programs and assistance that help Canberra 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.

ACT Remuneration Tribunal – Under the *Remuneration Tribunal Act 1995* the ACT Remuneration Tribunal must inquire into and determine the remuneration, allowances and other entitlements to be granted to particular public offices every year.

Australian Apprenticeships – A program of training of apprenticeships and 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 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.

CBR Innovation Network – Established to accelerate innovation and diversify the economy in the ACT region.

Headcount and Full Time Equivalent – Headcount and Full Time Equivalent (FTE) are standard measures of staff numbers. Headcount considers each employee as one regardless of whether they are full time or part time. In contrast, FTE represents total employee numbers based on equivalent full time hours worked. For example, an employee working standard full-time hours attracts an FTE of 1.0 whereas an employee working half the standard full-time hours attracts an FTE of 0.5. The total FTE in this example would be 1.5 whereas the headcount would be two.

HPE Content Manager – An electronic document and records management system used by ACT Government (previously known as TRIM).

One government – The ACT Public Service approach to priority setting, policy development and implementation, program and service delivery, and communications

and engagement, through a culture and way of working that enhances coordination, cohesion and alignment of effort to better serve the ACT Government and Canberra citizens.

Priority Investment Program – A funding program established to support collaboration between the ACT Government, industry, research and the tertiary sectors to attract investment and grow established and emerging priority sectors of Canberra's economy.

Public Information Coordination Centre – The PICC is the central coordination point for public information, media enquiries and briefings during a major emergency. PICC draws on staff from across ACT Government to manage communication during ACT emergencies.

Shared Services – Provides the ACT Government with core corporate services across the ACT Government's directorates and agencies, including human resources, finance and property.

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 employment outcomes.

TRev – The ACT Revenue Office in CMTEDD uses the TRev application to record revenue from taxes, duties and levies.

Whole of government – Refers to matters, issues or arrangements affecting or applicable to the whole of the ACT Public Service.

Foreword

I am pleased to present the 2021-22 Annual Report for the Chief Minister, Treasury and Economic Development Directorate.

In 2021-22, our directorate continued to play a key role in coordinating the government response to COVID-19 and supporting our community and business. We continued to lead the Public Information and Coordination Centre, where we provided up to date information to the ACT community on COVID-19 matters, including vaccinations and changes to Public Health Directions.

On 12 August 2021, the ACT entered an initial seven-day lockdown, which was extended until 15 October 2021. During this time, staff of our directorate showed tremendous resilience and were overwhelmingly adaptable in providing key support to the ACT community.

In October 2021, the ACT Government released its COVID-19 Pathway Forward and the community saw the gradual easing of restrictions from 15 October 2021. To support economic recovery, we administered the COVID-19 Business Support Grant program and the Small Business Hardship Scheme, which was one of the largest grants programs ever undertaken by the ACT Government, distributing around \$340 million to eligible local businesses.

In November 2021, the ACT proudly became one of the most vaccinated cities in the world. The tireless work of our directorate in supporting ACT Health, contributed to our community being able to meet this significant achievement.

We hosted the 2021 New Year's Eve event, which was the first large scale event following the COVID-19 lockdown; and other modified events including the 2022 Enlighten festival, the Canberra Balloon Spectacular and ACT Reconciliation Day at the National Arboretum. We were pleased to enable the ACT community to support local event activity in line with public health restrictions and COVID-19 safe protocols.

Through Access Canberra, we supported the ACT community by transitioning many services online. We also opened the modernised Belconnen service centre on 17 January 2022, which has physically distanced service counters and digital self-serve kiosks.

Throughout the year and through the many and varied challenges, I am very proud of how we have come together to support each other and support the ACT community.

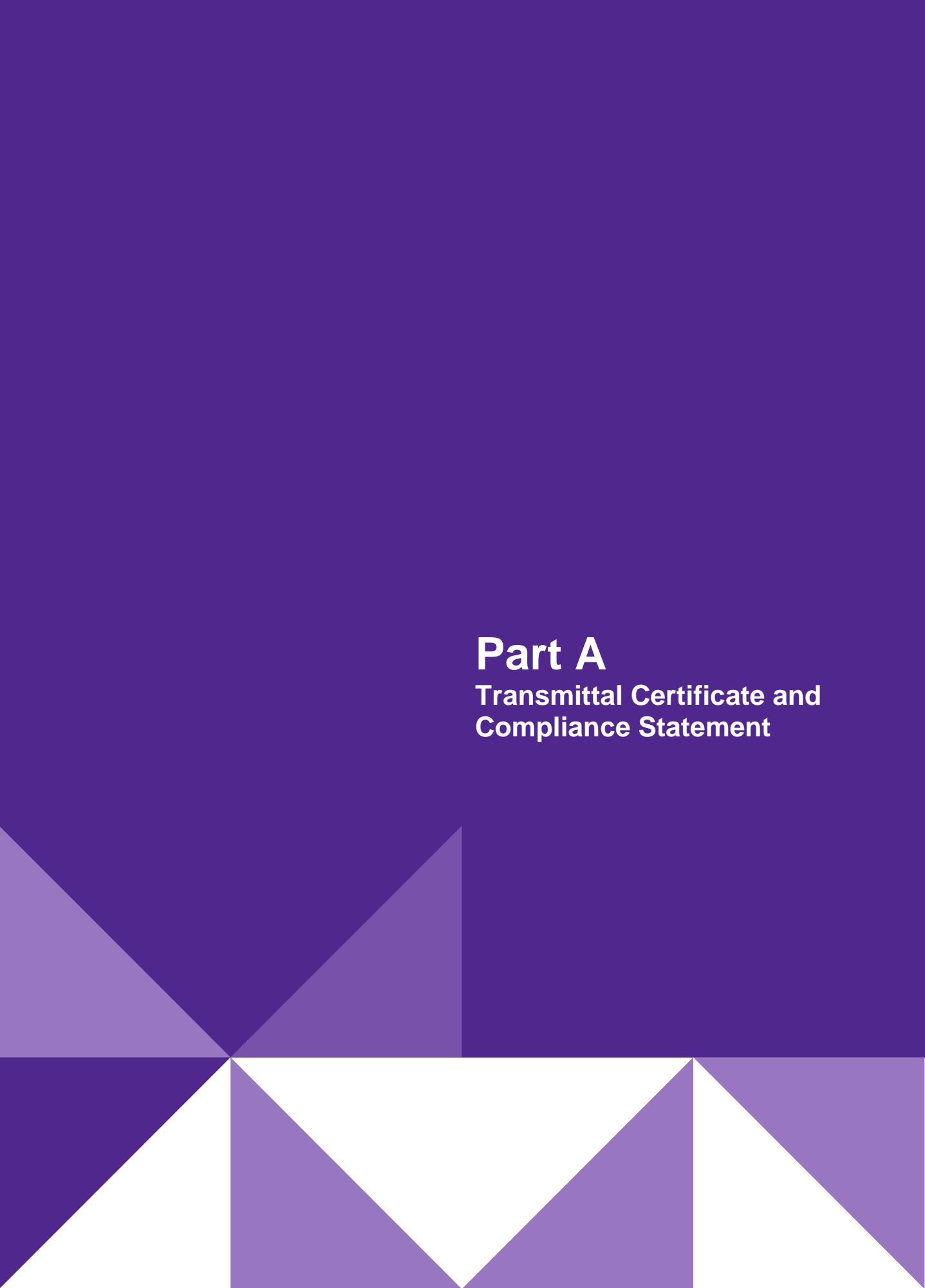
I would also like to express my sincere thanks to all staff for your resilience and effort during the challenging times we faced during 2021-22.

Kathy Leigh

Director-General and Head of Service



Image 1: Kathy Leigh Director-General and Head of Service



Part A

Transmittal Certificate and Compliance Statement

Transmittal certificate



Chief Minister, Treasury and
Economic Development

Andrew Barr MLA
Chief Minister
Treasurer
Minister for Climate Action
Minister for Economic Development
Minister for Tourism
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Mick Gentleman MLA
Minister for Industrial Relations and
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Chris Steel MLA
Minister for Skills
Special Minister of State
ACT Legislative Assembly
London Circuit
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Tara Cheyne MLA
Assistant Minister for Economic
Development
Minister for the Arts
Minister for Business and Better Regulation
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Ministers

2021-22 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 Reports (Government Agencies) Directions 2022*.

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.

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

I certify that the information in the attached 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 Chief Minister, Treasury and Economic Development Directorate has been included for the period 1 July 2021 to 30 June 2022.

I hereby certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006*, Part 2.3 (see section 113, *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
Chief Minister, Treasury and Economic Development Directorate
4 October 2022

Compliance statement

The 2021-22 Chief Minister, Treasury and Economic Development (CMTEDD) Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2022* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under parts 1 to 5 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 2021-22 CMTEDD Annual Report complies with all subsections of Part 1 under the Directions.

To meet Section 15 Feedback, Part 1 of the Directions, contact details for CMTEDD are provided within the 2021-22 CMTEDD Annual Report to provide readers with the opportunity to provide feedback.

Part 2 Annual report requirements

The requirements within Part 2 of the Directions are mandatory for all reporting entities, and the 2021-22 CMTEDD Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the 2021-22 CMTEDD Annual Report as follows:

- A. Transmittal certificate, see the previous page.
- B. Organisational overview and performance, inclusive of all subsections, see the Organisational Overview and Performance section of this report.
- C. Financial management reporting, inclusive of all subsections, see volume 2.1 of this report.

Part 3 Reporting by exception

CMTEDD has no information to report by exception under Part 3 of the Directions for the 2021-22 reporting year.

Part 4 Annual report requirements for specific reporting entities

The following subsections of Part 4 of the 2022 Directions are applicable to CMTEDD and reported in the Other Reporting section of this report.

- Public Land Management Plans.
- Covert surveillance authorisations issued to ACT employers.

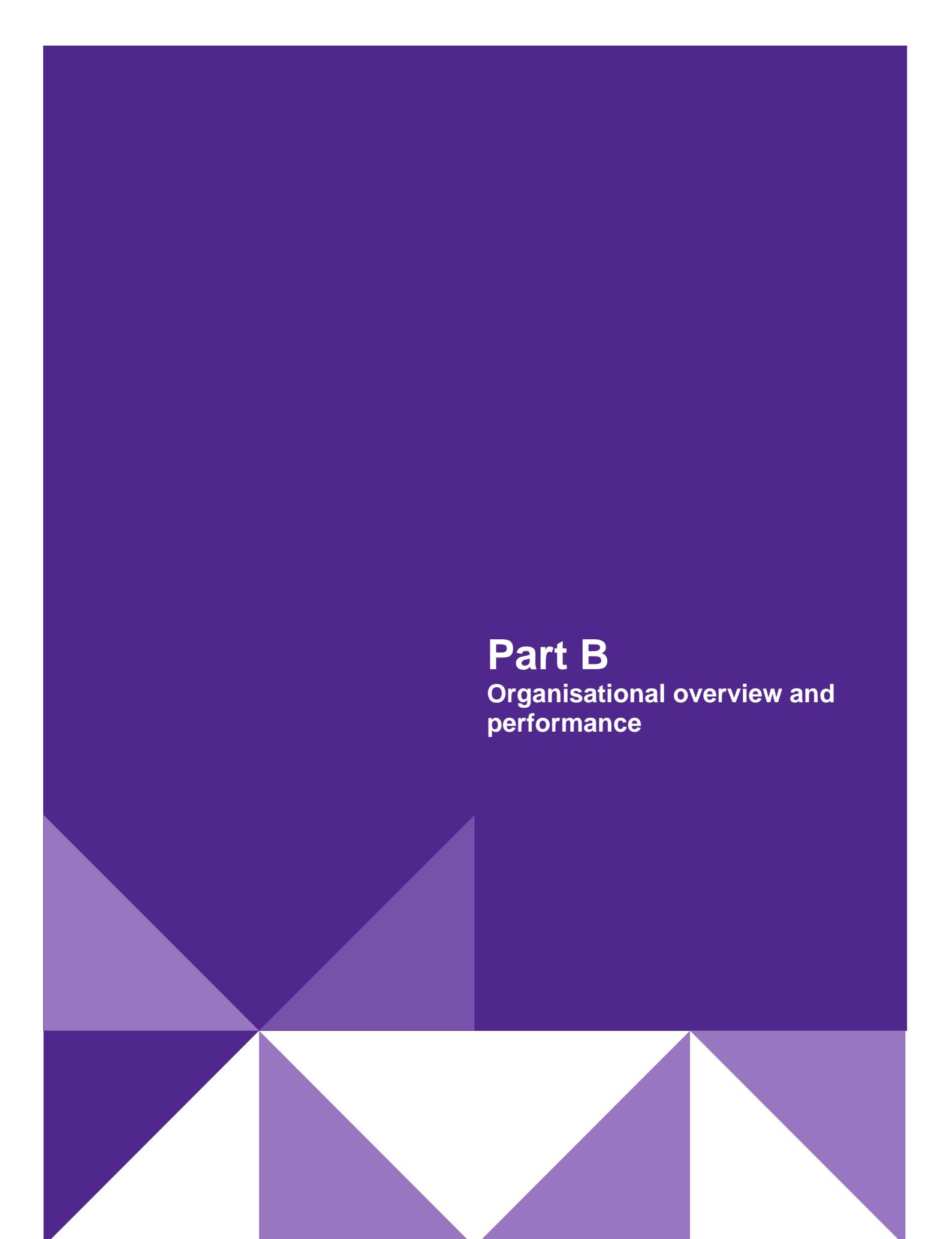
Part 5 Whole of government annual reporting

All subsections of Part 5 of the Directions apply to CMTEDD. Consistent with the Directions, the information satisfying these requirements is reported in one place for all reporting entities as follows:

- Bushfire risk management, see the annual report of the Justice and Community Safety Directorate.
- Human rights, see the annual report of the Justice and Community Safety Directorate.
- Legal services directions, see the annual report of the Justice and Community Safety Directorate.
- Public sector standards and workforce profile, see the annual State of the Service Report.
- Territory records, see the CMTEDD Annual Report.

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

http://www.cmd.act.gov.au/open_government/report/annual_reports.



Part B

Organisational overview and performance

Organisational overview

Our purpose and role as a central agency

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the ACT Public Service (ACTPS).

We work collaboratively within government and with the community to deliver government priorities and drive initiatives aimed at making Canberra a better place to live. CMTEDD also leads the strategic direction of the ACTPS to ensure it is well positioned to shape and respond to change, and to continue to deliver against government priorities, now and in the future.

As a central agency, we:

- Support the Chief Minister, the directorate's ministers and the Cabinet, by providing informed, holistic and innovative advice.
- Provide support and direction across the ACTPS on policy and strategy.
- Lead the ongoing development of the ACTPS, including advising on the structure of the ACTPS, ACT public sector employment legislation and conditions, employment, industrial relations, senior executive leadership development and human resource management.
- Drive the evolution of Canberra into a smart and connected digital city, through leading edge initiatives and cyber secure information and communication technology.
- Drive growth in our knowledge-based economy and our reputation as a global destination in collaboration with business, tertiary education institutions as well as community and industry partners.
- Provide strategic financial and economic advice to the ACT Government to improve the Territory's financial position and economic management.
- Administer the ACT tax laws and manage the assessment and collection of ACT taxes.
- Support public sector health and productivity by providing effective injury prevention and management services and infrastructure.
- Support government through the provision of financial, human resources, property, insurance, infrastructure advisory and procurement services.
- Connect businesses and communities to government through Access Canberra's 'one-stop-shop' licensing and regulatory services.
- Keep the Canberra community well informed in times of a Territory emergency through the whole of government Public Information Coordination Centre, as well as ACT Government policies, programs and services.
- Provide meaningful opportunities for Canberrans to inform government decision making.

Our values

We promote and demonstrate the ACTPS employee values of respect, integrity, collaboration and innovation.



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 when the unexpected occurs.

We take responsibility and are accountable for our decisions and actions.

We engage genuinely with the community, managing 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.

As the central agency, we are committed to:

- Communicating openly and honestly, explaining context and reporting back on outcomes.
- Engaging early with an open mind.
- Demonstrating and earning trust.
- Acting collectively, both as a directorate and as one government.

Our planning framework

CMTEDD's Strategic Intent 2021 guided the directorate's work in 2021-22. Our Strategic Intent set the annual outlook for the directorate's purpose, priorities, values and contribution to the ACTPS as the central agency. The document brought together our significant and diverse deliverables by identifying the strategic and operational priorities of each CMTEDD business area.

Our Strategic Intent also summarised the key elements of our primary strategic documents: our Annual Report, the annual Budget Statement including our strategic objectives and accountability indicators, the Chief Minister's Statement of Ambition, and the ACTPS Code of Conduct, Values and Behaviours.

The directorate's strategic objectives, summarised below, guide our long-term direction and priorities.

- Provision of high-quality policy advice and support to the ACT Government, including coordinated and integrated policy development and service delivery across government agencies.
- Delivery of an agile, responsive and innovative public service to deliver government priorities.
- Support for the ACT Government in the delivery of responses to urgent and complex emerging priorities.
- Economic growth, innovation, opportunity and social inclusion.
- Providing high quality advice and support to the ACT Government in the economic and fiscal management of the Territory, working closely with relevant government agencies.
- Improved 'One Government' communications and community engagement.
- Drive transformation of the ACT Government through collaborative partnerships to harness the power of digital and technology to continue to grow Canberra as an inclusive, progressive and connected city.

Image 2: CMTEDD Strategic Intent 2021



Our clients and stakeholders

We provide strategic policy advice and high-level support to our principal stakeholders, and our Ministers. The following table lists our Ministers on 30 June 2022 and their portfolios.

Table 1: CMTEDD Ministers and portfolios on 30 June 2022

Minister	Portfolios
Andrew Barr MLA	Chief Minister Treasurer Minister for Climate Action Minister for Economic Development Minister for Tourism
Yvette Berry MLA	Deputy Chief Minister Minister for Sport and Recreation
Mick Gentleman MLA	Manager of Government Business Minister for Planning and Land Management Minister for Industrial Relations and Workplace Safety

Minister	Portfolios
Chris Steel MLA	Minister for Skills Special Minister of State
Tara Cheyne MLA	Minister for the Arts Minister for Business and Better Regulation Assistant Minister for Economic Development

We support and assist many other key stakeholders and clients including:

- Cabinet and the ACT Government
- ACT Legislative Assembly
- ACT community
- Community councils and groups
- ACT Aboriginal and Torres Strait Islander Elected Body
- Industry and business institutions
- Key arts organisations, professional and community sporting clubs and representative groups
- Higher and vocational education institutions
- Consumers and licensees
- Media
- ACT Government directorates, agencies and authorities.

Changes to our organisational structure in 2021-22

Restructures within the Treasury stream of the Directorate

There were a number of structural and reporting line changes in Treasury in the 2021-22 year. The Commercial Services and Infrastructure, and Economic, Budget and Revenue Groups were reconfigured, and Treasury moved to a three-stream structure of:

- Economic, Revenue, Insurance, Property and Shared Services (ERIPSS);
- Budget, Procurement, Infrastructure and Finance (BPIF); and
- Digital, Data and Technology Solutions (DDTS).

The new structure draws on significant synergies between the areas and allows the Deputy Under Treasurers to focus on providing advice and leadership across a more targeted set of responsibilities. Each stream contains both policy and operational elements. The new structure commenced on 22 November 2021.

Economic Development

In line with the above changes in the Treasury stream, on 1 July 2021, the Venues, National Arboretum Canberra and Stromlo Forest Park teams in the Treasury stream moved to Economic Development in the Chief Minister stream. This organisational change occurred

to draw on synergies between the areas and provide the ACT Government with integrated advice on how to leverage the economic development opportunities from our major venues.

Corporate

During the reporting year, the Shared Services Strategic HR and Corporate Branch joined CMTEDD Corporate Group to create a single business unit for corporate services across the Directorate. This restructure has created opportunities to use our combined resources to more effectively service customers.

Internal accountability

Senior executives and their responsibilities

Our directorate consists of two streams:

- The Chief Minister stream, led by the Director-General.
- The Treasury stream, led by the Under Treasurer.

The names of the primary business areas within each stream and their responsible senior executives are below. Where business areas have an associated output, we explain their functions and responsibilities by output in the Performance Analysis section.

Chief Minister stream

Head of Service and Director-General – Kathy Leigh

The Director-General of CMTEDD is also the head of the ACTPS. The Director-General provides high level strategic advice to the Chief Minister and is Secretary to the Cabinet. As Head of Service, the Director-General provides whole of government leadership and strategic direction to the ACTPS and chairs the Strategic Board.

Table 2: Chief Minister stream executives at 30 June 2022, by budget output

Responsible senior executive	Business area name	Relevant budget output/s
Output Class 1: Government Strategy		
Leesa Croke Deputy Director-General	Policy and Cabinet	Output 1.1: Government Policy and Reform
Damian West Deputy Director-General	Workforce Capability and Governance	Output 1.2: Workforce Capability and Governance
Trish Johnston Executive Group Manager	Communications and Engagement	Output 1.3: Coordinated Communications and Community Engagement

Responsible senior executive	Business area name	Relevant budget output/s
Bettina Konti Chief Digital Officer	Digital, Data and Technology Solutions	Output 1.4: Digital Strategy Output 6.2 Digital, Data and Technology Solutions
Brendan Smyth Commissioner for International Engagement	Office of International Engagement	Output 1.5: International Engagement
Damian West Deputy Director-General	Workforce Capability and Governance	Output 1.6: Workforce Injury Management and Industrial Relations Policy
Output Class 2: Access Canberra		
David Pryce Deputy Director-General	Access Canberra	Output 2.1: Access Canberra
Output Class 3: Economic Development		
Kareena Arthy Deputy Director-General	Economic Development – includes: <ul style="list-style-type: none">• Business and Innovation• VisitCanberra• Sport and Recreation• Events ACT• artsACT• Skills Canberra• Venues Canberra• National Arboretum• Canberra and Stromlo Forest Park	Output 3.1: Business and Innovation Output 3.2: Tourism and Events Output 3.3: Sport and Recreation Output 3.4: Arts Output 3.5: Skills Output 3.6: Venues

In addition to the business areas listed in Table 2, the Chief Minister stream includes the following whole of directorate coordination and business support functions.

Coordinator-General for the Whole of Government (Non-Health) COVID-19 Response – Leesa Croke

The Coordinator-General works closely with the Chief Health Officer to ensure alignment of health and non health responses to COVID-19, maintains sound governance, decision-making and other processes, regularly reviews structures and legal authority as the COVID-19 response evolves, works with Treasury and Economic Development to monitor implementation of economic support packages, and supports a strategic approach on longer term issues. The Coordinator-General works with all directorates and agencies to ensure well-coordinated and effective COVID-19- efforts without duplication of effort.

Coordinator-General for Climate Action – Sam Engele

The Office for Climate Action was established in January 2021 to coordinate and support the ACT Government's ambitious agenda for climate action.

Corporate – Executive Group Manager – Robert Wright

Corporate leads the delivery of strategic solutions to CMTEDD on key initiatives of business governance, workforce capability and digital transformation, and supports the Director-General and Under Treasurer. The Executive Group Manager drives integrity through their role as CMTEDD Senior Executive Responsible for Business Integrity and Risk and is also the Directorate's Public Interest Disclosure Officer, and Chair of the Executive Management Group, Directorate Consultative Committee and the Work Health and Safety Tier 1 Committee.

Strategic Finance – Chief Finance Officer – David Morgan (A/g)

Strategic Finance is responsible for the financial and budgetary management for CMTEDD and the ACT Executive. This includes the development of internal budgets and budget papers, strategic financial monthly and annual reporting, monitoring and reporting on capital works and assets, as well as support for our ministers, Executive Management Group, senior management, and business areas generally.

Treasury stream

Under Treasurer – Stuart Hocking

The Under Treasurer leads the Treasury stream of CMTEDD and is responsible for the provision of strategic financial and economic policy advice to the Government. The Under Treasurer plays a leading role in promoting accountability and transparency in the delivery of services to the community.

The Under Treasurer also oversees a range of whole of government functions including procurement, property, shared services, general insurance and risk management, and infrastructure finance and reform policy and advice.

In 2021-22 Treasury comprised three sub-streams:

- Economic, Revenue, Insurance, Property and Shared Services, led by Deputy Under Treasurer Damon Hall (A/g).
- Budget, Procurement, Infrastructure and Finance, led by Deputy Under Treasurer Sue Vroombout; and
- Digital, Data and Technology Group, led by Chief Digital Officer Bettina Konti.

The Economic, Revenue, Insurance, Property and Shared Services stream included the ACT Insurance Authority (ACTIA). ACTIA is led by General Manager Penny Shields and provides insurance protection and risk management advice for the ACT Government. ACTIA has its own annual report, available on the ACTIA page of CMTEDD's website.

The Digital, Data and Technology Group provides a range of ICT and corporate services, including infrastructure, applications support and development, ICT project services and tactical and transactional human resource and finance services to directorates and agencies.

Tables 3 and 4 list key Treasury business areas and the responsible senior executive by budget output.

Table 3: Economic, Revenue, Insurance, Property and Shared Services executives at 30 June 2022, by budget output

Responsible senior executive	Business area name	Relevant budget output/s
Damon Hall – A/g Deputy Under Treasurer, Economic, Revenue, Insurance, Property and Shared Services		
Output Class 4: Financial and Economic Management		
Lisa Holmes Executive Group Manager	Economic and Financial	Output 4.1: Economic Management
Output Class 5: Revenue Management		
Kim Salisbury Executive Group Manager	Revenue Management (ACT Revenue Office)	Output 5.1: Revenue Management
Output Class 6: Shared Services		
Graham Tanton Executive Group Manager	Shared Services	Output 6.1: Human Resources, Finance and Record Services
Bettina Konti Chief Digital Officer	Digital, Data and Technology Solutions	Output 6.2: Digital, Data and Technology Solutions
Output Class 8: Property Services		
Graham Tanton Executive Group Manager	ACT Property Group	Output 8.1: Property Services

Table 4: Budget, Procurement, Infrastructure and Finance executives at 30 June 2022, by budget output

Responsible senior executive	Business area name	Relevant budget output/s
Sue Vroombout – Deputy Under Treasurer, Budget, Procurement, Infrastructure and Finance		
Output Class 4: Financial and Economic Management		
Mark Whybrow Executive Group Manager	Finance and Budget	Output 4.2: Financial Management
Output Class 7: Infrastructure Finance and Procurement		
Mitchell Pirie Executive Branch Manager	Infrastructure Finance and Reform	Output 7.1: Infrastructure Finance
Glenn Bain Executive Group Manager	Procurement ACT	Output 7.2: Procurement

Key committees

A number of boards and committees oversee our strategic direction, priorities and governance.

Table 5: Roles and membership of significant directorate committees

Name of committee	Role of committee and membership
ACTPS Strategic Board	The ACTPS Strategic Board provides whole of government leadership and strategic direction to the ACTPS. Strategic Board is chaired by the Head of Service and Director-General CMTEDD and includes 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.
Audit and Risk Committee	The Audit and Risk Committee assists 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. Committee membership includes appointees from CMTEDD, an executive from another ACT Government directorate (the Environment, Planning and Sustainable Development Directorate) and an independent chair and deputy chair. Observers and a representative from the

Name of committee	Role of committee and membership
	<p>ACT Auditor-General's Office also regularly attend meetings. The Internal Audit section contains further details on this committee.</p>
CMTEDD Executive Management Group	<p>The Executive Management Group (EMG) oversees governance within CMTEDD.</p> <p>EMG's membership consists of the Director-General CMTEDD, the Under Treasurer, the Executive Group Manager Corporate and the Chief Finance Officer.</p>
Digital Capability and Investment Committee	<p>The Digital Capability and Investment Committee (DCI) Committee's role is to:</p> <ul style="list-style-type: none"> • Inform EMG members regarding the integrity of digital and ICT systems and associated investments moving forward. • Provide a forum for EMG members to provide strategic insights and direction for the management of digital and ICT capabilities within the directorate. <p>Membership consists of the existing members of the EMG (Director-General, Under Treasurer, Executive Group Manager Corporate, and Chief Finance Officer). The Chief Information Officer also attends the DCI Committee.</p>
CMTEDD Work Health and Safety Committees	<p>The CMTEDD Work Health and Safety Committees (WHSC) provide consultative forums for work health and safety (WHS) matters across the directorate. They comprise of three tiered committees (directorate level, organisational group and workgroup) and are established in accordance with the <i>ACT Work Health and Safety Act 2011</i> (the WHS Act) and the <i>Public Sector Management Act 1994</i>.</p> <p>Information is cascaded from the Tier 1 (directorate level) committee. Matters can also be raised at Tier 3 level and reported and managed through the higher tiers.</p> <p>The role of the committees is to:</p> <ul style="list-style-type: none"> • Facilitate communication and consultation between management and workers relating to workers' health and safety at work. • Assist in the development of health and safety protocols, rules and procedures.

Name of committee	Role of committee and membership
Directorate Consultative Committee	<ul style="list-style-type: none"> • Review information related to WHS performance to assist CMTEDD to achieve continuous improvement in the management of WHS. • Consider relevant programs that enhance employee health and wellbeing. • Provide a mechanism for escalation and resolution of unresolved WHS issues. <p>The ACTPS enterprise agreements provide for the establishment of a Directorate Consultative Committee (DCC). The DCC's key objectives are to:</p> <ul style="list-style-type: none"> • 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 directorate performance management schemes, and on the development of any new performance management schemes. <p>The DCC consists of employee, union and management representatives, with Corporate providing secretariat support.</p>

Performance summary

Leading the COVID-19 response

As the central agency we continue to play a key role in leading the COVID-19 response, particularly through the role of the Coordinator-General, Whole of Government (Non-Health) COVID-19 Response. The Coordinator-General's role is to draw together the efforts of all directorates and agencies to ensure the alignment and efficiency of health and non-health related COVID-19 work.

We continued working with agencies and across the directorate to develop and deliver the Government's responses to the COVID-19 pandemic. We continued to oversee and implement COVID-19 support activities, such as the COVID-19 Response Fund, the Australian Government's HomeBuilder grant and the administration of COVID-19 test hardship isolation payments and quarantine waivers for returned international travellers.

In 2021-22 we continued to lead the delivery of public information as part of the COVID-19 response through the Public Information and Coordination Centre. This included during the ACT lockdown period from August 2021 through to October 2021, where the Directorate worked tirelessly to coordinate and deliver vital information to the community on health and other changes to government services.

Leading key government priorities

In support of one of the ACT Government's key goals to achieve zero net emissions by 2045, and in line with the Parliamentary and Governing Agreement (PAGA) commitments, we supported the communication and promotion of projects and initiatives to reduce emissions, support vulnerable households experiencing energy poverty and increase the ACT's resilience to climate change. This was achieved through communicating relevant information regarding initiatives such as the Sustainable Household Scheme and the Big Canberra Battery as part of the Everyday Climate Choices whole of government approach.

To support a key driver in the ACT Government's Jobs and Economic Recovery Plan, we also designed, developed and launched the new Built for CBR brand and supporting website. Built for CBR provides a whole of government approach to keep the community informed on all infrastructure-related projects being delivered by the ACT Government.

In 2021-22, the directorate consulted with a range of LGBTIQ+ organisations in Canberra, in particular those working with LGBTIQ+ Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds and people with disability, as well as with all ACT Government directorates. The findings were used to develop the Capital of Equality Second Action Plan (2022-2023), which was launched in March 2022.

We used the data from the Wellbeing Data Dashboard to provide insights on the wellbeing of Canberra and how we are doing, as individuals, as a community, and as a place to live. This is helping to inform the programs and services the ACT Government delivers, and supports the government and community to work in partnership to lift the quality of life of all Canberrans. We progressed implementation of the Wellbeing Framework in Cabinet and Budget processes through the use of Wellbeing Impact Assessments, which support

decision-making through providing information on the anticipated impacts of proposals on the wellbeing of our people, institutions and environment.

We assisted the development of the ACT Government's new economic development priorities which were released by the Chief Minister in March 2022. CBR: Switched On will guide the Territory's economic growth based on the values of our city and includes three missions to develop the ACT economy in a way that is inclusive, sustainable and puts the wellbeing of Canberrans at the forefront.

Building our current and future workforce capability and shaping workplace culture

In 2021-22, we implemented significant changes and improvements to the ACT Government Graduate Program, including the 2022 graduate recruitment process. These changes included implementing a wholly virtual recruitment and offers process, introduction of psychometric assessment linked to the core values, behaviours and capabilities, and delivery of a virtual induction. In 2021, 63 graduates successfully completed the program, and in 2022 we welcomed a further 65 new graduates to the program. The Talent Bank Program has continued in 2022 to support further growth in Youth employment in the ACT and a new Learning and Development program has been introduced for 2022 Graduates, providing them with core foundational knowledge and skills to support them in their career progression within the Service and further support future capability retention.

We strengthened ACT Public Service (ACTPS) workforce diversity and inclusion through the completion of a large-scale review of the Respect, Equity and Diversity Framework. Findings from this project helped us learn more about our drivers and barriers to becoming a more diverse and inclusive workforce. As a result, we have refreshed and expanded our workforce diversity targets, implemented a whole of government key performance indicator for workforce inclusion, and assisted directorates to implement a strategic methodology that guides evaluation of diversity and inclusion activity based on evidence and outcomes.

We launched a new Senior Executive Service (SES) Induction program, SES Band 1 Leadership Beyond Crisis development program and began placing SES in internal mobility opportunities. These initiatives focussed on connecting and re-connecting SES officers across the service after two years of COVID-19 disruption. Whole of government SES development programs are focussed on building contemporary leadership capabilities to recognise and respond to adaptive leadership challenges and ensure the senior executive are equipped to respond to challenges within a strongly networked system.

We strengthened the ACT Government's position as the most progressive jurisdiction for flexible working through the implementation of our flexible work strategy. Wayfinding technologies are being deployed across our sites to make it easier for workers to choose a work setting that accommodates their needs. Resources have been developed and published to uplift the capability of managers and their teams to work flexibly. Planning for the refurbishment of existing accommodation to support greater flexibility also progressed, with these sites to come online within the next reporting period.

In 2021-22, we progressed the relocation of government services in the City area with the completion of additional ACT Government City office buildings at Allara House and

Nara House, handed to the Territory in January and February 2022. We successfully managed the relocation of over 542 staff to the new buildings' work environments.

Keeping the community informed

In 2021-22, more Canberrans were involved in decisions that impact their lives with YourSay Conversations, providing a range of ways to participate and share ideas online. The YourSay Conversations consultation hub hosted 47 projects in 2021-22 and membership grew 17 per cent to over 15,500, allowing more Canberrans to provide feedback as we plan and develop policies and projects. Results from the YourSay Community Panel show an average of 87 per cent of Canberrans felt well informed about COVID-19.

We now reach more Canberrans online than ever, with strong growth across the primary ACT Government social media accounts (a 27 per cent increase on Facebook, a 19 per cent increase on LinkedIn and a 15 per cent increase on Twitter).

In delivering information as part of the COVID-19 response, between August and December 2021, we:

- regularly disseminated COVID-19 e-newsletters to the Our Canberra EDM mailing list of 49,000 people;
- delivered 69 media conferences and responded to almost 400 media enquiries;
- published over 3,900 social posts;
- managed and maintained the COVID-19 website, which had over 38 million page views and over 5 million unique visitors;
- designed and developed three COVID-19 campaigns in conjunction with ACT Health, including ACT Lockdown, Getting tested and Masks; and
- delivered an advertising campaign and other multi-channel communications to inform local businesses about the COVID-19 Business Support Grants, COVID-19 Small Business Hardship Scheme and other forms of support available through the ACT lockdown period.

Driving the digital transformation of government services

In 2021-22, we embedded the principles of the ACT Digital Strategy to provide a community-centred approach to how we use technology to improve the quality of life for all Canberrans. This work involved working collaboratively across government to provide best practice advice on the design and delivery of digital initiatives and included work on the following projects:

- We assisted the Territory to implement Part 3A of the *Mutual Recognition Act 1992* (Cth) (MR Act) which relates to the automatic deemed registration of activities conducted under certain occupational licences. The Automatic Mutual Recognition (AMR) Project is intended to promote workforce mobility by supporting occupational licence holders to operate across jurisdictional borders. The AMR notification service linked with the ACT Digital Account was released in the latter stages of the 2021-22 financial year, ready for use by the community as of 1 July 2022.

- We implemented the first phase of works for the AMR project establishing the customer facing notification service, allowing an occupational practitioner to notify their intent to practice in the Territory under the terms and conditions of their existing interstate issued occupational licence.
- Through changes to the ACT Digital Account, we have enabled the ability for ACT residents to advise ACT Government of a change of circumstances, such as a change of address once, and have this advice flow through to update all ACT Government systems. In February 2022 a pilot service demonstrating this service pattern was released in partnership with the ACT Revenue Office for the Rental Bonds service.
- We implemented the delivery of a digital reporting tool (the Place Success Dashboard) to the City Renewal Authority. The dashboard is helping the City Renewal Authority to guide the urban renewal of Canberra City with a focus on social and environmental sustainability. The dashboard is a key initiative under the ACT Digital Strategy, supporting ‘city planning by design and for wellbeing’.

Delivering services to the ACT community and business

We continued to support the ACT community through the COVID-19 public health emergency by answering 189,000 calls via the COVID-19 Helpline.

We supported 9,744 vulnerable clients during the COVID-19 pandemic to make it easier for them to renew their driver’s licence where they needed to obtain a Driver Licence Medical Examination and/or eye test assessment, by extending due dates for these assessments based on individual risk assessments of driving risks posed by medical conditions.

To assist businesses to meet their obligations under the Public Health Directions, we undertook over 16,600 educational visits to businesses.

We delivered several elements of direct financial stimulus to the hospitality industry during the COVID-19 pandemic including:

- providing a mechanism for ‘on’ liquor licensees to access a fee waiver to transition to a ‘general’ liquor licence, allowing the sale of liquor for consumption both on and off the licensed premises;
- continued operating a 12-month 50 per cent fee reduction for ‘on’ liquor licensees and an additional 12-month fee waiver to outdoor dining permit holders, to offset the impact of ongoing occupancy restrictions under the Public Health Directions;
- continued to support businesses activating outdoor dining options on public unleased land under the 12-months free outdoor dining trial; and
- implemented a process that provided nightclubs the opportunity to operate as a bar during their compulsory closure under the Public Health Directions.

In 2021-22, we opened the new and modernised Access Canberra Belconnen Service Centre, which commenced operations on 17 January 2022. This new Service Centre has more service counters (10) and digital self-serve kiosks (eight) than the previous centre. All counters and self-serve kiosks are physically distanced to ensure operations can continue while remaining COVID-safe.

We adopted modern and streamlined parking solutions through the transition to a new pay by phone app (EasyPark) for ACT Government carparks on 31 March 2022.

To facilitate growth of affordable housing in the ACT, we developed a Long-Term Management Agreement with CHC Affordable Housing as part of an agreed balance sheet restructuring of CHC.

Leading the ACT Government's international engagement activities

In 2021-22, the Directorate delivered export-related support services to 89 ACT businesses. These clients were provided with strategic export advice, such as on recommended markets to enter; tactical advice, such as related to pricing, packaging and distribution selection for specific markets; education programs; and access to connections, such as potential distributors, joint-venture and investment partners.

Through a trade mission to Wellington, New Zealand and Fiji in May 2022, we rebuilt key economic, cultural and social relationships and we continued discussions on direct aviation routes between our jurisdictions. In Fiji, we met with officials to discuss opportunities in investment and healthcare delivery, as well as air transportation links.

We delivered a trade mission to Singapore in June 2022, during which we conducted meetings related to aviation connections to Canberra, tourism, financial technology, healthcare and space sector opportunities.

In May 2022 we hosted Cambodian and Thai delegations, during which we discussed how we manage our international engagement program. We also elevated Canberra's profile for future economic, cultural and social opportunities in these two priority countries. In June 2022 we provided more than twenty ambassadors from the European Union with site tours that included areas of scientific innovation (CBRIN), ICT-technology (Canberra Data Centres), culture and history (Canberra Museum and Gallery) – all with a focus of raising Canberra's profile with a newly identified market from the renewed International Engagement Strategy.

We continued to deliver business-related COVID-19 support through assisting and supporting the COVID-19 Local Business Commissioner.

Supporting Canberra's economic development

In response to the COVID-19 public health pandemic, we successfully rolled out the Business Support Grants (BSG) and Small Business Hardship Scheme (SBHS). This was the largest grants program ever run by ACT Government and provided agile and responsive financial support to businesses affected by the COVID-19 lockdowns. The BSG Program received 11,736 applications, with 11,177 approved for payment, totalling \$326.450 million in payments to businesses. The SBHS received 3,157 applications, with 2,599 applications approved for payment, totalling \$13.312 million in payments to businesses.

Additionally, we supported the Canberra tourism and the hospitality industry through \$1.2 million of grant programs across 33 projects, supporting 102 local organisations and

businesses to develop new tourism products and infrastructure, and to promote Canberra as a leisure destination in key interstate markets.

Despite the challenges posed by COVID-19, we successfully delivered several community events, including New Year's Eve 2021, Australia Day 2022, Reconciliation Day and Enlighten Festival 2022 (which included Lights!Canberra!Action!, Symphony in the Park, Canberra Balloon Spectacular and Canberra Day celebrations).

We hosted new events to the ACT, including the Women's State of Origin Game I and the Matildas v New Zealand soccer match, both held at GIO Stadium. We also hosted a range of sporting events at Stromlo Forest Park, attracting interstate competitors and spectators.

Providing strategic financial and economic advice and services to the ACT Government

In 2021-22, we continued to provide advice to the ACT Government on the economic and financial outlook for the Territory, including the impacts of the COVID-19 pandemic and other international and national events.

We supported the Government in the delivery of the 2021-22 Budget, Budget Review and the Territory's Consolidated Financial Statements.

We progressed improvements to procurement activities by developing the Procurement Reform Program and workplan. We supported the ACTPS to undertake procurement activities efficiently and effectively with contemporary advice, the provision of templated and standardised documentation and processes and the delivery of procurement training and support.

In line with the PAGA commitment, we completed a review into water costs for high-intensity club users of non-potable water, with the goal to allow clubs to maintain operations while not requiring cross-subsidisation by other ACT water users. Following community submissions through the YourSay website, the final report was published in December 2021.

Outlook

Continuing to lead the ACT Government's COVID-19 response and recovery

In 2022-23, through the Office of the Coordinator-General, Whole of Government (Non-Health) COVID-19 Response, we will continue to support the ACT's engagement in National Cabinet and associated interjurisdictional forums including the First Secretaries Group, First Deputies Group, and the Council for the Australian Federation.

Delivering key government priorities

Through the Coordinator-General for Climate Action, the Directorate will lead and coordinate the ACT's emissions reduction initiatives and undertake climate policy analysis to improve Canberra's resilience to the effects of a warming climate. We will, in collaboration

across government, implement the new Zero Emission Government Facility Guidelines which focuses on reducing the use of fossil fuel gas in ACT Government buildings.

In 2022-23, we will coordinate and deliver a Territory-wide campaign to support climate action. The campaign will inform Canberrans, businesses and schools about the work the ACT Government is doing to tackle climate change, and how they can also take action. We will continue to work across government on transitioning the ACT to net zero carbon emissions by 2045, and work across government on policies that encourage and support lower transport emissions from light vehicles.

The Office of LGBTIQ+ Affairs will continue its outreach to LGBTIQ+ Canberrans including through the ACT LGBTIQ+ Ministerial Advisory Council to ensure that the diverse voices of communities are heard. We will continue implementing the Second Action Plan (2022-2023) of the Capital of Equality Strategy focusing on several major projects until the end of 2023. This includes:

- Improving support and decision-making in the health care of people with variations in sex characteristics, and their families;
- Improving LGBTIQ+ data collection to build evidence to enable a better picture of how LGBTIQ+ Canberrans experience ACT Government services; and
- Supporting grassroots LGBTIQ+ organisations and groups seeking to build their capacity and strengthen their long-term viability through an expansion of the Capital of Equality Grants Program.

We will also embark on the evaluation of the Capital of Equality Strategy in preparation for the development of the next set of actions for LGBTIQ+ Canberrans beyond 2023.

We will continue to support the Chief Minister as Chair of Cabinet and the Head of Service as Secretary of Cabinet. This includes process improvements in the administration of Executive Document release. In addition, we will continue to provide advice and support to Cabinet and the Manager of Government Business in the Legislative Assembly, and coordinate and deliver the commitment and action in the Parliamentary and Governing Agreement. We will also publish the second Parliamentary and Governing Agreement Status Report.

Supporting workforce capability

In 2022-23 we will continue to support ACTPS workplaces to be safe and responsive to the changing COVID-19 situation in the ACT community. We will develop policies, guidance and programs that address the risks associated with COVID-19 and our changed working arrangements.

We will introduce progressive improvements to the Graduate Program recruitment process by enhancing user experience and accessibility through new technologies and modern recruitment methods, particularly for people with disability and Aboriginal and Torres Strait Islander people. We will continue to create a strong pipeline for exemplary graduates in the ACTPS, matching skills to our future work.

We will continue to strengthen ACTPS workforce diversity and inclusion. We will do this by promoting cohesive advice, information and education to ACTPS staff and directorates, and

deliver employment programs that achieve positive outcomes and demonstrate the value of diversity and inclusion as a high-performance business strategy.

Following the 2021 Pilot ACTPS Employee Survey we will continue to deliver a whole-of-service survey so that we can analyse workforce trends and patterns to inform strategic decision making.

We will continue to design, deliver and adapt leadership development programs for SES across ACTPS, taking a continuous improvement approach based on evaluations gathered in 2021-22.

We will progress negotiations with unions and bargaining representatives for the common core provisions of the ACT Public Sector Enterprise Agreements. We will continue to develop the foundations for the ACTPS Secure Employment Framework, including drafting associated legislation.

We will continue to facilitate and promote flexible and hybrid working options for our workforce and strengthen our position as the most progressive jurisdiction for flexible working in Australia. We will open new FlexiSpaces providing office amenity in Tuggeranong, Belconnen and Civic to empower our people to balance their professional duties with their personal commitments and lifestyles. We will open a family-friendly workspace in Civic to support employees who may need access to workspace while looking after their child or another person in their care. We will open an Innovation Centre in Civic, accessible to all ACTPS employees, to bring together different sectors of our workforce to collaborate and solve complex problems together

We will work closely with union and employer representatives, business and industry stakeholders to ensure our work health and safety laws better protect workers from exposure to respirable crystalline silica dust in the workplace, and continue implementing the recommendations of the 2018 independent review of the model work health and safety laws.

Informing and engaging the community

In 2022-23 CMTEDD will continue to ensure our public information campaigns and engagements are targeted and effective, so Canberrans have the information they need to ensure they can access services and make informed decisions.

We will work across government to shape the way priority campaigns and creative services are delivered to ensure we are communicating with Canberrans as one government with one voice.

As part of this, we will continue to coordinate and deliver Territory-wide campaigns to support ACT Government priorities such as climate action and infrastructure. We will continue to provide localised information to the community through a range of channels, including Our Canberra and social media. We will support the ACT Government efforts focused on providing businesses with clear information and engagement pathways.

We will continue to improve digital communication channels to make information clear and simple. Our focus will remain on enhancing the Access Canberra website as the key digital

touchpoint for the community and businesses, and refreshing the ACT Government website design system to improve the user experience on ACT Government websites.

We will also continue to lead the provision of public information in times of a Territory emergency, with a focus on enhancing communications with cultural priority groups.

We will continue to provide clear and accessible information on Government services to the Canberra community through various channels including the Our Canberra newsletter, ACT Government social media and key websites such as the YourSay Conversations online platform and the YourSay Panel. This will allow the collection of data on community attitudes to inform key ACT Government priorities and initiatives.

Continuing to drive digital transformation

We will continue to support national forums such as the Data and Digital Ministers, providing advice and guidance for the ACT's leadership and participation in priority initiatives such as Birth of a Child, Digital Identity, and National Data Sharing.

We will deliver more digital services that provide real value to the community, including:

- making it easier for people to prove their eligibility for ACT Government concession programs and services; and
- extending on the foundation capability created enabling a member of the community to notify the government of a 'Change in Circumstances' once through the ACT Digital Account (for example, change of address) and have this advice flow through to update all relevant ACT Government systems of record that rely on currency of information.

We will continue to support ACT Government directorates to implement the ACT Data Governance and Management Framework, including to enhance data sharing across the service for public benefit. This includes working in partnership with directorates and the Data Reform Group to commence development of key whole of government data management indicatives designed to support greater and easier data sharing by:

- making data discoverable through the implementation of a whole of government data catalogue referencing key government datasets and identifying data custodians and stewards, and the development of training materials to support data custodians and stewards in undertaking their roles;
- making data understood through the development of sex, gender and sexual orientation data standards and implementation guidance for use in government systems and data collections;
- building a culture that values data as an asset through the implementation of whole of government data procurement and acquisition guidance; and
- improving data sharing through the implementation of a whole of government data sharing policy and tools to support consistent sharing across directorates and with non-government partners.

We will continue to develop and mature our design and delivery best practice to support the ACT Government to achieve better policy and service delivery outcomes, particularly for initiatives that have technology or data elements to their implementation. We will continue to develop a whole of government view of programs/projects and emerging demands to

enable future prioritisation of technology or data initiatives, and the identification of economies of scale for projects with like needs.

Leading the ACT Government's international engagement activities

In the coming year we will deliver an increased number of trade missions and inbound delegations and other events. These activities are critical for the development of economic, cultural and social relationships, and increasing the international reputation of Canberra in keeping with achieving the 2050 Vision for Canberra, as described in Canberra's International Engagement Strategy.

We will raise our target for the number of businesses we assist with export development, from 25 in 2021-22 to 75 in 2022-23. This comes from our expectation that more businesses will be progressing, or commencing, export activities as pandemic-related impediments to international trade further decline.

We will launch the revised Canberra's International Engagement Strategy, which encompasses additional areas of economic strength in the ACT and identifies additional priority markets for support of exports. We will also launch additional strategies that refine our plans for export assistance, and further define our strategic priorities in our 14 key countries and regions of export focus.

We will implement a customer relationship manager system, which will enable us to accurately chronicle our engagement activities, better coordinate engagement activity across multiple government agencies, more efficiently deliver trade missions and other events, and more quickly and accurately measure and report on international-engagement outcomes.

Improving services to the ACT community and business

We will undertake a focussed business improvement program to identify options and solutions to reduce service pressures and provide for a more sustainable operating model. We will look internally and also work with policy directorates to identify opportunities to improve regulatory and service outcomes for the community.

In 2022-23 we will work to give back time to Canberrans by continuing to make our services simpler and easier by improving website functionality and accessibility. We will continue to work with other directorates to expand our digital service offering, with a focus on end to end digital-first approaches. We aim to better support our customers by delivering efficient, effective user-friendly services on behalf of the ACT Government, regardless of the service channel customers choose. We will ensure our Service Centres provide accessible and convenient services and provide targeted services for those who need additional assistance.

We will continue to support a safe and liveable city by supporting the government's COVID-19 response including through compliance activities, the COVID-19 Helpline and the Business Liaison Line. We will also support our statutory office holders including the Registrar-General, Commissioner for Fair Trading, Construction Occupations Registrar,

Environment Protection Authority, the Utilities Technical Regulator and the Controlled Sports Registrar to fulfil their legislative functions.

We will apply a risk-based approach to regulation and compliance to ensure attention is focused on the areas that pose the greatest risk of harm to the community. In addition, we will continue to support the safety and wellbeing of our staff through our Access Canberra Occupational Violence Action Plan.

We will prepare an amendment to the Duties Act to simplify and update the landholder provisions and will commence the build of a land valuation IT system. We will continue to promote Build to Rent opportunities through the release of a prospectus and engagement in an expression of interest process.

We will improve how we collect and use data to support our risk-based decision making and inform policy development. We will also strengthen regulatory protections in building, planning and environment protection through additional inspectors.

Supporting Canberra's economic development

We will lead and coordinate efforts across government, foster collaboration and work across industry sectors to deliver the transformative projects under CBR Switched On, including developing and delivering the ACT Government Space Strategy to grow Canberra's space and advanced technology sectors and deliver a Space Hub.

In 2022-23 we will release and implement a new arts policy and arts organisation funding framework. The policy will guide engagement with the local arts community and strategic partners to deliver on the strategies identified in Canberra: Australia's Arts Capital – a statement of ambition for the Arts 2021–26. In addition, we will release a new ACT Government strategic plan for Sport and Recreation, highlighting key Territory priorities and activities.

Consistent with the key actions under Skilled to Succeed: skills and workforce agenda for the ACT, we will work closely with industry, government partners and training organisations to ensure initiatives address critical skills shortages and strengthen our skills system for the future, to support the ongoing development of a highly skilled workforce.

We will develop a long-term tourism strategy for Canberra, Tourism 2030, in consultation with industry. This strategy will align to the ACT's economic development priorities in CBR Switched On and Austrade's THRIVE 2030.

We will continue to plan major events for the ACT, including a new Winter Festival to help drive tourism to Canberra over the winter period, and position Canberra as a vibrant, future-focused city by promoting the ACT's strengths in innovation and art. We will also undertake comprehensive planning for a staged consolidation and redevelopment of the Exhibition Park in Canberra, including a new 10,000m² indoor venue.

Leading the Territory's financial management

We will support the Government in delivering the 2022-23 Budget, the 2022-23 Budget Review, the 2023-24 Budget and the Territory's Consolidated Financial Statement while working towards greater automation of the Government's budget production processes,

including expansion and integration of existing financial management information systems. In addition, we will continue to implement and deliver on the government's tax reform program.

We will lead the implementation of the procurement reform program over the next three years to deliver transparent, evidence-based procurement decisions, clear roles coupled with customer focused services to support public servants and businesses throughout the procurement lifecycle and streamlined legislation, policy, process and templates that are efficient, and facilitate timely outcomes.

In 2022-23 we will continue to work with and support agencies in the planning, preparation and conduct of complex goods and services procurements. We will also work with agencies to improve the program management and tracking of complex goods and services procurements.

We will launch the updated Capital Framework, which will include publishing the new website, releasing online training material and developing tools and templates to support directorates.

Performance Analysis

The following section details our performance during 2021-22 by output class. It also includes high-level commentary on performance against our accountability indicator targets, as set in the 2021-22 Budget Statement. Please see the CMTEDD Statement of Performance in Volume 2 of this report for complete accountability indicator results for each output. The Statement of Performance includes descriptions of each indicator, how results are measured and detailed explanations for significant variations from the target.

Output 1.1 Government Policy and Reform Overview

Through this output we provide advice and support to the Chief Minister, the Head of Service, and the Director-General on complex policy matters. We perform a central agency coordination role in strategic planning, social, economic, and regional policy, including high priority reforms and effective delivery of government policies and priorities. We also work closely with the Coordinator-General, Whole of Government (Non Health) COVID-19 Response role.

Policy and Cabinet delivers this output by:

- Providing ongoing advice to the Chief Minister and the ACT Government in relation to whole of government policy development and priorities, and the implementation of key government decisions.
- Supporting the Chief Minister as Chair of Cabinet and the Head of Service as Secretary of Cabinet.
- Supporting the Head of Service as Chair of the Strategic Board and providing advice on whole of service issues.
- Supporting the Minister for Business and Better Regulation in delivering the Better Regulation Taskforce to improve the experience of businesses operating in the ACT.
- Leading, coordinating and monitoring policy and project initiatives to promote across government outcomes and delivery.
- Supporting the development and improvement of policy capabilities, including design and evaluation, across government.
- Leading and coordinating the ACT Government's participation in interjurisdictional forums such as National Cabinet, National Federation Reform Council (NFRC), Council for the Australian Federation (CAF), First Secretaries Group, First Deputies Group, and the Council of Capital City Lord Mayors (CCCLM). This includes the ACT's engagement with regional leaders and local governments, including through the Canberra Region Joint Organisation (CRJO).
- Participating in a National Security Coordination function which was established in 2021-22 to enhance awareness of collaboration and strategic oversight and direction

on national security matters of relevance to the ACT. This new arrangement enables a one service approach and ensures strong participation in relevant intergovernmental forums including the National Cabinet and First Secretaries' Group.

- Through the Coordinator-General, Climate Action, leading and coordinating the ACT's emissions reduction initiatives and undertaking climate policy analysis to improve Canberra's resilience to the effects of a warming climate.
- Providing advice and support to Cabinet and the Manager of Government Business in the Legislative Assembly.
- Leading and supporting initiatives that improve recordkeeping capability and information governance practices across government.
- Advocating for digital recordkeeping design considerations in new technologies that support ACT Government business.
- Increasing opportunities for the community to connect with ACT Government archives.
- Through the Office of LGBTIQ+ Affairs, implementing the ACT Government's Capital of Equality Strategy 2019-2023 to deliver equitable outcomes for Canberrans of diverse sex, gender, sexuality and relationships and make Canberra the most LGBTIQ+ inclusive city in Australia.
- Using the Wellbeing Framework's focus on outcomes across the range of domains to encourage greater consideration of the linkages that contribute to overall wellbeing and support a greater whole of government consideration of issues, including across directorates and agencies when policy and service delivery proposals are being developed and considered by government.

Performance

Accountability indicators

7 met 0 not met

We met all seven of our accountability indicators for this output in 2021-22. Activities to date include: provision of advice to government on options to prohibit deferable medical interventions on intersex children in the ACT; working with directorates and provision of advice to government on the response to COVID-19, through the Office of the Coordinator-General, Whole of Government COVID-19 Non-Health Response; and continued embedding of the Wellbeing Framework, including its integration in the Budget and Cabinet decision making processes and commenced development of improved strategic and accountability indicators based on wellbeing.

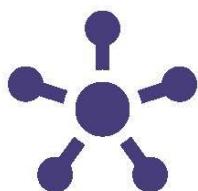
Other key accountability indicators met cover policy and project initiatives targeted at coordinating the delivery of the Government's agenda of emissions reduction and climate adaptation and resilience projects. The initiatives delivered in 2021-22 were: commence phased introduction of the Sustainable Households Scheme; commence expression of interest to deliver the ACT distributed large scale battery storage system; support the Climate Action Cabinet Subcommittee to implement the ACT Government's climate agenda,

including through facilitation of regular cross-directorate workstream meetings on fossil-fuel gas phase out, climate adaptation and resilience, household and community energy efficiency programs and zero emissions transport.

Highlights

Government Policy and Reform

24 National Cabinet, **three** Council for the Australian Federation of the First Ministers, **one** National Federation Reform Council and **one** Council of Capital City Lord Mayors meetings.



Established **43** individual occupational registrations into the Commonwealth's Automatic Mutual Recognition Scheme.

Published the Better Regulation Report, the Better Regulation Agenda for the ACT, and Supplying to ACT Government: a Step-by-step Guide.



Wellbeing Impact Assessments became a formal Cabinet requirement.

In 2021-22, we delivered a range of projects including:

- Through the Office of LGBTIQ+ Affairs, the First Action Plan (2019-2022) was completed and its progress was reported to the Legislative Assembly.
- Launching the Second Action Plan for the Capital of Equality Strategy (2022-23) in March 2022, to improve outcomes for LGBTIQ+ Canberrans. The Second Action Plan builds on the foundation laid by the First Action Plan to drive change and equitable outcomes for LGBTIQ+ Canberrans in all aspects of life, and to make Canberra the most welcoming and inclusive city in Australia.
- Launching guidance to support gender affirming care for mental health – a cross government and community initiative developed by the Office for Mental Health and Wellbeing, the Office of LGBTIQ+ Affairs, A Gender Agenda, Meridian and relevant experts in gender affirming care.

- Providing additional funding to A Gender Agenda to maintain training and education services, intersex-specific support, and peer-led navigation and information services for trans and gender diverse Canberra residents.
- Commencing work to develop detailed implementation plans and begin delivery of the ACT Health Directorate's LGBTIQ+ Health Scoping Study.
- Launching the ACT wellbeing data dashboard in April 2021. The dashboard includes data and information on 100 measures across the 12 domains and 56 indicators that make up the ACT Wellbeing Framework. As wellbeing is embedded in government processes and reporting, the dashboard will support evidence-based decision-making and targeted investment where it is most needed.
- Concluding the Better Regulation Taskforce Discovery Phase which saw us gather comprehensive feedback from business, review legislation, and review regulatory best practice. After analysing the findings from the discovery phase, we published the Better Regulation Report and the Better Regulation Agenda for the ACT.
- Under an ambitious timeframe, leading the policy and legislative implementation of the Commonwealth's Automatic Mutual Recognition Scheme (AMR), ensuring 43 individual occupational registrations could enter the Scheme on 1 July 2022. We put in place legislative instruments to ensure the effective operation of AMR in the Territory to increase labour mobility and flexibility for businesses and individuals, as well as seven declarations to exempt certain occupations because of a significant risk to consumer protection and/or the health and safety of workers or the public. We also worked with regulators to ensure there was clear, consistent information for workers on how AMR will operate in the Territory.
- Progressing reforms to improve support and decision-making in the health care of people with variations in sex characteristics and their families, including conducting extensive consultations to design a nation-leading scheme that meets community needs and expectations.
- From 1 January 2022 Wellbeing Impact Assessments (WIAs) became a formal requirement for all Cabinet Submissions, following legislative changes to the *Freedom of Information Act 2016*. WIAs have been created to help the ACT Government plan for and make decisions based on a fuller understanding of the impacts proposals have on wellbeing in the ACT. Over 1,000 ACTPS staff have attended information and training sessions on how to analyse and consider wellbeing impacts.
- The use of WIAs in Cabinet supports the continuing implementation of the Wellbeing Framework and follows on from the use of WIAs in the 2020-21 Budget process. We have published the WIA template on the Wellbeing website, so community groups and members of the public have an opportunity to see how the Government is considering wellbeing impacts in these processes.
- In 2021-22 we continued to deliver the ACT Evidence and Evaluation Academy, an evaluation capability-building program that is supporting 24 participants from across the ACT Public Service to pursue evaluation projects directly related to their work. The Academy includes a series of workshops facilitated by leading evaluation educators, 1:1 coaching and mentoring, interaction with a group of Executive Evaluation

Champions, and culminates in a Final Presentation Day at which participants showcase their projects.

To support records management and digital recordkeeping capability we:

- Commenced the implementation of a five-year plan for improving the maturity of records and information capabilities across the ACTPS, informed by the strategic assessment of ACTPS digital recordkeeping capability in 2019-20. Initiatives underway include designing and promoting activities during Information Awareness Month in May as an annual event and standardising recordkeeping induction training content across ACT Government.
- Launched the ACT Memory in April 2022, a database that brings together a range of data about ACT government archives and makes it publicly searchable for the first time. The launch of ACT Memory is an important contribution to open government in the ACT and supports our commitment to increasing open and transparent access to government information.
- Led the Council of Australasian Archives and Records Authorities' (CAARA) working group on Access to Records of Out-of-home Care to produce the document Maximising access to Care Leaver's Records. Primarily targeted at Record Holders within CAARA institutions and government organisations, this publication offers practical advice in providing services that support maximum access to records and information needs of people who have experienced out-of-home care.
- Introduced consistent evidence and validation requirements for annual agency maturity self-assessments on recordkeeping to build the evidence base for continuous improvement.

Our other activities in 2021-22 included:

- Delivering a Collaboration Deed and market capacity reporting with Infrastructure Australia (IA) to support the provision of information for IA's Market Capacity Program.
- Developing a strategic approach to the Canberra Region Economic Development Strategy through collaboration with counterparts in the NSW Government and Canberra Region Joint Organisation (CRJO).
- Working with our colleagues in the NSW Office of the Cross Border Commissioner to ensure service provision and movement between the ACT and NSW during border closures.
- Supporting the Chief Minister's attendance at the meeting of the NFRC on 10 December 2021. We also supported the Chief Minister's attendance at the Council for the Australian Federation on 9 December 2021, 27 April 2022, and 16 June 2022.
- Publishing the Supplying to ACT Government: A Step-by-Step Guide on the Procurement ACT Website to make it easier for businesses to get started in supplying to ACT.
- Improving our secure meeting capabilities with the installation of larger and more advanced secure telepresence facilities in ACT Government buildings, supporting meeting of ACT Government Ministers, including in times of national crisis.

We continued to progress work from previous years, including:

- Coordinating the Parkwood Urban Release Area Governance Steering Committee to facilitate ongoing cooperation and negotiation on the provision of government services and infrastructure to the Parkwood development.
- Supporting the delivery of services to Jervis Bay Territory under an existing Memorandum of Understanding (MoU) with the Commonwealth Government.
- Supporting the ACT's participation in the CCLM, who advocate on behalf of Australia's capital cities.
- Engaging with the NSW Government and local councils on issues that impact the Canberra Region. This has included supporting implementation of the MoU on Regional Collaboration between the NSW and ACT Governments and continuing to work with local councils as an associate member of the CRJO.
- Supporting the ACT Government's engagement with National Cabinet; in 2021-22, we provided strategic advice, including on COVID-19 and National Security matters and administrative support for the Chief Minister and Head of Service's attendance at 24 meetings of the National Cabinet.

Coordinator-General for the Whole of Government (Non-Health) COVID-19 Response

The ACT Government established the role of Coordinator General, Whole of Government (Non-Health) COVID-19 Response (Coordinator General) in March 2020. The ACT's whole of government emergency arrangements continued throughout 2021-22 to respond to the complex and dynamic nature of COVID-19, including the emergence of Omicron.

The Office of the Coordinator-General, Whole of Government (Non-Health) COVID-19 Response sits within Policy and Cabinet Division and also supports the ACT's engagement with National Cabinet and the National Coordination Mechanism of National Cabinet.

The role of the Coordinator-General continues to draw together the efforts of all directorates and agencies, ensuring health and non-health related COVID-19 work is aligned, and responses are well-coordinated and working efficiently. The Coordinator-General also maintains sound governance, decision-making and other processes, and support a strategic approach on longer term issues.

In 2021-22 the Coordinator General worked closely with all directorates and agencies, including:

- Planning, through the Strategic Board and Coordinator-Generals' Group, for different scenarios that could unfold in response to COVID-19, allowing consideration of the business continuity, health, economic and social implications of different approaches.

- Driving whole of government responses to issues such as the vaccine rollout, managing the resilience of the ACT's health system, transitioning the ACT to COVID-normal settings. Through the Coordinator-General, the ACT continues to work closely with other directorates, the Commonwealth and other states and territories in discussing matters of national significance.

The cross-government forum the Coordinator-General's Group has continued to review administrative processes and practices across government throughout the COVID-19 Public Health Emergency.

The role of the Coordinator-General will continue into 2022-23 as COVID-19 continues to be a significant issue facing the ACT and the nation. Our focus in 2022-23 will include engaging with national efforts to support the health system, assisting in addressing the skills shortage and continuing to coordinate the ACT's response to the ongoing challenges associated with high numbers of COVID-19 cases.

Coordinator-General for Climate Action

The Parliamentary and Governing Agreement (PAGA) for the 10th Legislative Assembly includes an ambitious agenda for climate action in the ACT. To meet this agenda, the ACT Government established the Office for Climate Action (the Office) in 2021 to oversee the delivery of major projects, coordinate activities across government and identify ways to increase climate adaptation and resilience.

Over the past year the Office has established processes to ensure effective oversight on the delivery of climate commitments, including through:

- Initiating a cross-directorate Climate Action Steering Committee to oversee implementation and coordinate reporting on programs relating to transport, fossil fuel gas transition and energy, household and community energy efficiency, and resilience and adaptation climate initiatives.
- Supporting the Climate Action Cabinet Subcommittee in its role as secretariat and coordinating directorates to bring items forward for consideration.
- Coordinating the Strategic Board Climate Action Committee to discuss cross-cutting risks to the delivery of commitments and to ensure Subcommittee materials provide sufficient information to support decisions by Cabinet.
- Reviewing the Government's approach to communicating and engaging with the community around new and current ACT Government initiatives for climate action, which resulted in the launch of the new 'Everyday Climate Choices' website on 31 January 2022 to help Canberrans adopt easy climate action choices and adapt to a changing climate.

- Undertaking a whole of government climate change risk assessment, to understand climate risks to government and inform policy and planning on adaptation.
- Co-leading the delivery of key climate action initiatives with the Environment, Planning and Sustainable Development Directorate, including the rollout of the \$150 million Sustainable Household Scheme and procurement for the \$100 million Big Canberra Battery.

As we move into 2022-23, the Office will focus on supporting the delivery of priority PAGA commitments around phasing out fossil fuel gas, coordinating the delivery of the \$50 million Vulnerable Household energy Support Scheme and expanding Zero Emissions Vehicles uptake in the ACT, to meet our 2045 emissions reductions targets. We will work across government to embed adaptation planning and risk management into our operations, while undertaking analysis to understand optimal emissions reductions opportunities for the Territory, building resilience while achieving our objectives.

Future direction

In 2022-23, we will continue to support the Government by regularly advising Cabinet on the development, agreement to and implementation of ACT Government policies and programs.

- We will continue to support the ACT's intergovernmental relationships and forum participation by:
- Engaging with the NSW Government and local councils on matters that impact the Canberra Region, including collaboration through the CRJO, and negotiating the development of a new ACT-CRJO Memorandum of Understanding.
- Working with the NSW Government and other relevant parties on the provision of government services and infrastructure to the Parkwood development.
- Working with the Australian Government on service delivery to Jervis Bay Territory.
- Working with the Australian Government and other relevant parties on matters relating to Canberra's status as the National Capital.
- Supporting the participation of the Chief Minister, Head of Service and other senior officials in intergovernmental forums such as National Cabinet, Council for the Australian Federation, the First Secretaries Group and First Deputies Group.

We will continue to oversee implementation of the ACT Government's Capital of Equality strategy, by:

- Finalising reforms to protect the rights of intersex people and provide better support to them and their families.
- Overseeing implementation of the Second Action Plan for the Capital of Equality strategy, to further improve the wellbeing of LGBTIQ+ Canberrans.
- Providing grant funding to support and strengthen Canberra's LGBTIQ+ communities.

To continue the delivery of key climate action initiatives in 2023-23 we will:

- Continue to implement the highly successful Sustainable Household Scheme, including expanding the program to include not-for-profit community organisations, to assist ACT households to improve the comfort of their homes while reducing costs and emissions.
- Coordinate the delivery of the \$50 million Vulnerable Household Energy Support Scheme which will improve building efficiency and sustainability for social and public housing, and low-income owner-occupiers, to reduce their home energy consumption and support resilience.
- Complete procurement for the large grid connected component of the Big Canberra Battery, which will deliver at least 250 megawatts of new large-scale battery storage capacity across the ACT, to increase energy security and reliability for Canberrans. We will also undertake procurements for batteries at smaller scales, including small behind the meter batteries at government sites, to further ease the pressure on the network and put downward pressure on electricity prices.

Through the Government's Better Regulation Agenda, we will:

- Continue to put in place the best settings for business recovery, longer-term growth and regulation in the ACT. The Better Regulation Agenda will make Canberra a place where it is easy to start up, run and grow a business.
- Support regulators to create certainty for business; ensure consistency of information; and facilitate clear and open communication between business and government on regulatory issues.
- These actions will be progressed through two streams of government reform. Stream one: policy and legislation will make continual improvements to the rules, regulations, and processes. Stream two business experience and regulator practice will make government and business interactions better, faster and simpler. These streams will be progressed in parallel during 2022 and 2023 so that improvements for business are delivered as quickly as possible.
- We will continue to provide advice to Government on national regulatory reforms and engage with the Commonwealth and other jurisdiction to progress deregulation. We will continue to support ACT Government directorates and regulators on the operation of the Automatic Mutual Recognition Scheme (AMR).
- Contributing to the ACT Government's National Security Coordination function to ensure a sound understanding of national security threats and risks to the ACT.

**Further
information**

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Output 1.2 Workforce Capability and Governance

Overview

Through the Workforce Capability and Governance output, we provide an employment and policy framework to support a professional, skilled and accountable public service that is responsive to the ACT Government and the community. We also manage whole of government capacity building programs.

Workforce Capability and Governance delivers this output by:

- Developing and reviewing whole of government employment policies, regulations and standards and providing industrial relations services to support better employment practices.
- Leading, supporting and coordinating enterprise bargaining, enterprise agreement implementation and application across the service.
- Driving transformational and cultural change to support the adoption and enablement of flexible working across the ACTPS.
- Developing and implementing ACTPS SES leadership development and capacity building programs, including strengthening workforce diversity and inclusion, including delivery of programs for graduates, Aboriginal and Torres Strait Islander people, and people with disabilities.
- Maintaining and monitoring whole of government ethics and accountability frameworks.
- Supporting the Head of Service, the Public Sector Standards Commissioner, the ACT Remuneration Tribunal, the Strategic Board and its sub-committees and the Secure Local Jobs Code Registrar.
- Managing the Secure Local Jobs Code certification scheme and Ethical Treatment of Workers Evaluation, assisting Territory entities and tenderers to meet their legislative obligations under the Code and undertaking education and awareness raising activities on the implementation of the Code.

Performance

Accountability indicators

7 met or exceeded 1 not met

We met or exceeded seven of our accountability indicator targets against this output. We exceeded our targets for:

- 1.2a – ACTPS Graduate Program positively impacts on business area outcomes and objectives – (89 per cent of graduate supervisors provided a program rating of 4-5 for the 2021 ACTPS Graduate Program).

- 1.2d - Conduct Vocational Employment Programs for Aboriginal and Torres Strait Islander Peoples and People with Disability (92 per cent of participants completed the programs).
- 1.2g – Issue Secure Local Jobs Code Certificates within five working days – (98.7 per cent met the timeframe following receipt of complete and correct audit report).
- 1.2h – Conduct SLJC Training sessions for industry and ACT Government (50 training sessions were conducted in 2021-22)

We did not meet our accountability indicator target for 1.2e – Support the Workforce Transformation program. Wayfinding technology was introduced at 480 Northbourne Avenue and 220 London Circuit. However, due to complexities in preparing design documentation and tender materials, and a transition of project management responsibility, the flexi working hubs in Belconnen and Tuggeranong are now scheduled for completion in the 2022-23 financial year.

Highlights

Workforce Capability and Governance

92% of participants completed the **ACTPS Vocational Employment Programs** for Aboriginal and Torres Strait Islander Peoples, and People with Disability.



Launched a renewed **ACT Public Sector Integrity Framework** and **ACTPS Code of Conduct**.

Conducted the **ACTPS Employee Survey**



In 2021-22, we continued to support the ACTPS to respond to the ongoing COVID-19 pandemic through whole of government work health and safety policy and guidance materials. This included consulting broadly with stakeholders and updating guidance to reflect changes in test, trace, isolate and quarantine requirements in the ACT as restrictions eased and as the responsibility for identifying contacts after a workplace exposure moved to the employer. The new guidance included information on considering the use of rapid antigen tests, ventilation in the workplace and assessing the risk to people who have been exposed to someone who has tested positive for COVID-19 in the workplace.

In 2021-22, we continued to support youth employment by leveraging the Youth Support Package through the ACTPS Graduate Talent Bank Program. The talent bank provides the ACTPS with an essential human resource pipeline, supporting the medium and long-term

capacity of the ACTPS to deliver on the ACT Government's agenda. With support from the Talent Bank Program, the ACT Government Graduate Program employed 65 graduates in 2022.

We strengthened workforce diversity and inclusion in the ACTPS by:

- Completing a whole of government research project to better understand diversity and inclusion in the ACTPS workforce that resulted in expanded workforce diversity targets and a refreshed strategic focus.
- Expanding our workforce diversity goals for Aboriginal and Torres Strait Islander peoples to 3 per cent of the ACTPS workforce by 2026, and for people with disability to 5 per cent of the ACTPS workforce by 2026.
- Implementing a whole of government key performance indicator (KPI) to measure and track workforce inclusion.
- Conducting a diversity and inclusion 'deep dive' on results from the 2021 ACTPS Staff Survey, which helped us to better understand how staff from a range of communities experience their work and workplaces.
- Providing free e-learning to staff across the service on Aboriginal and Torres Strait Islander cultural awareness and other inclusion topics such as unconscious bias.
- Implementing a dedicated Cultural Awareness learning outcome for ACTPS Graduates.
- Coordinating the Aboriginal and Torres Strait Islander Vocational Employment Program and the Inclusion Vocational Employment Program for People with Disability. During the reporting period a total of 11 out of 12 participants successfully completed these 18-month programs and have now been appointed as permanent officers.
- Coordinating an 18-month Pilot Neurodiversity Program in partnership with leading neurodiversity employment recruiters Specialiststearne, to harness the significant skills and business-value offered by neurodiverse candidates.
- Improving the experience of Aboriginal and Torres Strait Islander applicants for the ACTPS Graduate Program including implementation of improved cultural safety and pastoral care at recruitment and a tailored employee value proposition.
- Continuing to embed the 2020 Veterans' Employment Strategy including being awarded Gold Pledge Partner Status by the veteran's advocacy group Soldier On.

To address future workforce needs and build capability in the ACTPS we:

- Continued to improve the ACT Government Graduate Program and related Talent Bank Program to support young people to find jobs in the community and create a key capability pipeline into the Service.
- Revised the ACT Government Graduate Program employee value proposition, marketing and selection processes to attract, select and retain a diverse range of skilled graduates into the Service during the current skills shortage.
- Designed and delivered leadership development programs for SES based on the findings of the 2020 review of senior executive leadership and leadership development. These initiatives ensure the ACTPS is well positioned with capable leaders who can respond to current and future challenges facing the ACTPS.

- Commenced placing SES in internal mobility opportunities.
- Successfully implemented a whole of government learning management system – ACTGOV Learn.
- Delivered the 2021 Pilot ACTPS Employee Survey in July-August 2021 and achieved a 58 per cent overall participation rate. The survey results and analysis will provide insights into areas where we can leverage our strengths and target improvements to our performance for both our employees and the ACT community.

As part of coordinating enterprise bargaining and enterprise agreement implementation we:

- Rolled over all enterprise agreements for one year without substantial change to conditions of employment. This addressed delays in the bargaining process (which had commenced in March 2021) due to the unions and Government negotiation team responding to other emerging and urgent COVID-19 related issues. This approach ensured that workers' pay rises were not unnecessarily delayed. The replacement agreements are due to nominally expire on 31 October 2022 and include two pay rises of 1.35 per cent paid in December 2021 and June 2022 respectively. The Fair Work Act 2009 provides that an expired agreement continues in force until replaced.
- Issued Notice of Employee Representational Rights for the current round of bargaining in February 2022. Formal bargaining with union and non-union representatives is ongoing.

To deliver this output in 2021-22 we also:

- Continued to drive the adoption and enablement of flexible working across the ACT Public Service. We delivered wayfinding technology at 480 Northbourne and 220 London Circuit. We also commenced planning for the establishment of 'flexi-spaces': offices accessible by ACTPS employees located in Tuggeranong and Belconnen, and an Innovation Centre at the Canberra Nara Centre, designed to facilitate collaboration, learning, workshops and other problem-solving activities.
- Progressed the development and endorsement of a flexible work strategy which will help position the ACT Government as the most progressive jurisdiction in Australia for the way we work. This program will sustain and improve upon the positive impacts of flexible work whilst maintaining focus on outcomes and productivity.
- Continued to provide secretariat support to the ACT Remuneration Tribunal in reviewing remuneration, allowances and other entitlements for Members of the Legislative Assembly, full-time Statutory Office Holders, Executives, the Judiciary and Part-time Public Office Holders as part of their Spring and Autumn sittings.
- Delivered the ACT Public Service Awards for Excellence.
- Prepared the 2020-21 State of the Service Report.
- Provided advice to directorates and agencies in relation to the Annual Report Directions that applied during 2020-21 and the revised tabling timeframes due to the COVID-19 pandemic. We also updated the Annual Report Directions for 2021-22.
- Updated the Guidelines to the Caretaker Conventions that applied for the 2022 Commonwealth Election and provided advice to directorates and agencies in the implementation of these Conventions.

- Updated the Governance Principles for Appointments to Boards and Committees.
- Issued a Request for Tender in relation to ACT Public Service Job Sizing and Work Value Assessments for Executive and Non-Executive Positions and Related Remuneration Services.
- Continued to provide technical and advisory support to the Human Resources Information Management Solution (HRIMS) project on matters relating to the employment framework.
- Successfully implemented recommendations from the review of the operations of the Secure Local Jobs Code including launching the Ethical Treatment of Workers Evaluations, to strengthen procurement practises and legislative changes to support monitoring compliance with the Code.
- Commenced work on developing the policy and stakeholder engagement framework that will give effect to the ACT Government's commitment in the Parliamentary and Governing Agreement to implement a secure employment framework. The framework is based on the presumption that work will not be contracted out where it could be performed by public servants.

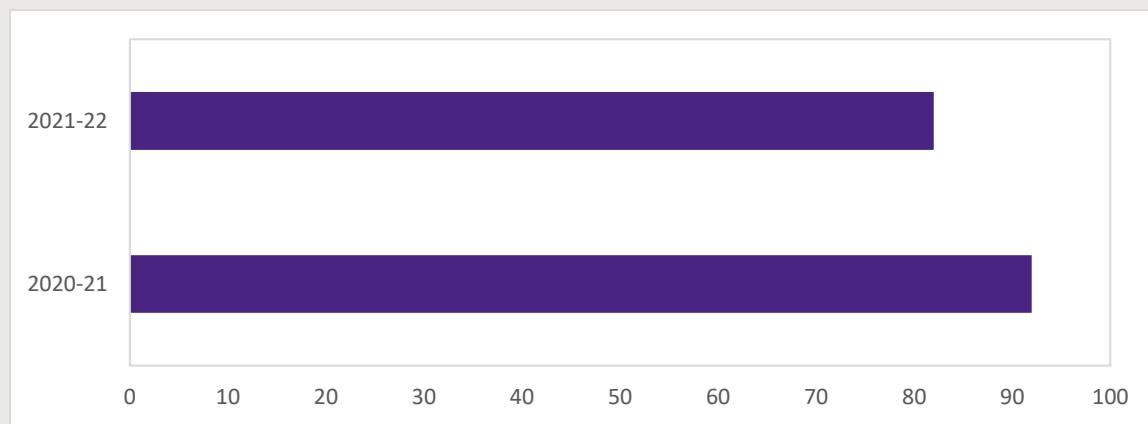
Professional Standards Unit

During 2021-22, the directorate released an updated ACT Public Sector (ACTPS) Integrity Framework comprising of five key documents underpinning integrity within the ACTPS. The suite of documents includes a new ACTPS Code of Conduct. Work continued with the ACT Integrity Commissioner and his staff on potential amendments to the *Integrity Commission Act 2018*. The directorate will prioritise this important work during 2022-23 in the lead up to the statutory review of the *Integrity Commission Act 2018*.

The directorate also facilitated and coordinated the whole of government response to the ACT Auditor-General's report on fraud prevention that will be tabled in the Assembly in August 2022.

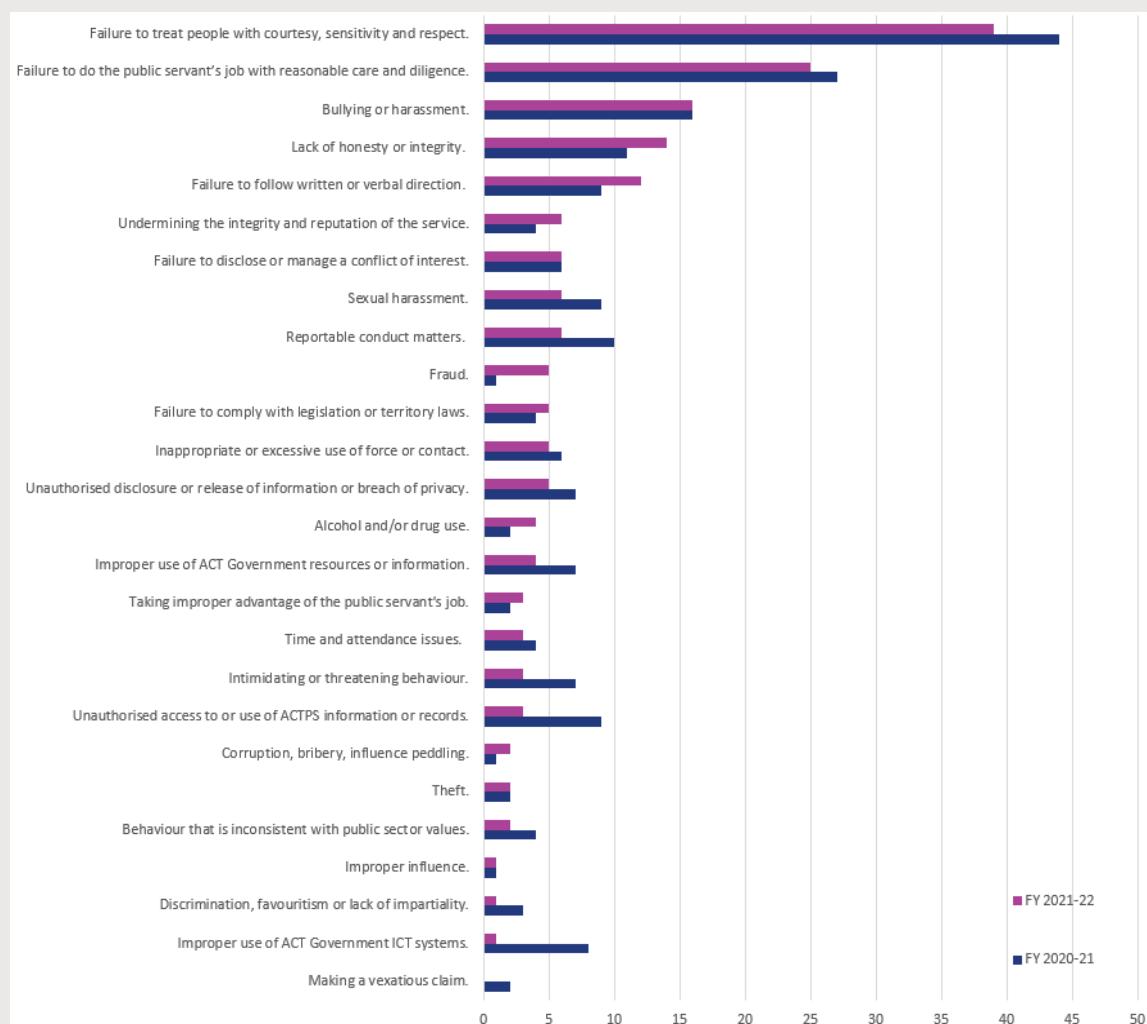
The directorate supports the function of the Public Sector Standards Commissioner (PSSC) through the Professional Standards Unit (PSU), which provides administrative and investigative support for misconduct matters. During the 2021-22 financial year, the PSSC referred 82 misconduct related matters to the PSU for investigation or management, a decrease of 11 per cent from the previous financial year (see figure 1).

Figure 1: Referrals received by PSU by financial year



The two most prevalent reasons for referral to the PSU during 2020-21 and 2021-22 were ‘Failed to treat people with courtesy, sensitivity and respect’ and ‘Failed to do the public servant’s job with reasonable care and diligence’. In 2021-22 there has been a reduction of 11 per cent in inappropriate behaviour misconduct and seven per cent reduction in public servant's failing to undertake their job with reasonable care and diligence (see figure 2).

Figure 2: Alleged misconduct referred to PSU by financial year

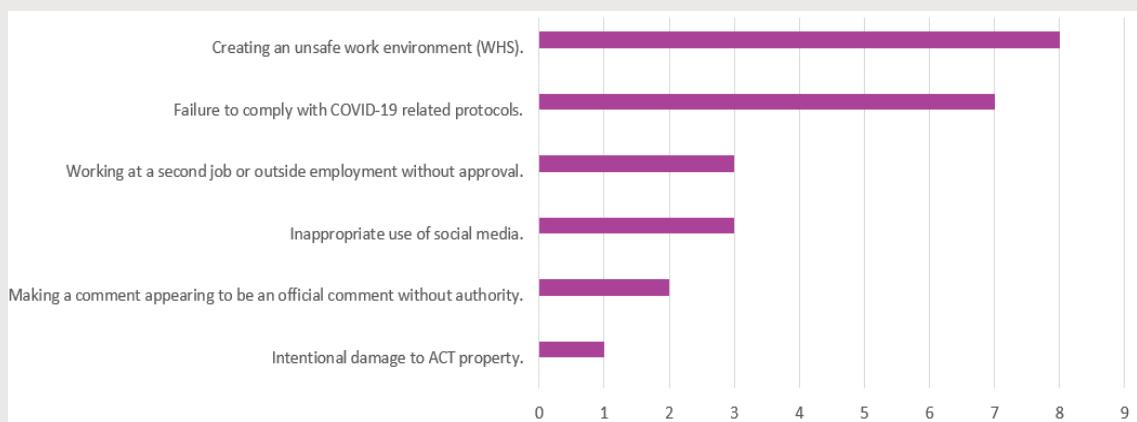


Additionally, during the reporting period, the PSU observed a number of new emerging trends of alleged misconduct (see figure 3) including:

- Creating an unsafe work environment,
- COVID-19 related protocols, and
- Not disclosing second job.

Given this observation, the PSU will work with directorates and public sector entities to support the development and revision of policies on the emerging misconduct trends.

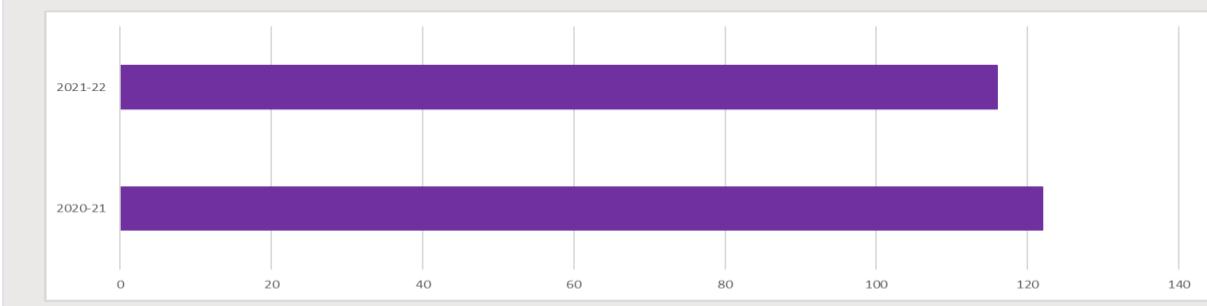
Figure 3: Emerging misconduct allegations referred to PSU in 2021-22



The PSU completed and provided 11 admission statements and 53 comprehensive investigative reports to delegates of the PSSC for consideration under the relevant enterprise agreements. In addition, external investigation services had also completed and provided four investigative reports. During the reporting period, the PSU continued to receive positive feedback from directorates and public sector entities and Appeal Panels on these investigative reports.

The PSU is working with directorates and public sector entities to reduce the overall timeframes for the whole misconduct process from the moment the alleged misconduct is notified within the directorate to findings and sanction outcomes of misconduct. During 2021-2022, the PSU refined its investigative practices and processes, which saw nearly 80% of investigations completed in an average of 86 workdays when delays beyond the control of the PSU are taken into account. However, some matters with significant delays continued to impact the total average time taken to complete investigations, which decreased this year from 122 workdays to 116 workdays (see Figure 4). A number of factors contribute to the length of time between a referral being received by the PSU and an investigation being completed such as incomplete referral documentation, the availability of key witnesses, respondent fitness for duty and participation in an investigation process. The PSU will continue to review the entire misconduct process to explore further efficiencies and practice improvements to proactively manage these factors and minimise delays where possible in the new reporting period.

Figure 4: Average time taken by PSU to complete misconduct investigations by financial year



Throughout the reporting period, the PSU introduced structural changes and information technology enhancements that contributed to efficiencies. It is anticipated that these changes will put the PSU in a better position to support the PSSC and the ACTPS into the future.

The PSU continued to support employee relations teams throughout the ACTPS through regular communication, provision of timely advice and assistance concerning misconduct, integrity, and behavioural issues.

In addition to providing support for misconduct and behavioural issues, the PSU also introduced a renewed ACTPS Integrity Framework (the Framework) to strengthen integrity and governance across the ACTPS. This Framework included a revised ACTPS Code of Conduct, which was enhanced with further focus on the ACTPS Values and Signature Behaviours. The Framework will not only contribute to improving public administration agility, responsiveness and innovation but will also enhance government and community confidence. The Framework provides guidance to promote public employees maintaining a high degree of integrity under the revised legal framework and will enable delivery of services in an efficient, fair, and accountable manner.

The Framework includes:

- The ACTPS Integrity Framework document and the ACTPS Integrity Governance Policy for assessing integrity risks and providing guidance on the development of appropriate policies and processes to strengthen integrity.
- An updated Public Sector Management (ACT Public Sector) Code of Conduct 2022 which includes enhanced information about the ACTPS values and signature behaviours to guide employees in relation to their responsibilities, and to positively shape ACTPS culture.
- The Decision Makers Handbook and Governance Checklist to enhance the good governance where systems and structures need to be supported by effective leadership and organisational culture.

Future direction

In 2022-23 we will:

- Deliver leading edge and contemporary employment conditions for the current and future ACTPS workforce.
- Deliver insights into the emerging needs of the ACTPS workforce and implement operational reform building on those insights (for example, the Secure Workforce Conversion).
- Deliver a whole-of-service employee survey so we can analyse workforce trends and patterns to inform strategic decision making.

- Translate data and analytics into workforce insights that will drive high performance by channelling efforts into priority issues.
- Complete strategic whole of government projects and build the strategic capability of the Service.
- Drive the hybrid and flexible work agenda including creating innovative workspaces and practices. This involves the creation of flexi working hubs in Belconnen and Tuggeranong, the establishment of an ACTPS Innovation Centre in the Canberra City and the uplift of capabilities to effectively embed productive hybrid work practices and the continued achievement of outcomes.
- Guide cultural change across government to achieve greater collaboration and innovation in the delivery of the ACT Government's priorities.
- Lead whole of ACTPS senior executive leadership development including SES Induction, career development, leadership development and mobility to ensure the ACTPS has the required mix of leadership capabilities to support the ACTPS now and into the future.
- Coordinate the ACTPS Graduate Program, including driving a national attraction campaign to attract top talent from across the country; implementing a targeted, effective and efficient selection of suitable graduates; supporting up to 70 graduates throughout three placements across the ACTPS; and designing and coordinating a contemporary program of learning and development to support graduates for a rewarding career into the future.
- Elevate the workforce diversity and inclusion agenda by promoting cohesive advice, information, education to ACTPS staff and directorates and delivering employment programs that achieve positive outcomes and demonstrate the value of diversity and inclusion as a high-performance business strategy.
- Review the operation of the Secure Local Jobs Code package of measures including the new Ethical Treatment of Workers Evaluation launched in February 2022.

**Further
information**

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Output 1.3 Coordinated Communications and Community Engagement

Overview

Through the Coordinated Communications and Community Engagement output, we deliver communications support and protocol services to the ACT Government and community.

Communications and Engagement delivers this output by:

- Delivering priority communications and engagement activities for the Chief Minister and the directorate's ministers.
- Providing whole of government advice and assistance on priority campaigns, strategic communications activities and community engagement policies and practices.
- Leading and supporting a coordinated communications response in times of crisis.
- Providing research and insights services and management of the YourSay Community Panel and digital engagement platform YourSay Community Conversations.
- Managing the ACT Government's key channels including Our Canberra and ACT Government Facebook, Twitter, Instagram and LinkedIn.
- Preparing an annual whole of government communications and engagement plan to outline the Government's priority public information campaigns and engagements.
- Providing high-quality creative design and production services to CMTEDD and the ACT Government.
- Providing ceremonial and protocol services to the Chief Minister.
- Managing whole of government communications services including media monitoring, video production and procurement arrangements for creative services and media buying.

Performance

Accountability indicators

2 met or exceeded 2 not met

We met or exceeded two of our accountability indicator targets against this output, exceeding our target for:

- 1.3a – Annual number of ACT Government digital mail newsletters. We distributed 24 newsletters against a target of 20 due to a more frequent publishing schedule including COVID-19 updates.
- 1.3c – Annual whole of government Communications and Engagement Plan. We delivered and published this plan on the Our Conversations webpage on the YourSay website, meeting our target.

We did not meet our target for:

- 1.3b – Annual number of ACT Government Our Canberra newsletters. We distributed 10 newsletters against a target of 11. An edition was not delivered in September 2021 due to COVID-19 lockdown, resources were deployed to providing daily information for the community over digital channels.
- 1.3d – Annual number of YourSay Community Panel surveys conducted. We conducted 15 surveys against a target of 16. Fewer surveys were conducted between August and October 2021 due to the COVID-19 lockdown.

Highlights

Coordinated Communications and Community Engagement

Total followers across all **social media** channels **107,006**.
Total channel growth **23%**.



87% of Canberrans (on average) felt **well informed** about **COVID-19**.



46 engagements on **YourSay community conversations**, attracting **21,310** contributions.



Record number of Canberrans are part of **YourSay Community Panel**.

Up until December 2021, we continued to operate the Public Information Coordination Centre (PICC) for COVID-19. Our work in the PICC ensured the community remained well informed with up to date COVID-19 information, in particular through the ACT lockdown period between August and October 2021. When surveyed in 2021-22, an average of 87 per cent of the community reported they felt well informed during COVID-19.

Across 2021-22, the YourSay Panel grew to over 6,000 Canberrans, while the engagement on surveys also grew in comparison to previous years. The group size allows us to gather statistically representative data to better understand the behaviours and attitudes of Canberrans and bring their voices into the decision-making processes of government. During the COVID-19 pandemic the panel has been a critical tool for government to hear from the community. In 2021-22, panel members completed over 11,000 individual responses on COVID-19 across five rounds of research.

The Our Canberra print and digital newsletter supported direct communication with Canberrans on ACT Government news, programs and services, including:

- A monthly regionalised newsletter to over 200,000 Canberra households.
- A digital newsletter delivered to almost 50,000 subscribers.

In 2021-22 we continued to lead and manage the growth of the ACT Government's primary social media accounts.

Table 6: Social media performance in 2021-22

Social media platform	Followers (% change from 2020-21)	Average monthly impressions
Facebook	43,977 (+28%)	1,281,286 (+60%)

Social media platform	Followers (% change from 2020-21)	Average monthly impressions
Twitter	21,985 (+20%)	126,645 (+5%)
LinkedIn	24,877 (+19%)	93,026 (+56%)

We also managed the Government's online engagement website, YourSay Community Conversations. The website welcomed 2,200 new members in 2021-22, an increase of 17 per cent compared to the previous year, growing total members to 15,543. Visitation also grew on previous years, with 94,000 visitors in 2021-22.

In 2021-22, we continued our focus on ensuring the community was well informed about ACT Government policies, programs and services and that directorates were supported to communicate with a one government approach.

Aligning with the one government, one voice communications approach, we supported business areas across CMTEDD and other directorates with the delivery of priority engagements and public information campaigns, including:

- Leading the communication program for the Government's approach to climate action, in collaboration with the Office of the Coordinator-General for Climate Action and other directorates. This included the development and launch of the "Everyday climate choices" brand and a new website in October 2021.
- Delivering priority economic recovery campaigns including JobTrainer, Choose Local and Supporting Local.
- Leading the communication program for the 2021-22 ACT Budget.
- Leading the development of the new Built for CBR brand and website to keep the community up to date on the ongoing delivery of infrastructure across the city.
- Ongoing coordination of the project to establish the Territory Coat of Arms.
- Supporting the commencement of the automatic mutual recognition scheme through communication and stakeholder engagement activity.
- Helping our community access government services available through Access Canberra.
- Supporting the ACT's community councils, including the establishment of the new Molonglo Council.

To deliver this output in 2021-22 we also:

- Supported the independent review of campaign advertising under the Government Agencies (Campaign Advertising) Act 2009.
- Delivered the 2021 ACT Australian of the Year Awards, the Chief Minister's Canberra Gold Awards, the Canberra Citizen of the Year Award and the ACT Honour Walk induction.
- Supported the delivery of the Order of Australia honours, including the Public Service Medal.

Future direction

In 2022-23 we will continue to lead a coordinated approach to communicating and engaging on the Government's priorities for the ACT community. We will also continue to:

- Lead and support communications as part of the Government's response in times of territory emergency.
- Progress the one government, one voice communication approach by shaping the way priority campaigns and creative services are delivered.
- Improve our digital communications channels to make information clear and simple and improve the user experience for the community.
- Deliver integrated cross-directorate campaigns on ACT Government priorities, such as climate action and infrastructure.
- Support the ACT Government by seeking the views of our community to inform the development of policies and programs via the YourSay Community Panel and YourSay Community Conversations website.
- Improve the YourSay Community Panel by increasing membership and broadening its demographics.
- Design, deliver and evaluate a Fostering Neighbourhood Democracy pilot, to improve local community connections and resilience.
- Coordinate a series of priority honours and awards processes as well as providing protocol advice and support to the Chief Minister and Head of Service.

**Further
information**

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Output 1.4 Digital Strategy

Overview

Through the Digital Strategy output, we drive the digital transformation of government services and provide advice, support and project delivery on digital strategy development and implementation.

The Digital, Data and Technology Solutions Group takes advantage of digital, data and technology to achieve:

- Better digital services that provide real value for the community.
- Greater engagement and better outcomes for business and academia.
- Informed choices about technology investments for government.
- More sustainable and efficient government driven by evidence-based advice and decisions.
- A more productive, engaged and learning workforce.

Performance

Accountability Indicators

3 met

We met all three of our accountability indicator targets against this output in 2021-22.

In 2021-22, we embedded the principles of the ACT Digital Strategy to provide a community-centred approach to how we use technology to further improve the quality of life for all Canberrans. This work included:

- Assisting the Territory to implement Part 3A of the Mutual Recognition Act 1992 (Cth) (MR Act) which relates to the automatic deemed registration of activities conducted under certain occupational licences. The Automatic Mutual Recognition (AMR) Project is intended to promote workforce mobility by supporting occupational licence holders to operate across jurisdictional borders. The AMR notification service linked with the ACT Digital Account was released in the latter stages of the 2021-22 financial year ready for use by the community as of 1 July 2022.
- Enabling the ability for a member of the community to advise government of a change of circumstances once through the ACT Digital Account (for example, change of address) and have this advice flow through to update all systems that rely on currency of information, which builds the foundation capability for services to integrate with progressive connection to relying systems. In February 2022 a pilot service demonstrating this service pattern was released in partnership with the ACT Revenue Office for the Rental Bonds service.
- Delivering a digital reporting tool (the Place Success Dashboard) to the City Renewal Authority. The dashboard is helping the City Renewal Authority to guide the urban renewal of Canberra City with a focus on social and environmental sustainability. The dashboard is a key initiative under the ACT Digital Strategy, supporting ‘city planning by design and for wellbeing’.
- Delivering agreement to applying “Guiding Best Practice Design and Delivery” as a requirement for all new government initiatives reliant on technology or data, which are of a certain size, scale and impact.

We supported the Government’s COVID-19 response and recovery initiatives by:

- Chairing and supporting the Technology Leadership Group.
- Supporting the creation of the Technology Governance Group. The Technology Governance Group’s primary purpose is to support the achievement of government priorities through a focus on ensuring fit-for purpose implementation, and effectively govern change to the digital and technology landscape.
- Prioritising technology and digital initiatives to ensure they provide the best outcomes.
- Working collaboratively across government to provide best practice advice on the design and delivery of digital initiatives.

- Supporting national forums, such as the Data and Digital Ministers, through engaging on national digital and data initiatives.

Future direction

In 2022-23 we will deliver more digital services that provide real value to the community, including:

- Making it easier for people to prove their eligibility for ACT Government concession programs and services.
- Extending on the foundation capability created enabling a member of the community to notify the government of a ‘Change in Circumstances’ once through the ACT Digital Account (for example, change of address) and have this advice flow through to update all relevant ACT Government systems of record that rely on currency of information.
- Continuing to support ACT Government directorates to implement the Whole of Government Data Governance and Management Framework, including to enhance data sharing across the service for public benefit. This includes working in partnership with directorates and the Data Reform Group to deliver key whole of government data management initiatives designed to support greater data sharing.
- Making data discoverable through the implementation of a whole of government data catalogue referencing key government datasets and identifying data custodians and stewards, and the development of training materials to support data custodians and stewards in undertaking their roles.
- Making data understood through the development of sex, gender and sexual orientation data standards and implementation guidance for use in government systems and data collections.
- Building a culture that values data as an asset through the implementation of whole of government data procurement and acquisition guidance.
- Improving data sharing through the implementation of a whole of government data sharing policy and tools to support consistent sharing across directorates and with non-government partners.
- Continuing to support national forums providing advice and guidance for the ACT’s leadership and participation in priority initiatives such as Birth of a Child, Digital Identity, and National Data Sharing initiatives.
- Continuing to develop and mature our design and delivery best practice to support the ACT Government to achieve better policy and service delivery outcomes, particularly for initiatives that have technology or data elements to their implementation. We will continue to develop a whole of government view of programs/projects and emerging demands to enable future prioritisation of technology or data initiatives, and the identification of economies of scale for projects with like needs.
- Continuing to support the Government’s COVID-19 recovery to ensure digital and technology initiatives are delivered in a way that provides the best outcomes for both the community and government.

Further information

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Output 1.5 International Engagement

Overview

Through the Office of International Engagement (OIE), we deliver trade missions, local and cross-border events, formal-relationship management, export support and other initiatives to help expand and diversify the ACT economy, build its international economic cultural and social ties, and otherwise enhance its international reputation. Our work involves building and managing partnerships among keys industries, peak bodies, universities, the diplomatic community and other related stakeholders.

The OIE delivers this output through the following:

- Delivering a program of activities to grow our international reputation and prestige.
- Providing strategic leadership over the international inbound and outbound activities, including our city to city engagement.
- Defining and implementing a targeted program of ACT Government, Ministerial and industry trade missions to priority markets.
- Creating an inbound delegation facilitation program that qualifies enquiries, proactively targets inbound opportunity and manages program development and delivery for inbound delegation visits.
- Building relationships and liaising with Canberra's diplomatic community.
- Working with the Canberra Business Chamber to connect with International Business Councils and Chambers of Commerce to utilise their networks and market knowledge.
- Working with our Canberra Region partners to enhance tourism and export capability and capacity.
- Reinvigorating the ACT's formal government-to-government relationships with a view to raise awareness of the economic opportunities within Canberra's key areas of strength.
- Making recommendations for ACT representation (either at an official level or through the Canberra business and research community) at international conferences and trade shows relevant to Canberra's key areas of strength.
- Leading engagement with the Australian Government, including Austrade and the Department of Foreign Affairs and Trade network, to promote ACT opportunities and leverage the incentives and support that are available.

- Ensuring that, at their core, all formal government to government arrangements support the growth and economic diversification of the ACT economy and align with the strategic intent of this strategy.
- Ensuring future city to city relationships align with ACT Government priorities, share a common economic vision and be proactively resourced and managed to realise economic and cultural benefits for the city.

Performance

Accountability Indicators

2 met or exceeded

1 not met

Output 1.5 had three accountability indicators each containing one measure. We met two of our targets for this output but did not meet our target for the following indicator:

- 1.5 (b) - Output 1.5 b – Number of ACT businesses exporting because of essential support from the OIE. Four businesses undertook export transactions as a direct result of assistance from OIE-related support, against a target of 25. Ongoing impediments to export flows, such as elevated air and sea freight costs, distorted supply-chain product flows and limited or costly passenger air travel extended the time horizon to successful exporting for many businesses.

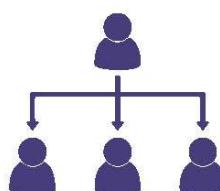
Highlights

International Engagement



Supported **89** Canberra businesses through their export journeys.

Delivered trade missions to New Zealand, Fiji and Singapore.



Delivered **4** inbound delegations.



Delivered **7** events by Canberra's **TradeStart Advisor**.

Delivered **7** events in **Singapore**.

In 2021-22, we saw a gradual re-opening of international borders, which enabled businesses to re-establish or grow trade relations, and allow some businesses to undertake new or expanded export flows.

Through several activities the OIE also supported long-term export development and advancement of Canberra's international reputation as a superior place to work, invest, study, visit and live.

In 2021-22, the OIE delivered the following:

- Trade missions – The OIE delivered trade missions to New Zealand to build on economic, cultural and social ties to Canberra; Fiji to discuss healthcare, investment and commercial transportation opportunities; and Singapore to advance aviation connections and activities in the tourism, fintech, healthcare, space sectors.
- Inbound delegations – The OIE facilitated four inbound delegations to raise the economic, cultural and social profile of Canberra with Nauru government officials; raise the profile of Canberra's space sector with Korea; and provide background on Canberra and our international engagement program to Cambodian and Thai government officials.
- TradeStart Services – Canberra's TradeStart Advisor provided strategic and tactical export advice to 89 businesses, provided referrals to additional Austrade services to select businesses, and facilitated other export-related events outside of the TradeStart program.
- Singapore Business Development Manager (BDM) – Our Canberra BDM delivered seven events and meetings that supported export initiatives in the Singapore marketplace and study in Canberra by Singaporean students.
- Chief Minister's Export Awards – Through the Canberra Business Chamber the ACT Government sponsored and supported these annual Awards to formally recognise excellence in international exporting and inspire other Canberra businesses to pursue their export ambitions. Category winners of these awards compete in the Australian Export Awards.
- Sister City Relationships – During 2021-22 the ACT Government delivered the Sister-City and other International Agreements Framework, which assists Government and other stakeholders in their consideration and development of formal agreements with cities and other international jurisdictions and organisations. The OIE continued to engage with the Canberra Nara Sister City Committee on a quarterly basis, to nurture Canberra's relationship with Nara.
- Relationships with the Canberra Diplomatic Community – The OIE interacted with diplomatic missions in Canberra on economic, cultural and social matters, and matters related to management of embassy properties.
- Local Business Commissioner – The OIE supported local businesses during the pandemic through the Local Business Commissioner.

Office of International Engagement

The ACT Government established the Office of International Engagement (OIE) in 2016 to spearhead the growth of export and two-way trade activity, and build Canberra's reputation in line with the 2050 Vision for Canberra, found in Canberra's International Engagement Strategy. The OIE, under the direction of the Commissioner for International Engagement, coordinates all the Territory's international engagement activity, and leads the delivery of trade missions, inbound delegations, and export-support programs. The OIE delivers TradeStart for the ACT and provides export-advisory services to exporters in Canberra and the Canberra Region, the Canberra Business Chamber to deliver export education programs and activities, and leverages relationships with the Canberra diplomatic community to realise export opportunities. The OIE also helps to build and manage formal sister-city relationships, of which the ACT has three.

The export of services and goods from the ACT is critical to the growth and development of ACT businesses, and it is essential to the diversification of the ACT economy. Broader international engagement with the world – economically, scientifically, culturally and socially – is also important to building the Territory's reputation as an attractive place to work, study, visit, and live. Specifically, attracting global talent to Canberra will be key to our building a vibrant economic future.

The global COVID-19 pandemic continues to create challenges to international export activity and the flow of people between countries for business, social and other reasons. While disruptions to regional supply chains and elevated freight costs continue, the OIE continued in 2021-22 to assist exporters with approaches to delivering services and goods to existing and new marketplaces. The OIE also makes important global connections between exporting firms and other stakeholders to enable activities abroad. The OIE delivered trade missions in May to New Zealand to build on economic, cultural and social ties; to Fiji to discuss healthcare, investment and commercial transportation; and in June to Singapore to advance aviation connections and activities in the tourism, fintech, healthcare, space sector.

In the 2022-23 financial year, the ACT Government, through the OIE, plans to deliver 20 trade missions and other events to advance our economic, cultural and social relationships across markets of focus, build the depth and breadth of our export activity and enhance our international reputation in general.

Future direction

In 2022-23, the OIE intends to broaden its outreach to nascent and established ACT exporters; and advocate for the creation, and utilisation of, more detailed ACT export data to identify and more efficiently support our exporting community.

We will deliver the following priority initiatives:

- Trade missions that support export development and export flows; attract inbound investment, visitors and tertiary students to the Territory; increase cultural and social connections; and enhance the international reputation of Canberra in general.
- Events in Canberra and international markets that support our objectives. We intend to deliver a minimum of 20 events and trade missions in 2022-23, reflecting a path to normalisation of international travel and trade.
- TradeStart Advisor services to a growing number of Canberra businesses that are ready for exporting or are already exporting in a normalising trade environment.
- Ongoing export support to businesses through our Singapore Business Development Manager.
- The International Business Engagement Program for a minimum of two years, which educates and connects businesses for their export journey. This program, managed by our partner the Canberra Business Chamber, will operate for a minimum of two years.

Further information

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Output 1.6 Workforce Injury Management and Industrial Relations Policy

Overview

Through the Workforce Injury Management and Industrial Relations Policy output, we provide health and work sustainability solutions, focusing on risks arising from work and the relationship between employers and workers.

Workplace Safety and Industrial Relations delivers this output by:

- Managing ACT workers' compensation, work health and safety and industrial relations regulatory and policy frameworks;
- Supporting the Public Sector Workers' Compensation Commissioner in the management of the Public Sector Workers' Compensation Fund;
- Developing and reviewing whole of government health, safety and rehabilitation policies and providing work health and safety services to support the policy framework;
- Supporting workplaces to implement approaches to deliver good work for health and productivity;
- Coordinating the Territory's consultative bodies for industrial relations regulation, workers' compensation and work health and safety; and

- Administering the Loose Fill Asbestos Disease Support Scheme, on behalf of the Chief Minister, to provide financial assistance to people with an asbestos disease caused by living in a loose fill asbestos insulation (Mr Fluffy) contaminated home.

Performance

Accountability indicators

3 met or exceeded

1 not met

We met or exceeded three out of four accountability indicator targets for this output. We did not meet our target for indicator 5.1a – Conduct an actuarial review of the ACT private sector Workers' Compensation Scheme. The actuarial review was completed but the date of publication was one day later than the scheduled target date. The delay was to accommodate additional analysis on the impact of COVID-19 on the workers' compensation scheme.

Highlights

Workforce Injury Management and Industrial Relations Policy



Delivered a **WHS audit and assurance program**.



Delivered the **Early Intervention Physiotherapy Program**.



Developed a **Silica Dust Action Plan**, to **protect** Canberra **workers** from the **risk** of work-related **silicosis**.

In 2021-22, the continuing COVID-19 pandemic required the ACT Public Sector (ACTPS) to review our work health and safety (WHS) response and ensure that it remained responsive and appropriate to the changing situation. This included:

- providing directorates with guidance to develop transition plans to ensure that workplaces were managed in a safe way as restrictions were eased, but also able to respond if the risk for the ACT community changed;
- reviewing our ACTPS responses through a COVID-19 WHS and business continuity assurance program; and

- embedding guidance for changed work practices into our existing suite of resources and programs.

In 2021-22, we continued to maintain and improve whole of government approaches to support ACTPS workplaces to implement contemporary prevention, health promotion, early intervention, and work rehabilitation approaches to reduce the impact of illness and injury in our workplaces. We focused on ensuring that we had accessible and meaningful systems to support the delivery of WHS and work rehabilitation management for the ACTPS and launched new WHS Management and Work Rehabilitation Management systems.

We continued to support staff to safely access flexible working arrangements through a suite of resources and programs to support physical and mental health and wellbeing.

The Healthier Work Program undertook a review of its Recognition Scheme to ensure that the program continued to support employers to understand and implement evidence-based initiatives to improve health and wellbeing outcomes.

In 2021-22 we also:

- Worked closely with union and employer representatives to design changes to work health and safety laws; and
- Commenced community consultation about expanding the coverage of the ACT portable long service leave schemes.

Future direction

In 2022-23, we will continue to support ACTPS workplaces to implement new working arrangements through hybrid working and flexible work practices and to be safe and responsive to the changing COVID-19 situation in the ACT community by developing policies, guidance and programs that address the risks associated with flexible working arrangements and COVID-19. We will also:

- Continue to improve workers' compensation services for ACTPS workers who become injured or ill because of their work;
- Deliver, evaluate and enhance whole of government prevention, early intervention and injury management programs;
- Improve workers' compensation insurer and self-insurer licensing arrangements;
- Support ACT employers to participate in the Healthier Work Program Recognition Scheme and develop and deliver evidence-based health and wellbeing initiatives in their workplaces; and
- Work with the Work Health and Safety Commissioner to ensure data analytic and regulatory policy services are aligned and integrated with WorkSafe ACT organisational arrangements; and
- Provide more and better data to industry about its work safety performance.

Further information

Dr Damian West, Deputy Director-General, Workforce Capability and Governance

Output 2.1 Access Canberra

Overview

Through the Access Canberra output, we contribute to the economic growth of Canberra and protect the community through compliance, licensing and regulation.

Access Canberra delivers this output by:

- Undertaking regulatory activities to protect the community and contribute to economic growth through risk-based compliance, licensing and regulation.
- Providing services and information to individuals, businesses and community groups through a ‘no wrong door’ approach to government.
- Providing services and collecting revenue on behalf of other directorates.

Performance

Accountability Indicators

6 met or exceeded

3 not met

We met or exceeded six of our nine accountability indicator targets against this output. We did not meet our target for:

- 2.1a – Percentage of customers satisfied with Access Canberra (84 per cent satisfaction against a target of 90 per cent);
- 2.1b – Percentage of the Canberra community satisfied with the ease of interacting with Access Canberra (83 per cent against a target of 95 per cent); and
- 2.1f – Average number of days to issue business authorisation or personal registration (the average number of days to issue a business authorisation was greater than 10 days against a target of 10 working days or less, and the average number of days to issue a personal registration was greater than five days against a target of five working days or less)

Throughout 2021-22, Access Canberra focussed on maintaining regulatory protections and service delivery arrangements in the context of COVID-19 and giving priority to essential government services impacting the safety and health of the community. Access Canberra continued to face significant challenges in its operational environment due to the continuing impacts of the COVID-19 pandemic. In 2021, we were required to close all Service Centres and had most our people working from home in response to the COVID-19 lockdown. Throughout the year we adapted our focus to support the community including through

16,622 business COVID-19 compliance engagements, 189,240 phone calls and responding to over 22,000 general complaints received by the community, mostly relating to COVID-19 compliance matters. Service impacts due to COVID-19 have unfortunately affected customer satisfaction with Access Canberra. Similarly, it has also created service delays in some areas with increased processing times impacting upon customers.

Due to the COVID-19 Public Health Emergency, Access Canberra continues to operate under business continuity planning arrangements and has also managed elevated strategic risks over this reporting period due to its operating environment.

Highlights

Access Canberra



Answered **385,944** calls to the **Contact Centre**,
189,240 calls to the **COVID-19 helpline** and
completed **295,310** **Service Centre** transactions.

770 types of transactions available online,
8,030,361 transactions completed online.



16,622 COVID-19 compliance inspections.



18,812 new **Working With Vulnerable People applications** processed.



Supported **54** businesses to **expand trading operations** through the **Outdoor Activation Taskforce**.

Supporting the Government response to COVID-19

In 2021-22, the ongoing response to the COVID-19, including the 2021 lockdown period, was the most significant operational effort for the organisation faced by Access Canberra since its inception. Through our customer facing and regulatory services, we provided a critical role in delivering public safety, business confidence, engagement and information provision.

Public Health Directions

During the COVID-19 lockdown and the easing of restrictions under the ACT's Pathway Forward, we continued to modify our service delivery approach to ensure the ACT community still had access to essential government services as well as information on COVID-19 Public Health Emergency and associated restrictions.

Our teams conducted 16,622 compliance visits and/or observations of businesses affected by Public Health Directions issued in response to COVID-19. Visits included the provision of information, answering business questions on the Directions and checking a business' compliance with the Directions. We provided timely education and assistance to businesses and community groups including liquor venues, clubs, retail settings, real estate, and gyms. We also worked closely with the ACT Health Directorate and ACT Policing on inspectorial and regulatory compliance activities to ensure a consistent approach and high levels of compliance. From this, 252 educative reminders and warning letters were provided due to repeated or significant non-compliance. These engagements overwhelmingly resulted in compliance being achieved.

During 2021-22, we received 7,388 reports from the community relating to non-compliance with Public Health Directions and social distancing. We triaged the response to these complaints between relevant entities including ACT Health Protection Service, ACT Policing and Worksafe ACT. We were able to resolve all reports through effective engagement and communication.

Business and occupational licence support

The ACT Government Outdoor Activation Taskforce ('the Taskforce') was created to support restaurants, cafes and other businesses to utilise public outdoor spaces near their premises in accordance with Public Health Directions. This was an important support for many businesses, with the Taskforce assisting business owners to shift some of their activities outdoors, where the risk of COVID-19 transmission was lower. The Taskforce assisted 54 businesses to temporarily commence operation in expanded trading spaces and five event-style activations to occur.

We also continued to support event organisers during the year. We assisted 125 events to obtain 410 approvals and provided support to ensure events could continue in line with Public Health Directions. In addition, we supported 73 businesses to understand requirements around approvals – both new and existing.

We continued to deliver Government initiatives aimed at off-setting the financial impact of COVID-19 restrictions on the hospitality industry during COVID-19, including:

- A 100 per cent fee waiver for outdoor dining permit holders.
- A 50 per cent reduction in fees for 'on' liquor licensees between 1 July 2021 and 31 March 2022 and 100 per cent waiver between 1 April and 30 June 2022.
- Simplification of the process for businesses to apply for a temporary outdoor dining permit and commercial liquor permit to activate outdoor spaces and allow for increased occupancy numbers.
- Allowing nightclubs to operate as a bar during the restricted trade under the Public Health Directions.
- Construction occupation licence fees were reduced by 20 per cent.
- The Registrar-General continued to support associations by extending temporary COVID-19 measures under the Associations Incorporation Act 1991 through to 8 October 2021.

- Process changes allowed for online application for security licence and Working with Vulnerable People (WWVP) applications, allowing new applicants and renewing licensees to upload their signature and photo identification to the online form. This eliminated the need for applicants to attend service centres.
- Removed the fees for Hawkers permits permanently.

The below tables show some of our activities during COVID-19 and ongoing trading restrictions.

Table 7: Outdoor dining permits

	Number
New permits	42
Temporary permit – new area	26
Temporary permit – extend existing area	24

Table 8: COVID-19 liquor fee waiver

	Number
Total entitled to waiver	803
On licence holders transferring to General liquor licence category	2

Table 9: COVID-19 commercial liquor permit

	Number
Off licence sales - total issued	224
Off licence sales - total extended	218
Temporary permit – outdoor areas	37
Temporary permit extended – outdoor area	0

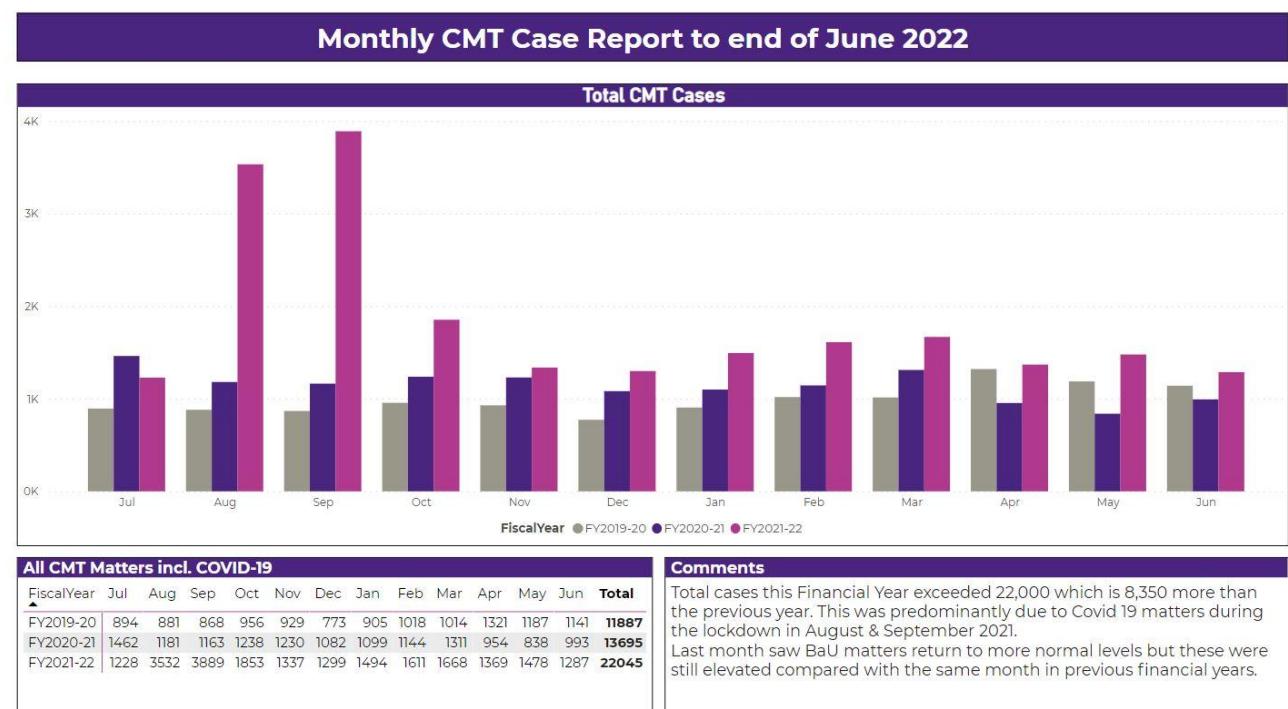
Table 10: Cancellations and refunds of liquor permits

Liquor Permit	Number	Cancelled other reasons	Cancelled COVID-19	Refunded COVID-19
Commercial	12	5	7	7
Non-commercial	1	0	1	1
Total	13	5	8	8

Serving the community

We continued to focus on delivering essential government services to the community and we were flexible in moving our workforce to the areas of most need to deliver COVID-19 appropriate services to the Canberra community. For example, the Access Canberra and Health Protection Services compliance teams combined to form a single team to enable a more connected and effective response to support the Public Health Directions during the lockdown and easing period. The engagement and educational focus was driven by the intelligence received from the Access Canberra Complaints Management Team (CMT) in addition to areas of highest risk as identified by the Chief Health Officer. During this reporting period we experienced a 60 per cent increase in the total number of complaints received about business and regulatory issues, primarily driven by reports of non-compliance with the Public Health Directions.

Figure 5: Monthly CMT Case Report to 30 June 2022



We completed 295,310 transactions through our Service Centres and answered 635,371 customer calls through our Contact Centre. We offered 770 types of digital transactions including introducing applications for Recognition of Early Pregnancy Loss certificates,

registration of pet cats and applications for rapid antigen tests for community aged care and disability sector workers. We handled over 8 million digital transactions.

The most common Contact Centre enquiries in 2021-22 were:

Table 11: Top 5 Contact Centre enquiries

Enquiry	Number
Travel - interstate (COVID-19)	29,449
Vehicle Registration – establishment of registration/transfer of registration	22,366
Quarantine (COVID-19)	20,873
COVID-19 – general advice	18,711
Vehicle Registration - renewal	17,606

The following tables show some of our key shopfront transactions in 2021-22.

Table 12: Top 5 Service Centre transactions

Transaction	Number
Update client details (commonly completed in conjunction with another transaction)	36,380
Establishment of vehicle registration	25,040
Driver Licence/enquiry	18,529
Renew driver licence	17,927
Motor vehicle enquiry	17,102

To help better manage physical distancing and reduce the risk of COVID-19 transmission while also managing customer experience, we introduced an innovative mobile queueing system as an alternative to the conventional physical line. Customers could join the queue by scanning a QR code and were sent a text message asking them to return to the Service Centre when they had progressed far enough in the virtual queue. This service was launched in November 2021 and supported the community when Service Centres were observing longer wait times. The feedback from this initiative has been overwhelmingly positive.

To support members of the community to plan their visit to an Access Canberra Service Centre, we also updated our website in March 2022 to include live wait times at all full Service Centres. This allowed customers to observe the expected wait time and allow them to better plan their visit.

We also introduced a text message reminder service for driver licence renewals, vehicle registration renewals and traffic/parking infringements payment reminders. This service helps clients to avoid the added expense of a reminder notice fee as well as possible legal impacts from driving unlicensed or unregistered/uninsured if involved in an accident. This

initiative is showing positive outcomes with regards to customer behaviour and to prevent overdue transactions.

We also worked closely with the Council on the Ageing (COTA) ACT to support their members to better access our services wherever possible, and recently attended their Expo with a staffed stall.

Land titles

In 2021-22, we processed 84,063 lodgements, which is an increase of 10.5 per cent on 2020-21.

The ACT commenced its offering of electronic conveyancing (E-conveyancing) in December 2021 and is now available for use for all eligible industry subscribers under the Electronic Conveyancing National Law (ACT) Participation Rules. E-conveyancing offers the choice of digital transactions for most property sales and transfers in the ACT and is a quantum advancement in service delivery and streamlines the process for the conveyancing industry to engage with the ACT. Since December 2021, 17,371 lodgements were conducted through E-conveyancing. Despite the increase of lodgements, the average timeframe to perform registrations remained at 10 working days which was the same timeframe as 2020-21.

Births, Deaths and Marriages

Through its Registrar-General functions, Access Canberra can now provide all ACT families who have experienced early pregnancy loss (where the loss was before 20 weeks) a certificate of acknowledgement. The certificates are a commemoration of the pregnancy loss which aims to support parents and their families through the grief following their loss. Whether the parents experienced a recent or historical loss, they are eligible to apply to Access Canberra online and be issued a certificate at no cost. Access Canberra have already issued 214 certificates to support parents and their families.

Image 3: Early Pregnancy Loss certificates made available in 2021



In 2020, the Births Deaths and Marriages Registration Act 1997 was amended to prescribe circumstances where a transgender, intersex or gender diverse young person could apply to change their registered sex and or given name in the ACT Births Register to better reflect their gender identity. The changes were introduced to remove barriers faced by vulnerable

transgender, intersex and gender diverse young people born in the ACT. In 2021-22 Access Canberra, through the Registrar-General, recorded 21 registrations for a young person to change their given name and altered 11 registrations for a young person's change of sex.

We continued to support individuals whose life events occurred in the ACT, such as their birth or marriage, and were impacted by natural disasters including the recent floods in Queensland and New South Wales, by the issuance of a free replacement certificate. Access Canberra worked alongside interstate jurisdictions to facilitate the replacement of 14 certificates to support people impacted by natural disaster events.

The following tables show some of our licensing and registration activity for 2021-22.

Table 13: Births, Deaths and Marriages

Registration type	Number of registrations	Certificates issued
Births	6,527	13,591
Deaths	2,648	3,452
Marriages	1,490	3,146
Civil relationships	629	697
Changes of name	1,091	679

Working with Vulnerable People (WWVP)

The WWVP scheme commenced 8 November 2012 and aims to reduce the incidence of sexual, physical, emotional, or financial harm or neglect of vulnerable people. In 2021-22, we issued 47,863 WWVP registrations making it one of the busiest years since the inception of the scheme. We also:

- Automatically cancelled 13 registrations and issued seven negative notices (refusals) due to Class A disqualifying offences.
- Began the active monitoring of people who hold WWVP registrations and conducted 49 investigations that were triggered by information about new offences which we received automatically from the ACT Courts. Of these, 13 investigations resulted in changes to WWVP registrations.
- Issued 3,134 worker clearances in line with the national approach to background screening of people providing services through the National Disability Insurance (NDIS) scheme.
- Worked with all other state and territories to improve information sharing about people applying for registrations that allow them to work with children.
- Began screening each applicant against the National Reference System and have exchanged information with other jurisdictions about people who have been disallowed from working with children.

Table 14: Working with Vulnerable People registrations

Applications received	Number of applications
New applications	15,148
Renewal applications	31,472
ALL	46,620
Registrations issued	Number of registrations
WWVP	44,729
WWVP + NDIS	3,134
ALL	47,863

Image 4: The exterior of the new Access Canberra Service Centre Belconnen



Image 5: The interior of the new Access Canberra Service Centre Belconnen



Compliance

We continued to apply our engage, educate and enforce approach to our regulatory functions in support of our Accountability Commitment framework over the year. We actively engaged with the community and business through mainstream media, social media, targeted and direct communications to enhance understanding of our important activity to support community safety, and in turn positively drive compliance with regulatory requirements.

Road safety

In 2021-22, we completed the following activities to support and promote road safety outcomes in the ACT:

- Completed 6,211 vehicle roadworthy inspections and 3,518 vehicle identity inspections.
- Completed 6,685 on road inspections, issuing 116 defect notices.
- Issued 34 infringements for driving an unregistered vehicle, 34 infringements for the use of an uninsured vehicle, one infringement for an unsecured load.
- Continued to encourage the replacement of defective Takata airbags in registered (and unregistered) vehicles in the ACT. Further efforts will continue in order to encourage the replacement of remaining defective airbags, with program features including more robust enforcement measures, including the suspension of vehicles registrations for owners who continually fail to heed safety warnings.
- Completed a total of 77 inspections on special purpose vehicles, such as cranes, mowers, and agriculture machinery.
- Partnered in joint on-road operations including: ‘Operation Vitamin D’ in Jervis Bay Territory (a joint operation between Access Canberra and the Australian Federal Police) focusing on vehicle registration, insurance and roadworthiness as well as driver licence status that was further leveraged by Access Canberra and ACT Policing in “May Inspection Days” a month-long operation including road safety week targeting light vehicles; and Summernats 34 City Cruise was supported by the Vehicle Safety Standards team and included joint operations with the ACT Policing Traffic Operations team throughout the weekend of the festival.
- Made decisions on over 35,000 medical restrictions on driver licences. This included supporting 9,744 vulnerable clients during the COVID-19 pandemic to make it easier for them to renew their driver licence where they needed to obtain a Driver Licence Medical Examination and/or eye test assessment, by extending due dates for these assessments based on individual risk assessments of driving risks posed by medical conditions.
- Implemented Commercial Health Assessments for all licence holders applying for or being upgraded to a heavy vehicle licence.
- Wrote to approximately 18,000 ACT heavy vehicle licence holders reminding them of their obligation to declare long term medical conditions.

- Assisted the community to understand their responsibilities to protect road safety through our Infringement Review team, and provided options for, and information about, infringement notice offences and remediation action.
- Established over 12,400 Infringement Notice Management Plans and commenced 89 Work Development Plans - representing over 26,600 infringements and more than \$8.5 million.
- We conducted 1,861 driving examinations. This number was impacted due to Access Canberra facilitated Driver Licence Assessments not being conducted between August and November 2021 due to COVID-19 restrictions.
- Extended all learner licences with an expiry date between 9 August 2021 and 31 January 2022 for six months to allow learners more time to complete their ACT Accredited Driving Instructor sessions or book their driving assessment when Public Health Directions allowed.
- Completed 1,607 new rideshare vehicle licenses, eight taxi licences and 10 hire car licences and 1,126 applications for public passenger service operator accreditations.
- Provided a limited-service delivery model from the Hume Motor Vehicle Inspection Station during the COVID-19 2021 lockdown to support essential services including:
 - Roadworthy inspections for heavy vehicles to support supply chain movement.
 - Roadworthy inspections for vehicles providing public transport to support the community attend important appointments.
 - Roadworthy inspections for vehicles modified to support people with a disability to ensure that people were not isolated or not able to drive in an emergency situation.

Parking and Traffic Enforcement

Between 12 August and 31 October 2021, parking fees in ACT Government owned carparks were paused to support essential workers during the COVID-19 lockdown period. To support the community during this period, parking enforcement focused primarily on safety and accessibility offences such as illegal parking in loading zones, accessible spaces and line of sight issues.

As the requirement to pay for parking returned, we undertook a staged approach to enforcement of parking. A three-week engagement and education process occurred in which 886 parking warning notices and parking information leaflets were issued to vehicles not yet complying with the return of parking fee arrangements. This was supported by widespread communications and media. This approach helped minimise the financial impact of parking compliance on the community while the Territory adjusted to the changing environment.

During periods in which traffic volume reduced, such as the lockdown period, we adjusted the use of mobile road safety technology to focus on major arterial roads and identified high risk sites to support safety.

Placement of mobile speed enforcement activities were adapted to provide ongoing support of the government's road safety initiative Vision Zero as traffic movements changed throughout the pandemic, and students returned to in class learning.

As COVID-19 restrictions eased and traffic patterns returned to normal, the Mobile Speed Van unit resumed its ‘Anywhere, Anytime’ approach to mobile speed monitoring and enforcement.

Road safety within 40 km/h school zones continues to be a key area of focus for the Mobile Speed Van program to support vulnerable road users in and around schools. Over one third of all infringements issued by the mobile speed van unit were to vehicles exceeding the speed limit within 40km/h school zones.

Fair trading

The Commissioner of Fair Trading has a responsibility to promote a fair and informed marketplace for consumers and businesses and is supported by the Fair Trading and Compliance team within Access Canberra.

In 2021-22, we conducted seven proactive programs covering Access Canberra Fair Trading functions. We also conducted a total of 746 inspections through a combination of reactive and proactive programs.

We also provided administrative and secretariat support to the Commissioner as the Chair of the inaugural Consumer Senior Officials Network (CSON). CSON is an interjurisdictional forum of state and Territory Australian Consumer Law regulators.

In 2021-22 we undertook a range of fair-trading product safety activities, including:

- Engaging with local retailers to increase awareness and ensure compliance with the product safety requirements of children’s toys and summer play equipment.
- Engaging with tobacco retailers to increase awareness and ensure compliance with the mandatory product safety packaging requirements for tobacco products.
- Taking part in the national quad bike surveillance program to ensure quad bikes sold in the Territory complied with the newly implemented second phase of the Consumer Goods (Quad Bikes) Safety Standard 2019.

We also undertook fair-trading enforcement activities, including finalising four court and tribunal matters.

In 2021-22, we also implemented a pilot Compulsory Conciliation Scheme that requires businesses to attend compulsory conciliations with consumers to attempt dispute resolution. The pilot began operating in May 2022 and four conciliations were held by 30 June 2022.

Controlled Sports

The statutory function of Controlled Sports Registrar sits within Access Canberra. Through the application of educative engagement and a risk-based approach, we worked with stakeholders to identify and mitigate risks related to the integrity of controlled sports events and contests and also the health and safety of contestants. We continue to engage with various industry participants including promoters, officials and contestants to ensure they are provided with detailed and accurate information to ensure their compliance with the legislation, in particular the health and safety of all involved in controlled sports and the integrity of both registerable and non-registerable events.

In 2021-22, inspectors monitored six registrable controlled sports events to ensure compliance.

Table 15: Licensing and Registrations – Controlled Sports

Registration type	Number of registrations
Registerable events	61
Registered contestants	118
Interstate contestants	39
International contestants	1
Officials	422
Interstate officials	56
Non-registerable event notifications	73

Notes:

1. Event applications for registration which were postponed or cancelled do not appear in the total.
2. It is common for officials to register for more than one role.
3. Non-registerable event notifications which were postponed or cancelled do not appear in the total.

Licensing and Registrations

Amendments to the Commonwealth's Mutual Recognition Act 1992 commenced 1 July 2021, which created an Automatic Mutual Recognition (AMR) scheme for individuals who hold occupational licences and registrations. We supported preparations for commencement of the scheme on 1 July 2021, with workers in architect, commercial pesticide controller and water driller occupations from participating jurisdictions piloting the scheme. During 2021-22, a total of 23 architects, one pest controller and four water drillers notified of their intention to utilise AMR. Throughout 2021-22 further preparations were undertaken in readiness for full-scheme commencement on 1 July 2022; with 43 ACT occupation groups (of which 37 are administered by Access Canberra) joining the scheme.

Community, Industry and Trader Licensing (CITL) within Access Canberra issues a range of licenses and registrations including:

- real estate agents and salespeople
- security guards
- security masters
- charitable collections
- co-operatives
- brothels
- X18+ films

The below table captures the number of registrations managed by CITL, other licensing and registrations are reported within the relevant section of the Annual Report.

Table 16: Licensing and Registrations – Community Industry and Traders Licensing

Registration type	New registration	Registration renewals
Security		
Employee	1,026	1,475
Master	54	138
Trainer	7	9
Agent licences		
Real estate	372	501
Business	25	81
Stock and station	36	56
Salesperson/Assistant Agents		
Salesperson	282	627
Business	7	6
Stock and station	10	7
Trader		
Dealer	11	24
Repairer	44	79
Wholesaler	2	4
Second-hand dealer	11	12
Other		
Employment agent	55	94
Pawnbrokers	0	0
Charitable collections	1	n/a
Associations	81	n/a
Co-operatives	0	n/a
Brothel notifications	3	n/a

Improving building quality in the ACT

Information on Access Canberra's role in improving building quality in the ACT is contained in the ACT Construction Occupations Annual Report, annexed to this report.

Future direction

In 2022-23, Access Canberra will undertake a focussed business improvement program to identify options and innovative solutions to reduce service pressures and provide for a more sustainable operating model. We will look internally and work with policy agencies to identify improvements to continue to improve regulatory and service outcomes for the community. We aim to better support our customers by delivering efficient, effective user-friendly services on behalf of the ACT Government, regardless of the service channel customers choose.

To address increased service pressures and the ongoing operating challenges caused by COVID-19, Access Canberra will implement a business improvement program to support the organisation to meet new and emerging issues, and to support better service outcomes and improved customer experience.

We will also continue to support a safe and liveable city by making our services simpler and easier by:

- Improving website functionality and digital solutions.
- Continuing to work with other directorates to expand our digital service offering, with a focus on end-to-end digital-first approaches.
- Enhancing customer experience regardless of the transaction channel.
- Providing targeted services for those who need additional assistance.
- Managing key systems and registries on behalf of government including Rego.act, Births, Deaths and Marriages, and Land Titles.
- Continuing to apply a risk-based approach to regulation and compliance to ensure attention is focused on the areas that pose the greatest risk of harm to the community.
- Continuing to improve how we collect and use data to support our risk-based decision making and inform policy development.
- Supporting the outcomes of the Better Regulation: A Report on How we are Improving Business Regulation in the ACT.
- Continuing to support the safety and protection of the ACT Community through regulatory compliance and enforcement activity across a range of domains.
- Strengthening regulatory protections in building, planning and environment protection.
- Using effective communications and engagement to support our “engage, educate and enforce” regulatory approach under our Accountability Commitment Framework.
- Supporting the safety of our staff though the delivery of the Occupational Violence Action Plan.
- Ongoing improvement to complaints management.
- Continuing to support the government’s COVID-19 response including through compliance activities, the COVID-19 helpline and the Business Liaison Line.
- Continuing to support our statutory office holders including the Registrar-General, Commissioner for Fair Trading, Construction Occupations Registrar, Environment

Protection Authority, the Utilities Technical Regulator and the Controlled Sports Registrar to fulfil their legislative functions.

- Continuing to build on our track record of making it easier for Canberrans to deal with us through ongoing improvement and release of digital enabled services, such as the introduction of electronic conveyancing, and new ways of providing up-to-date information to customers.

On 1 July 2022, amendments to the Agents Act 2003 and Agents Regulation 2003 will come into effect. These changes establish a new real estate industry licence and registration framework for the ACT, which seeks to ensure all real estate industry professionals have the necessary skills and knowledge to provide high quality services to the community. Among the changes, those of significance include dividing agents' licences into Class 1 and Class 2 agents, requiring licensees-in-charge to hold a Class 1 agent licence, introducing a new specific land auctioneering licence and renaming salesperson as an assistant agent. Access Canberra will continue to work with industry to assist them in navigating the changes and provide guidance through the transitional phases in place until 1 July 2024.

**Further
information**

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Output 3.1 Business and Innovation

Overview

Through the Business and Innovation output, we deliver programs, initiatives, and policy advice that promotes the economic development of Canberra and the broader capital region. This involves partnerships with universities, industry, businesses and other government agencies.

We deliver this output through:

- Supporting businesses impacted by COVID-19 public health measures.
- Implementing industry strategies in job-creating areas including space, defence, cyber, renewable energy, advanced technology and manufacturing, and the creative industries.
- Encouraging a connected innovation ecosystem that supports entrepreneurs, social enterprises, start-ups and high growth businesses.
- Investment attraction and facilitation, and supporting partnerships with tertiary education institutions, research partners and industry to boost productivity and create jobs.

- Providing information and advice services for local small and medium sized businesses at any stage of the business life cycle, including targeted services for Aboriginal and Torres Strait Islander owned and operated businesses.
- Promoting Canberra as Australia's higher education and research capital and study destination for international and domestic students.

Performance

Accountability Indicators

3 met or exceeded **1** not met

We met three of our four targets for this output. The accountability indicator not met was:

- 3.1c Satisfaction of the tertiary education sector with the engagement of the ACT Government and its promotion of Canberra as a study destination of choice - The target of >80 per cent was not achieved, the actual result was 73.3 per cent. The lower-than-expected result reflects the impact on the sector from the COVID-19 pandemic. The ACT Government has worked closely with tertiary education institutions over the last 12 months to provide information to assist campus re-opening, support vulnerable students in Canberra and develop a student attraction and marketing toolkit for institutions to support recovery of the international student market. Institutions have highlighted engagement of international markets and re-building Canberra's visibility and reputation as a study destination, as areas of focus for 2022-23 and beyond.

Highlights

Business and Innovation



Business Support Grants approved **11,177** applications, totaling **\$326,450,000** in payments to businesses.



Small Business Hardship Scheme approved **2,599** applications, totaling **\$13,312,004** in payments to businesses.



Delivered a **\$242,000** per annum **Aboriginal and Torres Strait Islander Business Support Services** program.



Launched the **Canberra Cyber Hub**.



A collaboration agreement with the **Smart Satellite Cooperative Research Centre** will see up to **\$2 million** available for small to medium sized enterprises.

Committed **\$500,000** towards attracting **high budget screen productions** to the ACT.



\$1.926 million in funding awarded through the **Future Jobs Fund** to four co-investment grant projects across **allied health, space and creative sectors**.



In 2021-22, we delivered the largest grants program ever run by the ACT Government in response to the COVID-19 pandemic, providing financial support to businesses affected by the COVID-19 lockdown. The Business Support Grant Program received 11,736 applications, with 11,177 approved, totalling \$326.450 million in payments to businesses. The Small Business Hardship Scheme received 3,157 applications, with 2,599 approved, totalling \$13.312 million in payments to businesses.

We worked with the Canberra Business Chamber and its associated organisations, along with the CBR Innovation Network, to communicate and engage with businesses via regular business webinars and a specific communications campaign focused on small businesses.

The Canberra Business Advice and Support Service continued with the Canberra Business Enterprise Centre.

The ACT Government engaged Coolamon Advisors to deliver an Aboriginal and Torres Strait Islander Business Support Services program which provides concierge services, mentoring and coaching, and a business accelerator to support first nations business owners.

In 2021-22, we also delivered the following initiatives:

- Future Jobs Fund – In 2021-22 the Future Jobs Fund awarded \$1.926 million to four co-investment grant projects in the following sectors: allied health, to develop precision and personalised medicine; space, to develop national test capability and to develop a national civilian and defence mission control and space industry training centre; and creative arts to support the establishment of LED Soundstage facilities with the Academy of Interactive Entertainment that will reinforce Canberra as the nation's leader in virtual film and television production.
- CBR Screen Attraction Fund – The ACT Government has committed \$500,000 towards a proof-of-concept program aimed at attracting high budget screen productions to the ACT. The ACT Government collaborated with Screen Canberra to design the Scheme to promote Canberra as a location for high value screen productions to create local jobs in the creative industries and contribute to the recovery and growth of our economy.
- Investment Attraction Strategy – We launched a renewed Investment Attraction Strategy to position the ACT economy to harness its strengths and engage with national and international markets to attract responsible investment and retain key talent to grow and diversify the ACT economy.
- University of New South Wales (UNSW) Canberra City Campus – Following the March 2020 announcement of the establishment of the UNSW Canberra City Campus, the ACT Government and UNSW have continued working together to progress development of the Campus Master Plan and meet the requirements of the Precinct Deed between the Territory and UNSW. UNSW will continue to engage with the ACT Government and the National Capital Authority to progress approval of the master plan.
- Canberra Cyber Hub – In February 2022 the ACT Government successfully launched the Canberra Cyber Hub, leveraging Canberra's high concentration of cyber security stakeholders and research and development capabilities. The Canberra Cyber Hub was co-designed and delivered by industry, to grow Canberra's cyber security education pathways. The Hub will enhance growth opportunities for local cyber security small and medium sized enterprises (SMEs) and further cement Canberra's reputation as a leader in cyber security technologies.
- Smart Satellite Cooperative Research Centre – We entered into a Collaboration Agreement with the Smart Satellite Cooperative Research Centre. This will see up to \$2 million available for small to medium sized enterprises, including local universities, to partner with researchers on high-value, high-impact projects in the space sector. This will make the Territory's space sector more competitive in the small satellite supply chain.

- Canberra Innovation Network (CBRIN) – In partnership with the ACT Government, CBRIN delivered the Innovation Connect program awarding 20 early-stage grants for a total of \$465,000 across health, sustainability, cyber security, education and emergency management. Of the 20 grants awarded, 11 grant recipients had female founders. During this period CBRIN also met with and provided advice to over 330 entrepreneurs and delivered more than 255 events with over 7,600 participants covering innovation/start-up education, networking, collaboration labs and hackathons.
- International students – We continued to provide financial and other support to international students based in Canberra who required emergency support during COVID-19. With the reopening of Australia’s borders at the end of 2021, we worked with universities to develop a toolkit that supports institutions and student recruitment agents to promote and market Canberra as a destination to study and live.

Future direction

In 2022-23, we will deliver the following priority initiatives:

- Deliver initiatives under the Future Jobs Fund that support the growth and diversification of the ACT’s economy, save and create jobs including a coordinated approach to investment attraction and innovation, and delivery of initiatives to address workforce and skills shortages.
- Create a more centralised approach to business communications to ensure business has access to the right information about government services when they need it.
- Continue to support the Aboriginal and Torres Strait Islander Business Support Service to deliver a range of culturally appropriate services to help Aboriginal and Torres Strait Islander businesses develop and grow, including a concierge service to connect businesses to a range of service providers, mentoring and coaching and business accelerator.
- Continue our collaboration with the Canberra Cyber Hub (hub) focussing on growing Canberra’s cyber security education pathways, accelerating SMEs to grow connections and attract investment, promoting the ACT’s research capabilities and showcasing Canberra’s cyber security capabilities.
- Develop and deliver the ACT Government Space Strategy to grow Canberra’s space and advanced technology sectors and deliver a Space Hub as articulated in CBR Switched On.
- Progress the development and finalisation of the UNSW Canberra City Campus Master Plan.
- Work with Screen Canberra to bring more screen productions to the Territory, showcasing Canberra to the world and enhancing Canberra’s branding as a cultural and international city.
- Further develop the Canberra innovation ecosystem through our collaboration with the Canberra Innovation Network.

- Work with institutions, the Australian Government and other stakeholders to promote Canberra as a study destination for international students, to support the sector's recovery and address Canberra's skills needs.

Further information	Kareena Arthy, Deputy Director-General, Economic Development (02) 6207 5564 Kareena.Arthy@act.gov.au
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Output 3.2 Tourism and Events

Overview

Through the Tourism and Events output we create and implement a range of innovative tourism marketing and development programs that aim to support the Territory's economic growth and job creation through increased visitation to the ACT and region.

We also manage, deliver and support a diverse calendar of major and community events that provide economic and community outcomes for the Territory, including tourist visitation, local business engagement, city vibrancy, community pride, and social connection.

Performance

Accountability Indicators

3 exceeded 1 not met

We exceeded three of the four accountability indicators targets for this output, achieving above target results for the following indicators:

- 3.2a – Local sentiment on major and community events.
- 3.2c – Estimated return on ACT Government investment from events supported under the Major Event Fund
- 3.2d – Canberra and Region Visitors Centre – overall visitor satisfaction with customer service levels.

We did not meet our target for accountability indicator, 3.2b – Estimated economic benefit from delivery of major events. We achieved a result of \$3.6 million against a target of \$43 million. This was due to the cancellation of Floriade and NightFest in 2021, as a result of the COVID-19 pandemic.

Highlights

Tourism and Events

Supported **7** exhibitions as part of 2021-22 Major Event Fund.



2021 **New Year's Eve** event, the first large-scale event to be held in the ACT following the 2021 **COVID-19 lockdown**.



Delivered the **2021 Floriade Community Program**, which generated engagement with **90** local community groups.



Delivered the **2022 Enlighten Festival**, which attracted more than **338,000** attendees.

In 2021-22, we continued to target recovery of the tourism and events sector, implementing the four focus areas we committed to in the 2022 Action Plan for Recovery:

- Restoring major access routes, particularly Canberra's aviation network.
- Supporting development and delivery of quality events and experiences.
- Growing spend and visitation through destination marketing campaigns.
- Supporting Canberra businesses through a range of initiatives to stimulate the local economy.

In 2021-22, we welcomed the first-ever Jetstar flight into Canberra, as we continued to work closely with Canberra Airport to support the recovery of the Territory's aviation sector. We worked with conversion partners to expand the reach of our marketing campaigns and to drive travel bookings.

We supported seven exhibitions and events through the 2021-22 Major Event Fund:

- Summernats 2022
- The Ancient Greeks exhibition at the National Museum of Australia
- The 2022 National Folk Festival
- SIX the Musical at the Canberra Theatre Centre
- The Jeffrey Smart and Ceremony exhibitions at the National Gallery of Australia
- The Australians and Hollywood exhibition at the National Film and Sound Archive
- The Shakespeare to Winehouse exhibition at the National Portrait Gallery

In December 2022, VisitCanberra re-launched its domestic destination marketing activity following COVID-19 restrictions.

We also delivered the following initiatives to promote Canberra:

- A community focused campaign to encourage Canberrans to visit their local hospitality and tourism businesses.
- We worked with conversion partners to expand the reach of our campaign and drive bookings.
- Hosted 10 domestic and 12 international journalists, influencers and broadcasters through the Visiting Journalist and Influencer Program.
- Promoted Canberra through content partnerships with a range of leading publications.
- Refreshed the VisitCanberra website (visitcanberra.com.au), which included integration of a booking platform.

Following the opening of Australia's international borders in February 2022, the Directorate re-engaged with key international markets by:

- Commencing marketing campaign activity in Singapore.
- Undertaking consumer research in eight key markets to inform future international marketing activity.
- Participating in business-to-business tourism travel trade events, and the Australian Tourism Exchange (ATE) 2022, and attending over 170 one-on-one appointments with domestic and international tourism travel trade representatives.
- Hosting familiarisation programs for ten travel agents and travel trade partners from India, Singapore and Malaysia, prior to ATE 2022 commencing.
- Delivering 35 webinars and other training activities, to a collective audience of more than 2,000 tourism travel trade representatives across the key markets.

In 2021-22, we supported the Canberra tourism and the hospitality industry through \$1.2 million of grant programs across 33 projects, supporting 102 local organisations and businesses to develop new tourism products and infrastructure, and to promote Canberra as a leisure destination in key interstate markets. These included:

- The Tourism Cooperative Marketing Fund, supporting 22 projects and 91 businesses.
- The Tourism Product Development Fund (previously named the COVID-Safe Tourism Co-investment Program), supporting 11 projects.

We also delivered:

- The Tourism Reboot program, designed to rebuild capability and provide practical information in the areas of marketing, and product development. The program attracted over 212 participants.
- The Small Tour Operator COVID-19 Recovery Payment, which provided a reimbursement for one-off financial support to tourism businesses of up to \$15,000.
- In June 2022, we delivered a Canberra Region Tourism Conference to more than 200 attendees.
- In June 2022, we launched a discussion paper for the 2030 Tourism Strategy for the ACT to help shape the conversation with industry on how we want Canberra to be positioned as a global destination in the years ahead.

- Due to the COVID-19 pandemic, Floriade 2021 was cancelled. As the bulbs and annuals had already been planted in Commonwealth Park, the park was left open for residents to enjoy.
- The remaining planter boxes, pots and modules that were to be situated in Commonwealth Park, were instead distributed to locations across the Territory, including:
 - ACT Health COVID-19 vaccination and testing clinic sites.
 - The Calvary Public Hospital in Bruce.
 - The Winnunga Nimmityjah Respiratory Clinic in Narrabundah.
- In addition, the highly successful Floriade Community program distributed a total of 275,000 tulips and annuals to over 90 community groups. Floriade Community engaged hundreds of helpers to assist with planting, watering, weeding and pruning - delivering a spectacular display of colourful blooms across the city during the Spring period.

We also successfully delivered:

- New Year's Eve 2021, as the first large-scale event post the 2021 COVID-19 lockdown in the ACT. To assist with social distancing the event was moved from its previous city centre location to Lake Burley Griffin – incorporating two firework shows (at 9:00 pm and midnight). An estimated 42,951 people attended the event, with 96 per cent of attendees on site to view the 9:00 pm firework show.
- Australia Day 2022, in line with the National Australia Day Council key pillars of 'Reflect, Respect and Celebrate'. A new two-day event format championed Indigenous and Multicultural communities – with the program on 25 January designed to reflect on and respect our indigenous history, while the program on 26 January incorporated a multicultural experience to celebrate our diverse country. A total of, 6,460 people attended the event over the two days.
- The 2022 Enlighten Festival, which was staged from 4 to 20 March and included the Enlighten Illuminations, Lights!Canberra!Action!, Symphony in the Park, the Canberra Balloon Spectacular and Canberra Day celebrations. Enlighten Festival events returned to a pre-COVID-19 format in 2022 due to a relaxation of public health restrictions. New lighting installations were incorporated within the city precinct to extend the Festival's footprint, while the Van Gogh Alive exhibition in the National Triangle added to the overall festival experience. The Enlighten Illuminations attracted 261,726 attendees, with almost 16 per cent visiting from interstate. The Enlighten Festival's total attendance exceeded 338,000 – generating an estimated \$20 million in economic impact and \$5.4 million in direct economic impact from interstate visitors.
- The 2022 ACT Reconciliation Day event at the National Arboretum Canberra on 30 May. Despite poor weather conditions, the event achieved an attendance of 3,729. The free public event was developed through a partnership between Events ACT, the Office of Aboriginal and Torres Strait Islander Affairs and the ACT Reconciliation Council.

The Directorate also provided grants to 24 event organisers through the ACT Event Fund to further support local event activity. Funding recipients were provided with the necessary

assistance and flexibility within the grant funding parameters to develop and adapt their events in line with COVID-19 safe event protocols and public health restrictions.

Future direction

In 2022-23 we will attract visitors to the ACT through innovative tourism marketing and industry development programs, while also delivering, supporting and promoting key events for Canberrans and visitors. Our activities will include:

- Developing a long-term tourism strategy for Canberra, Tourism 2030, in consultation with industry. This strategy will align to the ACT's economic development priorities in CBR Switched On and Austrade's THRIVE 2030.
- Continuing the delivery of Canberra's domestic marketing campaign, and continuing re-entry into key international markets to support return of visitors to Canberra, including pursuing opportunities to grow domestic and international aviation capacity, establishing new routes and attracting new carriers.
- Promoting demand-driving activities, including investing in the Major Events Fund to support events with the ability to drive significant visitation outcomes.
- Working closely with industry, including through our grants programs, to support the development of new tourism products and infrastructure, and to promote Canberra as a leisure destination.
- Monitoring the changing events landscape (in light of COVID-19) to ensure that major and community event activities can continue to be safely adapted or delivered in new and unique ways.
- Delivering Floriade 2022 in its traditional format at Commonwealth Park for the benefit of the local community and visitors to Canberra.
- Delivering Windows to the World, a series of open days at Canberra's Embassies and High Commissions to highlight the role that Canberra plays as an international destination.
- Finalising the development of a Floriade and Enlighten Festival Major Event Strategy for the period 2023 to 2027.
- Continued development of a new winter innovation festival to be held in winter 2023 (postponed in 2021 and 2022 due to COVID-19).
- Continued development and enhancement of online/digital platforms to support major and community events activities.
- Continued support for Canberra's events and festivals sector through delivery of the ACT Event Fund, sector development workshops and provision of general planning advice and support as event organisers recover from the impacts of COVID-19.

Further information

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Output 3.3 Sport and Recreation

Overview

Through the Sport and Recreation output, we support Canberra's participation in organised sport and recreation through delivery of programs, facilities, and pathways.

Sport and Recreation delivers this output by:

- Providing support services to local high-performance athletes.
- Administering grants and delivering education and training opportunities to maintain and enhance the capabilities of the community sport and recreation sector in the ACT.
- Planning and developing sporting infrastructure to broaden access to participation opportunities.
- Partnering with elite teams to engage the community in sport and recreation.

Performance

Accountability indicators

1 exceeded

2 not met

We met one out of three 2021-22 accountability indicators against this output. The accountability indicators not met were:

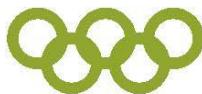
- 3.3b - Number of organisations funded to support participation opportunities in sport and recreation – We supported 75 organisations through the Sport and Recreation Grants Program, against a target of 80. This variance reflects the number and quality of funding applications received.
- 3.3c - Estimated economic activity as a result of supporting local elite teams – End-of-season reports from teams indicated a total impact of \$11.905 million, 15 per cent less than the target of \$14 million. This variance is due to the reduced number of Canberra-based home games played teams due to the COVID-19 pandemic's impact on each team's playing season. When compared to their prior seasons the GWS Giants and Brumbies both played one less home game in Canberra, the Raiders four less and both the Canberra Capitals and Canberra United two less.

Highlights

Sport and Recreation



\$2.6 million in sector funding support through the **Sport and Recreation Grants Program**.



Supported **33** current or former ACTAS **athletes** and a further five ACT-based training athletes to compete at the **Tokyo 2020 Olympic and Paralympics**.

Sport and Recreation provided support and leadership to the sector during this period, providing advice regarding the application of health directions, the timeframes, and protocols for community sport to return and promoting opportunities for additional support, including financial assistance.

Due to the ACT COVID-19 lockdown that commenced in August 2021, many winter codes within the sport and recreation sector were required to conclude their seasons early while summer sports faced uncertainty around recommencement.

Despite another interrupted year there continued to be many highlights:

- Through the ACT Academy of Sport, performance service support for 125 nationally identified athletes, with 33 current or former scholarship holders competing at the Olympic or Paralympic Games in Tokyo.
- Support of community projects funded through the Sport and Recreation Grants Program including:
 - Upgrades and extension to the heritage-listed Canberra Croquet Club
 - Funding for a replacement pontoon at Molonglo Reach to support the activities of the Burley Griffin Canoe Club
 - Support for initial uniform acquisition to help the newly established Yarabi Football Club compete in Capital Football Leagues from 2022
 - Partnering with Capital Petanque Club to provide shade shelters at its Weston Park complex
 - Support to ACT Little Athletics to translate key resources into multiple languages
 - Support to Muslim Sisters to Action for a Muslim women's swimming project.
- Significant sector-focused consultation to undertake a review of the Sport and Recreation Grants Program and to progress work on a new Government strategic plan for sport and recreation.
- Undertaking qualitative local research to explore participation barriers forCanberrans from low socio-economic backgrounds, sharing this work with the sector to inform future program delivery to increase whole-of-community engagement.
- In concert with key stakeholders and community groups we progressed capital works design and planning for the Amaroo Tennis Centre, Throsby Home of Football and the

Molonglo District Playing Fields, while also assisting site investigation and design to repair the North Woden Tennis Centre in Hughes and continuing exploration of the delivery of a new ice facility.

- We continued working with Canberra's elite sporting teams to again manage the impacts and disruptions of the COVID-19 pandemic, informing their individual responses to health directions, understanding of state border closures and the management of deliverables articulated in their team funding arrangements.

Future direction

In 2022-23 we will continue to work to deliver key government priorities including:

- Working with key stakeholders and community groups to commencement of construction of a number of new facilities including the Throsby Home of Football, a new home for Dragon Boating at Grevillia Park, Phillip District Oval upgrades and the Amaroo Tennis Centre, and finalisation of arrangements for a new ice facility.
- Finalising and commencing implementation of the first year of Government's new Strategic Plan for sport and recreation.
- Completing important research to benchmark the status of the ACT sport and recreation sector, including economic impact and carbon footprint.
- Supporting ACT athletes within the Australian team competing in the Birmingham 2022 Commonwealth Games.
- Working with the sector and our state/territory counterparts to continue to provide education and training opportunities for administrators, coaches, officials and volunteers, including the provision of both online and face-to-face training.
- After a two-year hiatus due to the COVID-19 pandemic, recommencing delivery of an in-person CBR Sport Awards, celebrating sector resilience and achievements.

Further information

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Output 3.4 Arts

Overview

Through the Arts Engagement output, we deliver the strategies under the Canberra: Australia's Arts Capital – a statement of ambition for the Arts 2021–26:

- Create amazing art and culture—everywhere, at any time, for everyone.
- Develop arts, cultural and creative industry, practice, and facilities—supporting creation and culture at all levels, via any path.
- Promote our arts and culture—to attract artists, arts workers, visitors and investment.

We do this by:

- Engaging with Aboriginal and Torres Strait Islander arts and cultures.
- Supporting great art and great artists by funding and promoting Canberra art and artists.
- Supporting and recognising the vitality of the Canberra Region arts ecology and the benefits the arts and creativity bring to Canberra.

Performance

Accountability indicators

2 exceeded

3 not met

We met two out of five 2021-22 accountability indicators against this output. The accountability indicators not met were:

- 3.4b – Satisfaction with the management of grants administered by artsACT – We achieved 71 per cent against a target of 80 per cent. artsACT surveys both successful and unsuccessful grant applicants for this measure. While 79 per cent of respondents to the survey were satisfied or highly satisfied with the ease of the application process, respondents were less positive with the assessment and notification process which may reflect the high demand for arts funding that could not be supported.
- 3.4c – Number of artists directly and indirectly supported through Arts Activities funding – We achieved a result of 91 against a target of 100. The variance reflects that a number of applicants have been granted an extension to complete and acquit their activity due to the impact of COVID-19. This has meant that the data for this measure is not complete, however it is expected that the target will be achieved once all acquittals are received.
- 3.5d – Satisfaction of audiences and participants of artsACT funded arts organisations – This accountability indicator was introduced for 2021-22. Data for this indicator is to be collected annually but was not measured in 2021-22 due to the ongoing impacts of COVID-19 on artsACT funded arts organisations.

Highlights

Arts



Completed **\$5.9 million** upgrade of the **Former Transport Depot in Kingston.**



Completed **\$2.1 million** lead dust remediation project and commenced an ongoing lead paint management program.

Launched Canberra: **Australia's Arts Capital** – a statement of ambition for the Arts 2021-26.



Developed a new **ACT arts policy** and arts organisation funding framework.



Delivered over **\$10 million** in arts funding to artists, arts groups and arts organisations.

In 2021-22, we:

- Launched the Canberra: Australia's Arts Capital – a statement of ambition for the Arts 2021–26 to set the long-term ambitions and strategies for Canberra to be recognised as Australia's arts capital.
- Engaged with the community and arts sector to inform the development of a new ACT arts policy and art organisations funding framework, including two YourSay surveys and a series of roundtable discussions hosted by the Minister's Creative Council and artsACT.
- Completed \$5.9 million upgrade of the Former Transport Depot Kingston including a new roof on the lower hall and renovations to toilet facilities. Also completed \$2.1 million lead dust remediation project at the site and commenced ongoing lead paint management program.
- Delivered over \$10 million in arts funding to artists, arts groups and arts organisations, including:
 - funding to 25 arts organisations, totalling over \$7.9 million.
 - two rounds of \$5,000 to \$50,000 arts activities funding for a range of arts activities and projects, with a total of \$774,524 to 29 recipients.
 - an ongoing program for up to \$5,000 arts activities funding for a diverse range of arts projects, with a total of \$175,652 to 42 recipients.

- funding of \$98,863 to seven recipients in the ACT Screen Arts fund.
- Continued work on the \$1.68 million Upgrading Local Arts Facilities project including the commencement of the Gorman House Arts Centre Final Design project and the completion of the draft Gorman House Arts Centre Conservation Management Plan.
- Delivered the third round of HOMEFRONT funding of \$355,050 in September 2021, enabling 54 Canberra artists to maintain their arts practice during COVID-19.
- Delivered a second round of Amp It Up! Fund which provided funding of \$501,575 to 15 live music and performance venues across Canberra to support small to medium sized live venues to recover after the impacts of COVID-19 by offsetting some of the costs of programming, performance and promotion. The fund covered payments to artists and technicians, and some marketing costs.
- Delivered the \$711,849 Creative Recovery and Resilience Program designed to focus on employment and economic stimulus for the creative sector.
- Led the engagement process with arts organisations who will be relocating to the future Kingston Arts Precinct, focusing on establishing a new vision and governance structures.
- Completed various minor works at the Canberra Glassworks including installation of a new extraction system in the café kitchen, heating and cooling to the upper-level administration offices and safe maintenance access to the tower artwork, Touching Lightly by artist Warren Langley.
- Completed repairs and maintenance of the public art collection managed by artsACT including repairs and conservation works to bronze artworks Ethos, by artist Tom Bass, and Prime Minister John Curtin and Treasurer Ben Chifley ca 1945 by artist Peter Corlett, and an intensive clean of the entire public art collection.

We continued to manage funding agreements to:

- 25 arts organisations in the ACT that provide key programs and services to support and develop artists and enable the ACT community to strongly engage with the arts.
- 13 ACT arts facilities that provide critical infrastructure to support artists and arts organisations, and to enable the ACT community to strongly engage with the arts.

Future direction

In 2022-23, we will implement a new arts policy and arts organisation funding framework. The policy will guide engagement with the local arts community and strategic partners to deliver on the strategies identified in *Canberra: Australia's Arts Capital – a statement of ambition for the Arts 2021–26*. The new funding framework will deliver an open and competitive multiyear funding program to support ACT's leading arts organisations.

We will also continue to:

- Lead the process for relocation of arts organisations to the future Kingston Arts Precinct.
- Deliver a new public art commission by a female or non-binary artist that recognises a significant woman.
- Lead capital works projects and upgrades at arts facilities. This will include upgrades to Tuggeranong Arts Centre theatre and final designs for improvements to the heritage-listed Ainslie and Gorman House Arts Centres.
- Deliver Arts Funding programs, with grants for arts activities worth up to \$5,000 and between \$5,000 to \$50,000.

Further information

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Output 3.5 Skills

Overview

Through the Skills output, the Directorate facilitates skilled and business migration pathways, and partners with registered training organisations to support skills development in the ACT.

The Directorate will deliver this output through:

- Subsidised vocational education and training in skills needs areas, including free training for jobseekers and young people under the JobTrainer Fund, and free infection control training for customer facing workers under the National Infection Control Training Fund.
- Positioning the ACT vocational and education sector as a major driver for economic recovery and growth in key sectors.
- Nominating skilled migrants to address skills shortages and support sustained population growth.
- Nominating migrants who are seeking to invest in ACT businesses.

Performance

Accountability indicators

4 met or exceeded

2 not met

We met or exceeded four of our six accountability indicator targets for this output. We did not meet our target for the following two indicators:

- 3.5a (ii) – Participation rate of 15-64-year-olds in VET – Aboriginal and Torres Strait Islander students. The target was 13.4 per cent and the result was 13.2 per cent. We will continue to work with CIT and registered training organisations to develop and promote training opportunities for Aboriginal and Torres Strait Islander students.
- 3.5b – VET graduate outcomes after training – employed after training or in further study. The target was 92 per cent and the result was 90 per cent. We will continue to work with registered training organisations, industry and across government to ensure VET graduates are meeting skills needed in the workplace.

Highlights

Skills



Released **Skilled to Succeed: skills and workforce agenda for the ACT.**

Nominated **2,001 skilled migrants** to reside in the ACT.



2,281 fee-free JobTrainer training places taken up by **job seekers** and **young people**.

318 enrolments in **infection control training**.



7,117 apprentices and trainees in training in the ACT.

In 2021-22, our activities to promote and support skills development in the ACT were directed at supporting Canberra's economic recovery.

Our efforts focused on young people looking to enter the workforce, jobseekers and key industries experiencing skills shortages. We achieved:

- A slight increase (one per cent) in apprenticeship and traineeship commencements, and a rise in in-training numbers from 7,049 to 7,117 between June 2021 and June 2022, despite COVID-19 challenges.
- A higher proportion of women undertaking apprenticeships and traineeships in building and construction, increasing from 5.6 per cent in 2021 to 5.9 per cent in 2022.
- 318 enrolments in free infection prevention and control training for the ACT workforce under the National Infection Control Training Fund.

We continued to provide support to apprentices, trainees and their employers through the challenges of the COVID-19 pandemic. This included contacting more than 7,100 ACT apprentices and trainees, and their employers, during the COVID-19 lockdowns to provide information about the support initiatives available to them. In 2021-22, we also visited 1,618 apprentices and trainees, and their employers, to ensure all parties were abiding by their obligations under the training contract.

We increased our consultation with employers to develop the 2022-23 ACT Skills Needs List, ensuring subsidised training matched in-demand occupations. We also updated the 2022-23 ACT Critical Occupations List to target skilled migrants in an additional 97 occupations experiencing shortages in the ACT.

We nominated 1,738 Canberra and 263 overseas residents for a skilled migration visa. Additionally, 18 overseas businesspeople were nominated to invest a total of \$7.2 million into establishing or purchasing a business in the ACT. In 2021-22, the ACT and Commonwealth Governments invested an additional \$16.75 million to extend the JobTrainer Fund and provide up to 2,500 free training places over two years.

This extension allowed us to:

- Support 1,135 enrolments in free VET places by job seekers and young people in the ACT.
- Award more than \$1 million of JobTrainer Employment Jumpstart grants to five initiatives that will provide accessible training and wrap-around support for vulnerable cohorts in 2022-23.

Further achievements in 2021-22 include:

- Meeting all targets and milestones under the National Partnership on the Skilling Australians Fund, resulting in a payment of \$3.701 million from the Australian Government.
- Allocating \$265,000 under the Future Skills for Future Jobs grants program for three innovative projects aiming to increase the number of Australian Apprenticeship commencements in the ACT.
- Allocating almost \$200,000 under the ACT Adult Community Education Grants Program for four projects delivering quality foundation skills training to Canberrans experiencing barriers to learning, training and work.

Future direction

Skilled to Succeed: skills and workforce agenda for the ACT maps out how we will ensure our workforce has the right skills for in-demand jobs. In 2022-23, we will commence its implementation, with investment and action aligned with the agenda's four key priorities:

- Priority 1: Delivering skills inclusively to provide all Canberrans with a foundation for life-long learning
- Priority 2: Building a more responsive, flexible and future-focused skills system
- Priority 3: Assisting employers to build, attract and retain the right workforce
- Priority 4: Strengthening skills sector foundations

We will ensure Government investment is targeted towards in-demand occupations and sectors experiencing critical skills shortages and continue to consult with sectors to support the unique skills and workforce development needs of industry.

We will continue to advocate for an increase to the ACT Migration Program allocation to attract highly skilled workers to our critical occupations.

In 2022-23, we will also:

- Continue to subsidise training in skills needs areas through the Skilled Capital, User Choice, JobTrainer and grants programs initiatives.
- Continue to deliver up to 2,500 free additional training places for eligible Canberrans under the extended and expanded JobTrainer Program.
- Make over \$400,000 available for the inaugural Adult Community Education JobTrainer grants program.
- Review existing grants programs to ensure they continue to support initiatives that will directly benefit vulnerable cohorts and increase Australian apprenticeship commencements.
- Work with the Australian Government and other jurisdictions on vocational education and training system reform.
- Continue to efficiently manage the ACT's Migration Program to ensure the best economic and social outcomes for the ACT, including workforce attraction and population growth.

Further information

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Output 3.6 Venues

Overview

Through the Venues output, we promote and manage major events at venues including GIO Stadium, Exhibition Park in Canberra (EPIC), Manuka Oval and Stromlo Forest Park. We also manage the National Arboretum Canberra.

Venues Canberra delivers this output along with the National Arboretum Canberra and Stromlo Forest Park Branch.

Performance

Accountability indicators

3 met or exceeded

5 not met

We have met or exceeded three out of eight accountability indicators against this output. The accountability indicators not met were:

- 3.6a (i) - Number of major events at GIO Stadium (we delivered 18 events against a target of 20). All NRL matches were moved to QLD in July 2021. This resulted in the remainder of the Canberra Raiders' 2021 season unable to be played at GIO Stadium. This has been offset by securing a Matilda's v NZ soccer match, a Women's State of Origin rugby league event and the Brumbies hosting a quarter final match.
- 3.6a (iii) – Number of major events at Exhibition Park in Canberra (we delivered 68 events against a target of 85). Events were unable to go ahead at EPIC in the first half of financial year due to changes in public health directions restricting large events and festivals and some exhibition space being used for government initiatives.
- 3.6b (i), (ii) and (iii) – Own source revenue at GIO Stadium (\$2.3 million against a target of \$3 million), Manuka Oval (\$123,000 against a target of \$360,000) and Exhibition Park in Canberra (\$2.9 million against a target of \$3.5 million). Own source revenue at all venues was impacted by the ACT COVID-19 lockdown from August - October 2021. Matches did not occur at GIO Stadium, and this resulted in decreases to own source revenue including parking, hospitality, catering commission and hire of facilities. Manuka Oval did not host an AFL match in August 2021 and as a result, hire of facilities was lower. Functions were also unable to go ahead. EPIC was unable to host large events for part of the year, a number of commercial and community tenants were eligible for rent relief which resulted in a decline in property rental income and recent events had their venue hire waived.

Highlights

Venues

Hosted the **Women's State of Origin**, Matildas v New Zealand **soccer** match at GIO Stadium and **Women's cricket test match** at Manuka Oval between Australia and New Zealand.



Accommodated the **COVID-19 drive through testing centre** at EPIC. This was the most utilised testing centre in the Territory during the COVID response.

The **National Arboretum Canberra won silver** in the “**Tourism Attractions**” category in the 2021 **Australian Tourism Awards**.



Attracted **684,979** annual visitors at the **Arboretum** with a **98% customer satisfaction** rate.

In 2021-22, we supported the ACT Government’s response to COVID-19 by continuing to host the drive-through COVID-19 testing facility at EPIC. We also:

- Hosted new events at our venues including the Women's State of Origin, Matildas v New Zealand soccer match at GIO Stadium and Women's cricket test match at Manuka Oval between Australia and New Zealand.
- Delivered 18 national or international matches at GIO Stadium and eight major events at Manuka Oval. Content included national and international women's sporting events for AFL, soccer, rugby union, rugby league and cricket.
- Led the Territory's return to events under COVID-19 safe plans by hosting major events and festivals including Summernats, the Royal Canberra Show, National Folk Festival, Groovin' the Moo and Handmade Markets.
- Held a total of 194 events at EPIC with an estimated attendance of 448,014 as detailed in the consolidated breakdown of events below.

On 4 February 2022, an influx of campers arrived at EPIC and Venues Canberra worked with ACT Police, Roads ACT and multiple government agencies to ensure the safe and effective operation of the precinct, as well as plan the safe closure of protest camping at the site. Campers left the site on 14 February 2022 and a whole of Government response was

enacted to return the EPIC site to business-as-usual status for a handover to the Royal Canberra Show on 16 February 2022.

Table 17: EPIC Consolidated Events and Estimated Attendance

Type of Events	No. of events	Estimated Attendance
Markets	51	196,200
Training	38	489
Concert	1	25,000
Event	75	38,324
Function	16	2,662
Meetings/Conferences	10	339
Festival	3	185,000
Total	194	448,014

In 2021-22 we also:

- Launched the second Ambassador Program at the National Arboretum Canberra, continued the Forest Sculpture Gallery, and refurbished and established new gardens. We delivered various onsite asset improvements, including upgrading 4.2km of internal asphalted road at the Arboretum, and launched the first Forest Shelter sponsored by the Friends of the National Arboretum Canberra.
- Achieved an annual customer survey satisfaction result of 98 per cent, with visitors rating their visit as either excellent or good. This result is 13 per cent greater than the expected target of 85 per cent.
- Welcomed 684,979 onsite visitors, including 10,845 in school groups, to the Arboretum despite ongoing COVID-19 restrictions and closures, and the site has cumulatively hosted over 5.3 million visitors since opening to the public.
- Saw volunteers contributing 16,539 hours at the Arboretum, equating to an estimated value of \$690,007 at \$41.72 per hour.
- Were rewarded with a silver medal for the National Arboretum Canberra in the “Tourism Attractions” category of the 2021 Australian Tourism Awards.
- Planted approximately 800 trees, pruned over 18,700 trees within 47 forests, and completed over 2,440m³ of mulching within ten forests. Approximately 1,700 new plants were planted across 18 gardens. These works included the completion of the Crepe Myrtle Forest, as well as replants and associated irrigation upgrades in two existing symbolic forests, the Snow gums and Camden White gums.
- Installed solar film on the Village Centre roof skylights to reduce sun glare and improve the building’s energy performance, and a corporate boardroom was refurbished and

renamed the “Bugang Room” in consultation with the United Ngunnawal Elders Council.

- Accommodated over 22,500 visitors in the Village Centre, POD playground and National Bonsai and Penjing Collection across the 2022 Easter weekend.
- Hosted a range of sporting events at Stromlo Forest Park, attracting interstate competitors and spectators. Outdoor, socially distanced sporting activities increased during COVID-19, particularly mountain bike riding, and this popularity has continued with the return to normal operations.
- Refurbished public facilities including streamlining the canteen area, increased signage on fire-trails, and more accessible gate padlocks at Stromlo Forest Park.
- Implemented a volunteer program to assist with maintenance and upgrades to mountain bike trails, and to boost community engagement.
- Began construction on the Stromlo Forest Park criterium cycling track extension, to increase site safety and accessibility during peak visitation. Associated works on the Bicentennial National Trail realignment have been progressed to increase site safety for equestrian users.

Future direction

In 2022-23 we will actively seek to attract new events to the Territory’s venues to support economic growth and diversification, liveability and social inclusion.

We will also:

- Improve amenity and the customer experience at our major venues by constructing new video replay boards at GIO Stadium and Manuka Oval and undertake comprehensive planning for a staged consolidation, redevelopment and precinct plan of Exhibition Park in Canberra including a new 10,000 square metre indoor venue.
- Continue to manage and deliver the scheduled program of events and implement the next stage of the single use plastics plan at the Territory’s venues.
- Implement new revenue sources through tourism, marketing initiatives and commercial partnerships to attract local, national and international level Major Events across all the Territory’s venues as this has multiplying economic impacts on the wider Canberra economy.
- Promote the National Bonsai and Penjing Collection Australia nationally and internationally, support existing Memorandum of Understandings and develop new ones as relevant. Continue to host Arboretum ceremonial visits and tree plantings and promote new Arboretum gardens as donor opportunities.
- Continue to manage and support the health of our forests through best practice horticultural and arboriculture practices.
- Review and facilitate the Arboretum’s school educational and tourism programs.
- Maintain existing assets and oversee upgrades including:
 - The development of the National Rock Garden at the National Arboretum Canberra.
 - The installation of Stromlo Forest Park’s 500 metre criterium track extension to

Uriarra Road.

- The installation of Stromlo's asphalted carpark enabling 530 carparks and an event Village Green space.
- The Arboretum's Central Valley drainage and mulching improvements, horticultural depot upgrades to meet work health and safety requirements, forest signage to improve public interpretation of the site, POD playground slide upgrade, and Village Centre electrical upgrades.
- Stromlo's water pump upgrades, playground rubberized soft-fall upgrades, Bicentennial National Trail upgrades and realignment, and signage upgrades.
- Launch the Arboretum's Adopt a Tree Program and new sponsorship programs at the Arboretum and Stromlo.

Further information

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Output 4.1 Economic Management

Overview

The Economic Management output incorporates provision of economic and revenue modelling, analysis and advice to the ACT Government and agencies, coordination of engagement on federal financial relations matters, management of financial assets and liabilities (including borrowings, superannuation and insurance), and provision of insurance policy advice and administration of the Motor Accident Injuries and Lifetime Care and Support schemes.

Economic and Financial Group delivers this output by:

- Monitoring and providing advice on the state of the ACT economy.
- Preparing economic and fiscal modelling and providing economic forecasts and revenue forecasts for own source revenue.
- Undertaking analysis and modelling to provide short, medium and long-term demographic projections.
- Preparing and publishing tax expenditure statements.
- Facilitating the development and review of taxation reform.
- Providing advice on economic policy, competition reform, cost of living and industry sectoral matters, including economic regulation of water and energy markets.
- Contributing to the development and review of climate action reforms, including vehicle emissions reductions.
- Providing economic modelling and policy support, including in the areas of health, disability, skills and housing.

- Providing advice on federal financial relations matters, and coordinating and contributing to:
 - Heads of Treasuries, Board of Treasurers and Council on Federal Financial Relations processes.
 - ACT Government involvement with the Commonwealth Grants Commission.
- Providing advice on the performance of selected government entities, including emerging issues and associated corporate governance arrangements.
- Providing insurance policy advice and regulating the Motor Accident Injuries (MAI) Scheme.
- Administering the Lifetime Care and Support (LTCS) Scheme.
- Managing the Government's borrowings, investments, cash and liquidity needs and the unfunded employer superannuation liabilities through the Territory Banking Account and the Superannuation Provision Account.

Performance

Accountability indicators

3 met or exceeded **1** not met

We met three out of four accountability indicators against for this output. The accountability indicator not met was:

- Co-ordinating government participation in intergovernmental Treasury - The target was 36 and the actual result was 17. At the time of setting the 2021-22 target, these meetings were occurring on an accelerated monthly basis due to the COVID-19 pandemic. These meetings have since reduced to their normal frequency. As a result, the 2021-22 outcome reflects a part-year impact of the return to normal meeting frequency.

Highlights

Economic Management

Completed a **review of non-potable water costs** for high intensity **club users**.



Prepared **165 briefings** on the ACT economy.



Developed the **Long-Term Management Agreement** with **CHC Affordable Housing** to facilitate growth of affordable rental properties in the ACT.

In 2021-22, we supported the economy by continuing to monitor and provide economic and revenue analysis, forecasts and briefings, including from the economic impacts from COVID-19. We contributed to the 2021-22 ACT Budget and Budget Review. This included outlining the ACT's economic performance during the pandemic.

We worked collaboratively with the Australian Government and our state and territory counterparts to finalise economic and financial responses to the on-going pandemic, and engaged with the Australian Government and our state and territory counterparts to work towards ensuring that critical service delivery remain appropriately funded in the aftermath of the COVID-19 pandemic.

In 2021-22, we also:

- Undertook financial analysis to inform the impact of the Government's gas transition policies as outlined in the Utility Impact Statement.
- Contributed to work across government on policies to encourage and support lower transport emissions from light vehicles.
- Published a new 2022-23 electricity reference price in June 2022. The reference price is to be used by retailers to assist ACT residential and small business customers compare 2022-23 electricity offers against a benchmark annual price, based on the average consumption of customers.
- Provided demographic information to directorates for internal planning purposes.
- Developed the Long-Term Management Agreement with CHC Affordable Housing Canberra as part of the agreed balance sheet restructuring of CHC. This arrangement once implemented will facilitate growth of affordable housing in the ACT.
- Continued to engage with the Commonwealth Grants Commission, including as part of its 2022 update of the GST Revenue Sharing Relativities work program, and provided advice to government on the implications of the update for the ACT's GST share.
- Provided support to the Treasurer in his role as Chair of the Board of Treasurers for 2022.

- Participated in the development of funding agreements and reform options for federal financial relations and maintained a high level of engagement and collaboration across jurisdictions and between central and portfolio agencies.
- Supported the functions of the MAI Commissioner (see annexed MAI Commissioner Annual Report) and LTCS Commissioner of the ACT (see annexed LTCS Commissioner Annual Report).

Future direction

In 2022-23 we will continue to support the ACT economy by monitoring and advising on the state of the ACT economy and providing analysis of the impact of various emerging economic risks. We will also continue to work with the Australian Government and our state and territory counterparts on the economic recovery from the COVID-19 pandemic and challenging fiscal positions. This includes supporting the ACT Treasurer in his capacity as the Chair of the Board of Treasurers in 2022.

In 2022-23, we will also deliver work across priorities including:

- Leading work across government on vehicle registration reform policies that encourage and support lower transport emissions from light vehicles.
- Completing 40-year demographic modelling, incorporating the latest 2021 Census data.
- Encouraging growth in the stock of affordable rental properties through promoting incentives for build to rent developments and establishing arrangements to facilitate implementation of the long-term management agreement with CHC.
- Setting the terms of reference for the ICRC pricing investigation for the determination of the price of retail electricity for small customers on standard retail contracts in the regulatory period from 1 July 2024.
- Supporting the three-year review into the operation of the Motor Accident Injuries Scheme.
- Supporting the functions of the MAI Commissioner and the LTCS Commissioner of the ACT.
- Maintaining strategic financial oversight of selected government business entities including Icon Water, the Suburban Land Agency and the City Renewal Authority.

Further information

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Output 4.2 Financial Management

Overview

We provide analysis, monitoring and reporting on the financial performance of agencies, the Territory's budget, and major projects, to assist the ACT Government to achieve its policy objectives.

Finance and Budget Group delivers this output by:

- Managing the preparation and presentation of the ACT Government's annual budget, budget review and annual financial statements.
- Providing quarterly whole of government consolidated financial reports.
- Reporting to external agencies, including the Australian Bureau of Statistics and the Commonwealth Grants Commission.
- Providing advice to the ACT Government on financial and budget policy issues, including new spending proposals.
- Reviewing government programs and functions.

Performance

Accountability indicators

4 met or exceeded

1 not met

We met all our accountability indicator targets for this output except 4.2a – Budget presented in accordance with legislative timeframes. On 16 September 2021, pursuant to section 5 of the Financial Management Act 1996, the Legislative Assembly resolved to delay the 2021-22 Budget until 6 October 2021. At the time of finalisation of the 2021-22 Budget indicators a decision had not been taken on the timing of the 2022-23 Budget and so it was assumed that there could be two budgets released in the 2021-22 financial year. The date of release of the 2022-23 Budget is 2 August 2022 (2022-23 financial year).

Highlights

In 2021-22, we continued working with agencies and across the directorate to develop and deliver the Government's responses to the COVID-19 pandemic. We continued to oversight and implement COVID-19 support activities, such as the COVID-19 Response Fund, and the administration of COVID-19 test hardship isolation payments and quarantine waivers for returned international travellers.

In 2021-22, we also undertook the following work:

- Delivered the 2021-22 Budget and 2021-22 Budget Review.
- Achieved an unmodified audit opinion on the 2020-21 Consolidated Financial Statements.

- Continued implementation of the ACT Government’s Wellbeing Framework, by enhancing budget consultation and decision-making processes and budget documents.
- Provided regular updates to the Expenditure Review Committee of Cabinet on the Territory’s finances, allowing the Government to manage public finances appropriately and maintain a strong balance sheet.
- Provided advice to the Expenditure Review Committee of Cabinet on new spending proposals to enable the Government to prioritise available resources.
- Prepared the Annual Financial Statements for the Territory, which were provided to the Auditor-General in the required timeframe.
- Prepared the Quarterly Consolidated Financial Statements, which were presented to the Legislative Assembly in the required timeframe.
- Prepared the budget appropriation bills – the Appropriation Act 2021-22 and Appropriation (Office of the Legislative Assembly) Act 2021-22.
- Coordinated and participated in ‘across government’ and national working groups and provided policy advice on national reform initiatives, including the National Health Reform Agreement and Training and Skills reforms.
- Provided regular updates to the Government on the progress of its infrastructure program. These updates included regular reports to the Expenditure Review Committee of Cabinet and the Legislative Assembly.
- Assisted directorates on policy development by providing budgeting, accounting, and analytical advice.

Future direction

In 2022-23, we will support the Government in delivering the 2022-23 Budget, the 2022-23 Budget Review, the 2023-24 Budget and the Territory’s Consolidated Financial Statements.

In 2022-23, we will also:

- Coordinate the Government’s budget processes and report on financial outcomes.
- Look towards greater automation of the Government’s budget production processes, including expansion and integration of existing financial management information systems.
- Provide regular updates to the Expenditure Review 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 ensure sound financial management and high-quality advice to Cabinet.

Further information

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Output 5.1 Revenue Management

Overview

Through the Revenue Management output, we administer the ACT Government's taxation revenue.

Revenue Management (ACT Revenue Office) delivers this output by:

- Collecting taxation revenue in accordance with legislation.
- Providing high quality and timely advice to assist taxpayers in meeting their obligations.
- Processing objections to taxation assessments in accordance with timeframes published on the ACT Revenue Office website and improving review processes.
- Ensuring the integrity, consistency and effectiveness of the ACT's taxation system through prioritised compliance programs and regular reviews of legislation.
- Processing concessions in accordance with government community assistance schemes.
- Administering Rental Bonds.

Performance

Accountability indicators

2 met or exceeded

2 not met

We exceeded two and met one of our accountability indicator targets for this output. The accountability indicators not met were:

- 5.1a – Debt management – level of overdue rates as a percentage of total rates revenue
- 5.1b – Debt management – level of overdue debt (not including rates) as a percentage of tax revenue (not including rates)

The results for 5.1a and 5.1b were higher than the targets as active debt recovery was not pursued during the COVID-19 pandemic.

Highlights

The key focus in 2021-22 was to continue to administer the assistance measures introduced through the ACT Government's COVID-19 economic survival and recovery packages, and the Australian Government HomeBuilder Grant.

More than \$1.9 billion in taxation revenue was collected in 2021-22.

Future direction

In 2022-23, we will:

- Continue to administer the Australian Government HomeBuilder Grant.
- Focus on assisting customers reduce outstanding liabilities and move towards achieving debt level KPIs.
- Direct resources to land tax compliance activities.
- Prepare amendments to the Duties Act to simplify and update the landholder provisions.
- Commence the build of a new land valuation IT system.

Further information

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Output 6.1 Human Resources, Finance and Records Services

Overview

Through the Shared Services output the directorate provides a range of tactical and transactional human resource, finance and corporate services to directorates and agencies.

Shared Services Human Resources, Finance and Records Services deliver this output by:

- Providing payroll, personnel and recruitment services.
- Providing records management and courier activities to government directorates.
- Providing monthly and annual financial reporting services.
- Providing accounts payable, accounts receivable, banking and debt management functions.
- Providing general ledger, cash flow and fixed asset management.
- Providing advice on Fringe Benefits Tax, Goods and Services Tax and PAYG, including arranging external advice as required.
- Administering production and lodgement to the Australian Taxation Office of monthly Business Activity Statements and annual Fringe Benefits Tax Returns.
- Delivering salary packaging services for employees across the ACT Government.

Performance

Accountability indicators

5 met or exceeded

1 not met

We met or exceeded five of our six accountability indicator targets for this output, we did not meet the following indicator target:

- 6.1a – Human resources service requests made via the Service Desk are resolved within Service Standard timeframes. We achieved a result of 88 per cent against a target of 90 per cent. The result reflected the complexity of managing Service Desk functions remotely and the availability of Service Desk attendants due to illness or isolation as a result of the COVID-19 pandemic. It is expected, results will normalise as the current wave of COVID-19 infections decrease.

Highlights

In 2021-22, we:

- Continued to lead the whole of government program to implement a contemporary payroll and human capital management solution for the ACT Government workforce encompassing all aspects of the employee lifecycle.
- Engaged an external consultant in 2021 and conducted a thorough review of the Territory's current and future state of banking arrangements. Based on the review findings and consultant's recommendations, that were endorsed by the Banking Steering Committee, the Territory has now progressed with the following procurement approach:
 - Completed a Request for Expression of Interest process that gauged market interest and shortlisted Banking Service Providers for the Select Request for Proposal process; and
 - Progressed with the second stage of procurement, inviting shortlisted Banking Service Providers to formalise their expression of interest through a Select RFP process.
- Piloted the ACT Government's new Expense Management System (EMS) in one directorate in December 2021 and rolled out to a second directorate in July 2022. EMS will be progressively rolled out across the whole of government in 2022-23 to provide transparency and automation for corporate credit card use. The EMS project team will use lessons learned from previous rollouts, and feedback from post-implementation surveys, to improve future EMS rollouts and make adjustments to system functionality.
- Continued the rollout of Electronic Digital Records Management System (EDRMS) with more than 1100 additional users now working with EDRMS as a core business tool, improving records management efficiency and accessibility of government records across the Territory.
- Continued to work with directorates and vendors to increase the efficiency of digital records management across government by leading a number of projects aimed at

enhancing system capabilities, amalgamating datasets into a central EDRMS and migrating from on premises hosting systems to secure cloud-based solutions.

Future direction

In 2022-23, we will:

- Work to establish the future direction of the Territory's banking arrangement post 30 June 2023, including conducting a current state review and needs/benefits analysis to be incorporated into any future banking arrangements. It is anticipated that the future direction of the Territory's banking arrangement will allow greater flexibility and adoption of innovative technologies, provide a more streamlined approach to transactions and payments, improve security, and facilitate a greater use of digital payment options.
- Continue work to ascertain the Territory's financial system needs. The 2020 Financial Feasibility Study noted the move to a cloud-based finance system may provide multiple benefits for Government, including defined best practice processes, significantly reducing operational costs, along with providing efficiency and productivity gains.
- Continue to prepare for the implementation of the new Human Resource Information Management Solution (HRIMS) and associated processes, with significant effort to identify and develop new working methods to maximise the benefits of the new system to be required across Shared Services business functions.
- Work with the Australian Government and the Australian Taxation Office to support the implementation of the Australian Government's E-invoicing initiative.
- Continue work to support the implementation of the HRIMS across government, including working closely with directorates and our partner vendors to complete the build, test and business readiness activities.

Further information

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Output 6.2 Digital, Data and Technology Solutions

Overview

Through the Digital, Data and Technology Solutions output, the Directorate provides a range of services, including technology infrastructure, applications support and development and delivery of projects on behalf of directorates and agencies.

Digital, Data and Technology Solutions delivers this output by:

- providing technical, tactical and transactional support for whole of government ICT, including ACT Government schools and the Canberra Institute of Technology, including:
- delivering end user services for all ACT Government directorates and agencies;
- managing and maintaining several whole of government business systems;
- maintaining technology infrastructure, including cloud provision, data centres and an extensive optical fibre voice and data network backed with high quality server and desktop support;
- providing responsive ICT project management, agile application development and teams embedded in directorate locations; and providing whole of government cyber security.

Accountability indicators

0 met **3** not met

We did not meet our three accountability indicator targets for this output:

- 6.2a – *ICT service requests made via the Service Desk are resolved within Service Level Agreements' timeframes.* Due to the complexity of supporting a workforce working from home and changes to reporting and business tools during this period we achieved a result of 72.27 per cent against a target of 90 per cent.
- 6.2b – *Average time taken for telephone ICT service requests to be answered by a Service Desk Officer.* These targets were not met due to the complexity of supporting a workforce working from home, which led to significant increases in the time required to resolve issues, and increased call volumes during COVID-19 lockdown. We achieved a result of 39.5 per cent against a target or 80 per cent of calls answered within 240 seconds.
- 6.2c - *Number of successful attacks on internally hosted ACT Government websites.* We did not achieve the target of zero due to the successful compromise of two internally hosted Canberra Institute of Technology non-production webservers in May 2022.

In 2021-22 we:

- Delivered the technology components for the expansion and modernisation of Campbell Primary School, Amaroo Primary School and Gold Creek High School, and for the build of Evelyn Scott High School.
- Implemented the “Intelligent Learning Platform” project that enables bi-directional workflow between student management system (Banner) and the Online Learning Management System (eLearn), allowing automatic population of student test results into Banner.
- Facilitated compliance, assisted with, and administered onboarding of a new offender information system (CORIS®) for ACT Corrective Services into the ACT Government ICT

environment. This includes networking to ACT Government, access controls, system risk management, incident response protocols and compliance/governance. Moving forward DDTs will provide administration support for the CORIS® offender information system.

- Implemented a new security incident response system enhancing visibility to monitor, track and investigate cyber security events.
- Enabled an ACTPS COVID-19 response with COVID-19 safe service points in hubs across Canberra.

Future direction

In 2022-23, we will undertake work to prepare for implementation of the HRIMS across government, including working closely with directorates and our partner vendors to complete integration, testing and business readiness activities

Further information

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Output 7.1 Infrastructure Finance

Overview

Through the Infrastructure Finance output, we provide advice to government on the development and management of major infrastructure projects, including unsolicited proposals and complex commercial arrangements (including the potential use of private finance). We partner with directorates to ensure infrastructure project business cases provide the required evidence and analysis to justify the funding decisions of government.

Infrastructure Finance and Reform delivers this output by:

- Advising on the development of infrastructure projects within the Capital Framework.
- Providing financial and commercial advice on the structuring and procurement of Public Private Partnership (PPP) and other major, complex infrastructure projects, and managing life-of-project transactions for PPP projects.
- Coordinating and managing the assessment of unsolicited proposals.
- Maintaining, and providing advice on, and training in, the policy frameworks that guide the development of infrastructure projects.

Performance

Accountability indicators

1 met

1 not met

We met one of two 2021-22 accountability indicator targets for this output:

- 7.1a – Life of Project PPP transactions successfully executed.

We did not meet our target for the following indicator:

- 7.1b – Assessments of Unsolicited Proposals completed within the prescribed timescales. Two Concept Submissions were considered during the reporting period. One submission did not achieve the two-month timeframe for notification following presentation to the Unsolicited Proposals Steering Committee on 26 July 2021, due to additional consultation and the impact of COVID-19 on the availability of key stakeholders. The Proponent was kept informed of the status of the assessment and made aware the assessment would likely exceed the timeframes in the Guidelines. The Proponent of the second Concept Submission was notified within the three-month reporting timeframe and will present to the Unsolicited Proposal Steering Committee in the 2022-23 reporting period.

Highlights

Infrastructure Finance



Provided support to a range of key government priorities, including **life of project PPP transactions**, **Light Rail Stage 2**, the **Transport Canberra Zero Emission transition strategy**, **Next Generation Ticketing** and the **Big Canberra Battery**.

In 2021-22, we achieved this output by:

- Providing support to a range of key government priorities, including life of project PPP transactions, Light Rail Stage 2, the Transport Canberra Zero Emission transition strategy, Next Generation Ticketing, and the Big Canberra Battery.
- Overseeing the Territory's Unsolicited Proposals framework and actively supported the consideration of two unsolicited proposals.

To deliver this output we also:

- Continued to provide support to directorates using the Capital Framework process to develop stronger business case submissions, enabling thorough planning, appraisal and evaluation in the formative stages of the investment lifecycle.

- Completed Stage 3 of the review of the Capital Framework to update the policy framework that supports the development, procurement, and delivery of capital projects.
- Supported ongoing development and improvement of government projects through Post Implementation Reviews of Margaret Hendry School and the ACT Law Courts projects.

Future direction

In 2022-23, we will continue to assist directorates and agencies by:

- Advising on complex infrastructure projects, including Light Rail City to Woden, Next Generation Ticketing, Big Canberra Battery and waste treatment facilities.
- Managing life-of-project transactions for the Territory's PPP projects.
- Managing the process and providing commercial support for the assessment of Unsolicited Proposals.
- Providing advice to directorates and agencies using the Capital Framework process, conducting Post Implementation Reviews, and monitoring and reporting on benefits realisation.
- Providing analysis and advice on capital investment proposals, including complex commercial and financing matters.
- Launching the updated Capital Framework, which will include publishing the new website, releasing online training material and developing tools and templates to support directorates.
- Reviewing the policy frameworks that support the development, procurement, and delivery of capital projects.

Further information

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Output 7.2 Procurement

Overview

Through the Goods and Services Procurement output, we support goods and services procurement activities of government directorates and agencies and establish and manage whole of government arrangements. We advise the Government on procurement policy and develop and implement the Government's procurement related policies and support continuous improvement of procurement activities. We

also offer training and support to staff across government undertaking procurement activities and administer online tendering and procurement support systems.

Procurement ACT delivers this output and supports directorates to achieve value for money procurement outcomes by:

- Providing procurement advisory and support services.
- Administering the ACT Government contracts register and procurement systems.
- Supporting Territory staff to undertake procurement activities efficiently and effectively with contemporary advice, the provision of templated and standardised documentation and processes and the delivery of procurement training and support.
- Supporting the procurement workload across government by applying contemporary category procurement knowledge and contract management skills to establish and manage cost effective whole of government arrangements.
- Representing the ACT Government in cross-jurisdictional engagement on procurement policy matters, including in relation to international trade agreements.
- Developing and coordinating the delivery of improvements to procurement activities, including through the development of the Procurement Reform Program and work plan.

Performance

Accountability indicators

4 met or exceeded **1** not met

We met or exceeded four of the five accountability indicator targets for this output.

The accountability that was not met was:

- Indicator 7.2c - Public satisfaction with Tender systems – the target was 85 per cent and the actual result was 81 per cent. Satisfaction with the Tenders ACT Support Team was high with an overall rating of 90 per cent. Qualitative feedback from respondents suggests that aspects of the system that respondents were least satisfied with included access to opportunities, elements of the system functionality (including alerts and business classification options) and the relevance of opportunities published on Tenders ACT. Procurement ACT has commenced work under the Procurement Reform Program to identify and prioritise requirements for future procurement systems. This will consider supplier feedback and requirements.

Highlights

Procurement



Launched **6** new procurement eLearn modules.



16 new and updated better practice guides and factsheets.

Supported completion of **62 complex procurement projects** with an approximate value of **\$175.9 million**.



Released the Procurement Reform program and work plan.



In 2021-22, we:

- Facilitated the completion of 62 complex procurement projects with an approximate value of \$175.9 million.
- Conducted detailed assessments of a number of the Territory's whole of government arrangements including training services, creative services and natural gas supply. An approach to market was also commenced for an employee assistance program and critical incident support services, which will be awarded in 2021-22.
- Continued to support a Procurement Community of Practice to bring together ACT Government procurement professionals to share knowledge, leverage their expertise and collaborate on innovation. The Procurement Community of Practice has regular communications on existing and new policies and processes, and new training and supports which has driven improvements in procurement capability.
- In commemoration of International Women's Day, Procurement ACT celebrated female entrepreneurship in the Canberra region by posting profiles of women-owned businesses in the ACT in the Procurement Community of Practice. This supported ACT Government procurement professionals to recognise avenues to address biases and champion such businesses through the procurement process.
- Developed whole of government better practice guidance and factsheets covering a range of topics including calculating whole of life costs, value for money considerations, risk management, and managing conflicts of interests in the procurement lifecycle. In addition, existing guidance and factsheets were reviewed and updated to ensure that they remain current and reflect procurement best practices.
- In February 2022, consistent with a continuing commitment to improvement and recognising that procurement is a whole of Government priority, we sponsored the procurement reform program. The program, which was agreed to by the Government in June 2022, will be implemented over the next three years.

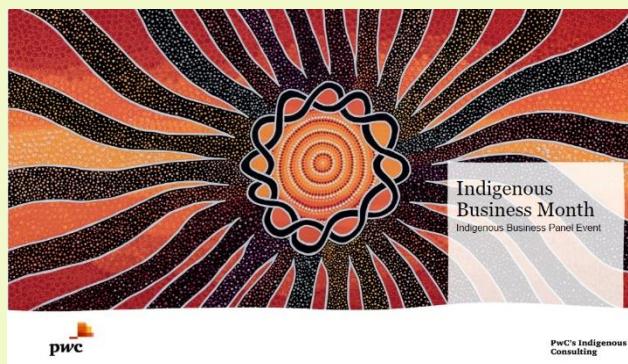
In 2021-22, we also continued to undertake the following work:

- Supporting directorates by engaging with them individually and through coordinated consultation and acting on their feedback and suggestions.
- Working with our jurisdictional counterparts to develop improved nationwide procurement practices.
- Reviewing and improving the ACT Government's procurement framework, including guidance, templates and procedures. We will also continue to improve procurement policies and processes to optimise support for delivering effective procurement and advancing social outcomes.
- Supporting procurement officers and suppliers through the provision of advice and assistance via the Procurement Help Desk.
- Enhancing the ACT Government's procurement capability and promoting a shared understanding of our procurement framework and systems by developing a range of training packages, targeted engagement strategies and strategic procurement planning.

Indigenous Business Month – Aboriginal and Torres Strait Islander Showcase event

Following on from the Indigenous Business Month in October 2021, the ACT Government in partnership with PwC and the Commonwealth Government hosted an Indigenous Business Panel Event in November 2021. The theme of the event was “Powering the Indigenous Economy” to recognise the innovation and economic contributions of Indigenous businesses.

Image 6: Information flyer from Indigenous Business Month



The event also provided an opportunity for Aboriginal and Torres Strait Islander business owners to share their experiences working with Federal and State and Territory Governments and allowed participants to understand the keys to success in procuring from the diverse and growing range of Aboriginal and Torres Strait Islander providers.

Future direction

In 2022-23, we will continue to work with and support agencies in the planning, preparation and conduct of complex goods and services procurements. We will also work with agencies to improve the program management and tracking of complex goods and services procurements.

The Procurement Reform Program, which will be implemented over the next three years, will set a pathway to deliver:

- Transparent, evidence-based procurement decisions.

- Supported, clear roles coupled with customer-focused services to support public servants and businesses throughout the procurement lifecycle.
- Streamlined legislation, policy, process and templates that are efficient, and facilitate timely outcomes.

The reform program will provide more transparent opportunities for industry and local businesses to work with the Government. It will support the capability of our workforce through enhanced training and development programs so that the Government remains an employer of choice for procurement professionals. It also streamlines legislation, policy and processes to foster innovation and timely procurement outcomes.

Further information

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Output 8.1 Property Services

Overview

Through the Property Services output we manage 231 Territory-owned buildings including commercial buildings, government office and service provision accommodation, community/multipurpose buildings, and aquatic/leisure facilities. We also lease 35 commercial buildings on behalf of the Territory.

ACT Property Group (ACTPG) delivers this output. ACTPG provides property upgrade services and planned and reactive maintenance services on Territory-owned properties managed by CMTEDD and other directorates.

Performance

Accountability indicators

2 met

1 not met

We met two of our accountability indicator targets for this output and did not meet the following one indicator:

- 9.1c – Average square metres of office accommodation per employee. The Office Accommodation Capacity and Occupancy Rate June 2022 Report results were 49.36 square metres (target 14.3 square metres) per employee for properties established prior to 2016 and 45.55 square metres (target 12 square metres) per employee for office accommodation established from 1 January 2016. The annual survey occurred in May 2022 when ACT Government office-based staff were primarily

working away from office locations due to the continuing COVID-19 pandemic, and internal ACT Government COVID-19 space restrictions. This resulted in reduced occupancy of office buildings.

Highlights

Property Services



managed **645** property upgrade and maintenance projects with a value of **\$25.9 million**.

In 2021-22, we continued to support the ACT Government's Economic Survival Package through coordination of the rent relief package for tenants of ACT Government owned properties. We led the assessment of applications for rent relief.

In 2021-22, we undertook the following work:

- Managed the relocation of over 542 staff to the new City office buildings Nara Centre and Allara House. These buildings offer over 600 workstations, and modern meeting and customer contact spaces. It also provides a significant upgrade to the ACT Civil and Administrative Tribunal and its operations.
- Continued to support COVID-19 related changes in management of our buildings to ensure clients could continue serving the community. CMTEDD worked collaboratively with government tenants to implement several measures across our buildings to ensure services to the community were not disrupted.
- Continued repairs to the pools at the Gungahlin Leisure Centre.
- Supported the Education Directorate in the delivery of high-quality school facilities through capital works projects including delivery of bathroom, front office, classroom and staffroom upgrades to facilitate upgrades to ageing school facilities and delivering sustainability and energy efficiency improvements.
- Supported the continued viability of community and commercial tenants of ACT Government buildings and operators of ACT Government owned pools through the provision of rental relief due to COVID-19 related financial pressure. This support delivered over \$2.8 million in rent waivers to 139 tenants in 2021-22.
- Supported a culturally rich and vibrant community through management of the ACT Government flagpoles and banners along roads. We erected flags and banners for events such as Queens Platinum Jubilee, National Police Remembrance Day, Enlighten Festival, Shakespeare to Winehouse – National Portrait Gallery, Red Shield Appeal, Museum of Australian Democracy, Donate Life, National Science Week, and Ancient Greece – National Museum. We also managed adjustments to flags on behalf of the ACT and Commonwealth Governments to recognise passing of significant people.

- Supported the Local Roads and Community Infrastructure Program Phase 2 to deliver capital upgrades to ACT Government owned properties including Dickson Pool, Manuka Pool and other community facilities including libraries. This program included upgrades to 12 community facilities including major works at Southside Community Centre, Weston Creek Community Centre and Tuggeranong Community Centre.
- Ensured the continued provision of high-quality community and government facilities through completion of \$7.9 million in building upgrades to government, leisure and community facilities in properties managed by CMTEDD. This included a package of building upgrades under the ACT Government's Building Infrastructure Fund (58 projects), capital projects (four facilities) and the Australian Government's Local Roads and Community Infrastructure program (12 facilities).
- In partnership with other ACT Government directorates, ACTPG managed 645 property upgrade and maintenance projects with a value of \$ 25.9 million.
- Managed timely maintenance of ACT Government facilities through operation of a 24-hour, seven-day-a-week trades and services intake works allocation team. During the period we managed more than 7,640 calls and raised over 13,825 work orders for building repairs and maintenance. ACTPG tradespeople or external contractors completed the work. During the reporting period reactive maintenance activities totalled \$30.2 million.

Future direction

In 2022-23, we will continue to support good practices in facilities management to manage the impacts of COVID-19.

We will also:

- Complete repair work on the pools at the Gungahlin Leisure Centre.
- Continue to improve property management services.
- Commence the Community Facilities Renewal program.
- Deliver improvements to ACT Government buildings, increasing functionality, efficiency, longevity and reducing running costs.
- Continue procurement of building maintenance trade and services panels and contracts across priority areas, seek continuous improvement in energy efficiency for assets and deliver positive outcomes to our tenants.

Further information

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Output EBT 1 Territory Banking Account

Overview

Through the Territory Banking Account (TBA) output we recognise and manage the Government's financial investment assets and borrowing liabilities.

Revenues on behalf of the Territory are transferred to the TBA and fortnightly appropriation disbursements are made to agencies from the TBA. CMTEDD, through the financial operations of the TBA, provides services to the Government including financial asset and liability management through the establishment of financial investment and borrowing policies and objectives, and the coordination and implementation of cash management, financial investment and borrowing activities.

Performance

Accountability indicators

9 met or exceeded 1 not met

We met nine of the 10 accountability indicator targets against this output. We did not meet EBT 1.1 d - Completion of the Principles for Responsible Investment Annual Reporting and Assessment Framework. Due to a number of issues with the United Nations Principles for Responsible Investment reporting tool, there will be no submissions for assessment required in 2022.

Highlights

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 2022-23, we will:

- Manage the Territory borrowing program.
- Manage cash and liquidity.
- Manage the centralised investment administration structure for Territory financial investment assets.
- Manage and report on the Government's Responsible Investment Policy.

Further information

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Output EBT 1 Superannuation Provision Account Overview

Through the Superannuation Provision Account (SPA) output, we assist the Government to effectively manage the defined benefit employer superannuation liabilities of the Territory.

The SPA is established to recognise the defined benefit employer superannuation liabilities of the Territory and the financial investment assets set aside to fund these liabilities over time. The liabilities include past and current ACT employees who are members of the Australian Government's Commonwealth Superannuation Scheme and Public Sector Superannuation Scheme, and Members of the Legislative Assembly Defined Benefit Superannuation Scheme.

Performance

Accountability indicators

5 met or exceeded

We met all five accountability indicator targets against this output.

Highlights

In 2021-22, under this output we:

- Managed the SPA investment portfolio in accordance with the established investment plan and policies.
- Completed the annual actuarial review of the defined benefit employer superannuation liabilities of the Territory.

Future direction

In 2022-23, we will:

- Complete the annual actuarial review of the defined benefit employer superannuation liabilities using salary and membership data as at 30 June 2022.

- Monitor the funding plan to extinguish the unfunded defined benefit superannuation liability.
- Manage the Investment Plan and the financial investment assets of the SPA.

**Further
information**

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Scrutiny

Several bodies have responsibility for scrutiny of CMTEDD's activities, including Committees of the ACT Legislative Assembly, the ACT Auditor-General, the ACT Ombudsman and the ACT Integrity Commission.

The tables below describe progress on implementing recommendations by those bodies where the government has agreed to them. This includes both recommendations the government agreed to in 2021-22 and recommendations from previous years where the directorate undertook further work during 2021-22 to progress them to completion.

In accordance with the Annual Report Directions, we have not included recommendations below where the government's initial response indicated that implementation of the recommendation was already complete.

The ACT Integrity Commission is not listed as it did not release a report in the period.

ACT Auditor-General reports

Table 18: Auditor-General Report No.11 of 2021 Digital Records Management – Government response tabled 23 February 2022

Recommendation number and summary	Status and action in reporting year
Recommendation 1 – Agreed The Chief Minister, Treasury and Economic Development Directorate, through the Digital Records Governance Committee, should agree a strategy with directorates and agencies for the migration of standalone TRIM versions to the whole of government TRIM.	Complete Shared Services through the Digital Records Governance Committee has implemented a governance strategy framework for the migration to work with directorates/agencies for migration and decommission of standalone TRIM versions.
Recommendation 2 – Agreed The Chief Minister, Treasury and Economic Development Directorate, through the Digital Records Governance Committee, should develop a performance framework for the implementation of EDRMS across ACT Government directorates and agencies. The performance framework should focus on the achievement and realisation of benefits associated with EDRMS implementation and inform the monitoring of progress beyond the	In progress Shared Services through the Digital Records Governance Committee is implementing a governance strategy and performance framework focusing on the realisation of the benefits of moving to an EDRMS. This is being supplemented by advice for agencies by the Territory Records Office on how they may be able to realise and measure the benefits of digital recordkeeping.

Recommendation number and summary	Status and action in reporting year
number of users migrating to EDRMS platforms.	
<p>Recommendation 3 – Agreed</p> <p>The Chief Minister, Treasury and Economic Development Directorate, through the Digital Records Governance Committee, should review and evaluate the funding arrangements and determine if a central recurrent funding model for the whole of government EDRMS is appropriate, noting that a number of records functions still need to be maintained within agencies.</p>	<p>In progress</p> <p>Shared Services is revising the funding model for EDRMS support services in light of the upcoming changes to the hosting arrangements for both Content Manager/TRIM and Objective. This will provide an opportunity to pursue new funding arrangements for both paper and digital records, if necessary, in the 2023-24 Budget context.</p>

Table 19: Auditor-General Report No.13 of 2021 Campbell Primary School Modernisation Project Procurement – Government response tabled 7 April 2021

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 1 – Agreed in principle</p> <p>Major Projects Canberra, in cooperation with Procurement ACT, should review and revise its procurement guidance documentation, and associated templates, to explicitly require the preparation of independent probity advice where a delegate or decision-maker seeks to overrule the recommendation of the tender evaluation team.</p>	<p>In progress</p> <p>An initial review of guidance documentation and templates has been undertaken, with revisions to whole of government material made by Procurement ACT in consultation with Major Projects Canberra (MPC). Guidance material and e-learning training has been developed by Procurement ACT on procurement probity and delegations. Further work will be undertaken by the Template Improvement Project, as part of the Procurement Reform Program, which will involve a comprehensive template review and refresh to ensure templates are aligned with streamlined processes, including collaboration with MPC regarding capital works procurement processes and templates. The Procurement Reform Program is also ensuring clearly defined roles and responsibilities through the development of an Accreditation Framework and tiered service delivery model which will be supported by the templates that are developed.</p>

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 5 – Agreed</p> <p>Major Projects Canberra and the Education Directorate should require staff to have received probity awareness training before participating in procurement activities. The training should also identify how staff can elevate and raise any concerns with probity or conduct during a procurement.</p>	<p>In progress</p> <p>Consideration is being given to mandatory procurement training, including in relation to probity, under the Procurement Reform Program. Capability and role appropriate training will also form a key aspect of the Procurement Accreditation Framework that is also being developed under the Procurement Reform Program. The Accreditation Framework will benchmark the capability and capacity of a Territory entity to undertake procurement in an effective manner. This ensures that Territory entities are provided with procurement support services commensurate with their capacity and capability to undertake procurement in an effective manner.</p>

Table 20: Auditor-General Report No.1 of 2021 Land Management Agreements – Government response tabled 3 June 2021

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 6 – Agreed</p> <p>MONITORING AND COMPLIANCE</p> <p>The Environment, Planning and Sustainable Development Directorate and Access Canberra should develop a risk-based framework for the monitoring and enforcement of Land Management Agreements including processes for: monitoring rural leaseholders' compliance with their Agreements; and taking enforcement action in the event of potential non-compliance.</p>	<p>In progress</p> <p>Access Canberra is participating in and contributing to a response through its involvement in the Land Management Agreement Working Group. With other members, a draft compliance protocol has been drafted with a view to its implementation by the end of the calendar year. Work will continue to refine the protocol up until that time.</p>

Table 21: Auditor-General Report No.3 of 2020 Data Security – Government response tabled 27 August 2020

Recommendation number and summary	Status and action in reporting year
Recommendation 1 – Agreed WHOLE OF GOVERNMENT DATA SECURITY RISK ASSESSMENT Shared Services (Chief Minister, Treasury and Economic Development Directorate) and the Security and Emergency Management Branch (Justice and Community Safety Directorate) should develop a whole-of-government data security risk assessment. The whole of government data security risk assessment should be reviewed and updated at scheduled intervals.	Complete The Whole of Government Threat Risk Assessment (TRA) has been completed. The recommendations from the TRA have had priorities assigned and work is underway to address them.
Recommendation 2 ICT SECURITY POLICIES Shared Services (Chief Minister, Treasury and Economic Development Directorate) should: Agreed - revise and update the ICT Security Policy (August 2019) to accurately refer to supporting documents referred to in the policy. Where supporting documents and policies are out of date, they should be reviewed; and Agreed - develop policy guidance, in support of the ICT Security Policy, for ACT Government agencies on their responsibilities with respect to managing and monitoring ICT service vendors.	a) Complete. The Cyber Security Policy had a major revision in December 2020 and a further revision in February 2021 addressing this recommendation. b) Complete. The Cyber Security Framework, consisting of the Cyber Security Policy and detailed complementary standards, are published on the Cyber Security Portal and available and promoted to all Directorates. Comprehensive Cyber Security Responsibilities guidance is also published on the Cyber Security Portal to support System Owners and Managers in understanding their roles and responsibilities with managing and monitoring business systems and vendors. Specific guidance regarding recommended security requirements for cloud services has also been developed and published.
Recommendation 3 CYBERSEC CONTROLS AND REPORTING The Security and Emergency Management Branch (Justice and Community Safety Directorate), Shared Services (Chief Minister, Treasury and Economic Development Directorate) and the Office of the Chief Digital Officer (Chief Minister, Treasury and Economic Development	In progress a) In progress - The Security and Emergency Management Branch (Justice and Community Safety Directorate) has commenced a full review of the Protective Security Policy Framework (PSPF). The Cyber Security requirements within the PSPF will be considered and updated as part of the review process. The updated documents will be provided to the Security

Recommendation number and summary	Status and action in reporting year
<p>Direktorate), through the auspices of the Security and Emergency Management Senior Officials Group should:</p> <p>a) Agreed - review and update the CYBERSEC requirements of the ACT Protective Security Policy Framework to reflect the most important system security measures from the ICT Security Policy (August 2019). These measures should be targeted at the areas of agency responsibility and able to be reported in dashboard form; and</p> <p>b) Agreed - require agencies to report on the implementation of these measures in their ICT systems as part of the GOVSEC 4 reporting process of the ACT Protective Security Policy Framework, in order to provide reasonable assurance that data security risks are being effectively managed.</p>	<p>and Emergency Management Senior Officials Group and Cabinet during 2021 for endorsement.</p> <p>b) In progress. The PSPF review will consider the GOVSEC 4 reporting requirements and develop a new reporting structure. This will be completed in line with the review noted in a) above.</p>
<p>Recommendation 4</p> <p>DATA SECURITY STRATEGY</p> <p>The Office of the Chief Digital Officer and Shared Services (Chief Minister, Treasury and Economic Development Directorate) and Security and Emergency Management Branch (Justice and Community Safety Directorate), in partnership with ACT Government agencies, should document and agree a whole-of-government data security strategy and plan. This document should identify:</p> <p>a) The role and responsibilities of governance bodies and agencies responsible for managing and improving data security across ACT Government;</p> <p>b) Any related whole-of-government plans for addressing specific data security issues, such as the planned Cyber Security Incident Emergency Sub-plan to the ACT Emergency Plan;</p>	<p>In progress</p> <p>a) In progress. The ACT Data Governance and Management Framework is being implemented by directorates (supported by CMTEDD and the Data Reform Group), with two of the 12 key steps 'identify data roles and responsibilities' and 'make data safe and secure'. CMTEDD has supported some directorates to develop data breach plans, as well as commencing development of an internal data breach plan for use within DDTS.</p> <p>b) In progress. The Cyber Emergency Sub-Plan has been drafted and is being prepared for signature by the Chief Digital Officer, the JACS Director-General and the ESA Commissioner..</p> <p>c) In progress. This item was on hold until after the completion of Recommendation 1 Threat and Risk Assessment (TRA). Now that the TRA has been completed the Cyber Security team is progressing this recommendation.</p> <p>d) Complete. Directors-General have appointed Executive Data Leads whose</p>

Recommendation number and summary	Status and action in reporting year
<p>c) Activities and resources to improve data security for ACT Government; and</p> <p>d) Identifying the Chief Digital Officer as the responsible senior executive for implementing the strategy to improve data security across ACT Government.</p>	<p>role will be to implement the Data Governance and Management Framework within Directorates and whole of government oversight of its implementation is provided by the Data Reform Group and supported by the Data Management Group. Data-specific roles and responsibilities have been identified within directorates to ensure good data security practice.</p>
<p>Recommendation 5</p> <p>SYSTEM SECURITY RISK MANAGEMENT PLAN ASSESSMENTS</p> <p>Shared Services (Chief Minister, Treasury and Economic Development Directorate) should:</p> <p>a) Partially agreed. In conjunction with Recommendation 4, ensure agencies take account of the full cost of managing security across a system's lifecycle as part of ICT projects, including undertaking security assessments; and</p> <p>b) Agreed. Address the backlog of security risk management plan assessments so that agencies can access security assessments and advice to help them manage data security risks in a timely manner.</p>	<p>a) Complete. The “Guiding Best Practice Design and Delivery” guide embeds security into the design and development of new and existing digital solutions, to ensure project sponsors and system owners make good design and investment decisions that reduce or mitigate security risks to provide a system that is safe and secure. DCTS Security continues to use Directorate Cyber Security reporting to draw attention to security requirements for business systems and the need to resource and manage initial and ongoing security requirements.</p> <p>b) In progress. The backlog of security assessments has lessened but has not been resolved during this period. Funds provided in the 2021-22 budget for “Investing in public services: Strengthening cyber-security” have enabled additional staffing resources and software tooling to support more effective operations and service the increasing demand for security assessment services. DCTS Security continues to promote the use of external security services for critical systems requiring assessment in short timeframes.</p>
<p>Recommendation 6</p> <p>SYSTEM SECURITY MANAGEMENT PLANS</p> <p>The Security and Emergency Management Branch (Justice and Community Safety Directorate) and Shared Services (Chief Minister, Treasury and Economic Development Directorate) should:</p> <p>a) In conjunction with Recommendation 3, require ACT Government agencies to</p>	<p>In progress</p> <p>a) Complete. DCTS continues to provide whole of government System Security Plan status information in the ICT Security report tabled at each SEMSOG meeting. The Configuration Management Database (CMDB) is used as the common authoritative source of information about critical business systems.</p>

Recommendation number and summary	Status and action in reporting year
<p>report on the currency of their system security risk management plans using a common authoritative list of critical systems; and</p> <p>b) In conjunction with Recommendation 1, develop a process to capture common risks and treatments from ACT Government agencies' system security risk management plans to inform the whole of government data security risk assessment.</p>	<p>b) In progress. Although the Whole of Government TRA has been finalised, the establishment of a centralised risk register for critical systems has not progressed due to resourcing constraints within directorates and DDTS.</p>
<p>Recommendation 7 – Agreed</p> <p>DATA SECURITY TRAINING</p> <p>Shared Services (Chief Minister, Treasury and Economic Development Directorate), with input from the Security and Emergency Management Branch (Justice and Community Safety Directorate) and the Office of the Chief Digital Officer (Chief Minister, Treasury and Economic Development Directorate), should coordinate the development of data security training that:</p> <p>a) Agreed. Considers the specific training needs for all users, privileged users and executives; and</p> <p>b) addresses the risk of using unsanctioned methods of sharing sensitive personal data.</p> <p>The data security training package should be capable of being delivered and customised by ACT Government agencies as necessary.</p>	<p>In progress</p> <p>a) In progress. DDTS Security has progressed the development of a Whole of Government security awareness service and is working with Directorates to co-design a comprehensive program to be delivered via a number of mediums in late 2022. The service will include right sized training packages for various use cases and staff cohorts, themed awareness campaigns for Directorate internal use and webinars offered by the Cyber Security Centre.</p> <p>DDTS also provides cyber security awareness information through the Cyber Community of Practice and the Cyber Security Portal. These resources will continue to be complemented with cyber security awareness sessions delivered by DDTS Security to Directorate on an as needs basis.</p> <p>b) Complete - As per recommendation 4, the ACT Data Governance and Management Framework was endorsed by Strategic Board in August 2020.</p>

Table 22: Auditor-General Report No.2 of 2020 – 2018-19 Financial Audits – Computer Information Systems – Government response tabled 20 August 2020

Note: The recommendations below replace those reported in previous Auditor-General reports on Computer Information Systems. Open recommendations from previous Computer Information Systems reports are tracked as part of this 2020 report.

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 5 – Agreed</p> <p>Reconciliation of System Changes</p>	<p>In progress</p>

Recommendation number and summary	Status and action in reporting year
<p>CMTEDD (Shared Services) should perform regular reconciliations of changes recorded in the audit logs to authorised change records in the change management system.</p>	<p>The sustainment activities of the ‘new’ Configuration Management Database (CMDB) discovery are now fully operationalised. As a result:</p> <ul style="list-style-type: none"> • ACTGOV and CIT environments are being discovered weekly, with the data continuing to be enriched. • The Discovery of the ESA Production Environment is about to go live, with EDU Environment integration activity to commence in quarter 3 of 2022. <p>Additionally, ServiceNow was engaged to review that the CMDB deployment has adopted the industry best practices (including CSDM Health Check) within ACT Government. The recommendations from the findings are implemented.</p> <p>With these capabilities uplift now in place, recommendation five can be progressed as required by the ICT change management team in DDTs and will be completed in 2022-23.</p>
<p>Recommendation 7 – Agreed</p> <p>Monitoring of Audit Logs</p> <p>a) The Chief Minister, Treasury and Economic Development Directorate (ACT Revenue Office) with respect to Community 2011 should:</p> <p>i) formally assess the risk associated with the Community 2011 system not being capable of logging changes made by database administrators. This assessment should be documented and used as a basis for the Directorate’s decision about the timing of the upgrade or replacement of the Community 2011 system to provide this capacity; and;</p> <p>ii) assess whether other compensating controls or reviews can be implemented that may assist mitigate this risk until the system is upgraded or replaced.</p> <p>b) The Chief Minister, Treasury and Economic Development Directorate (ACT</p>	<p>In progress</p> <p>a)i) and ii) A risk assessment relating to the inability of the Community System to log database administrator actions was expected to be completed by 30 June 2022, however due to staff turnover in the area it will now be completed by 31 December 2022.</p> <p>b)i) The Business Systems User Access Review Policy and the Privileged User Access Review Policy documents were developed in 2019 and 2020.</p> <p>b)ii) The documents outline the procedures and independent review process to be undertaken quarterly.</p> <p>b)iii) Documents associated with the reviews are stored in ACTRO’s SharePoint. To complement the independent review of privileged user reviews, a system generated audit log for actions taken by privileged users has been implemented and shows changes to user groups and “to do” roles. The log will be</p>

Recommendation number and summary	Status and action in reporting year
<p>Revenue Office) with respect to TRev should:</p> <ul style="list-style-type: none"> i) document procedures for the independent review of audit logs of activities performed by privileged users; ii) perform reviews of these audit logs on a regular basis (e.g. quarterly); and iii) retain evidence of these reviews, including the date, name and position of the reviewing officer. This includes evidence that any errors or irregularities identified from the review have been investigated and resolved. given the stated response that Federal tax settings a 	<p>used in all independent quarterly privileged user reviews.</p> <p>Note: This recommendation supersedes no.10 in Auditor-General Report No.4 of 2019 – 2017 18 Financial Audits – Computer Information Systems</p>
<p>Recommendation 8 – Agreed</p> <p>Generic (Shared) User Accounts</p> <p>The Chief Minister, Treasury and Economic Development Directorate (Shared Services) should remove the generic (shared) user account that enables users to change EFT payment files relating to CHRIS21.</p>	<p>In progress</p> <p>The new HRIMS for Payroll Processing has still yet to be implemented. The current CHRIS21 software version has not changed and therefore the current risk mitigations remain in place as well. These mitigations are regularly reviewed each year by Shared Services and the ACT Audit Office to ensure they are satisfactory.</p> <p>Current risk mitigations are in place within the current CHRIS21 system.</p>
<p>Recommendation 9 – Agreed</p> <p>Segregation of duties</p> <p>CMTEDD (Shared Services) should:</p> <ul style="list-style-type: none"> a) document its risk assessment in the ORACLE System Security Plan; and b) include the requirement for system-based controls which would prevent a system administrator from being able to create and use multiple user accounts in any future upgrade or replacement of the ORACLE application. 	<p>In progress</p> <p>b) The ability to add a secondary approver to create user profiles has been investigated. Oracle has advised that the current e-Business Suite (version R12) does not have the functionality to accommodate this change. However, Shared Services Finance is examining options for its financial systems and will ensure that this requirement is included in any future system development.</p> <p>NOTE: recommendation a) was listed as complete in the previous report</p>

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 12 – Agreed</p> <p>Manual entry of leave data</p> <p>CMTEDD (Shared Services) should continue with its work to eliminate the need for the manual entry of leave data from other systems into the human resources information management system for casual and shift work staff.</p>	<p>Complete</p> <p>Shared Services has worked with Canberra Health Services to develop a file integration process containing leave transactional data from the ProAct rostering system to Chris21. This has reduced manual leave processing (exceptions are still manually processed). COVID leave is now imported to Chris21 via a data extract from ServiceNow and a separate project is underway to incorporate other leave types using the same functionality. In addition, the HR Systems team is assessing the viability of adding more leave types to HR21 to increase employee self-service. Opportunities for automation now form part of normal business practice as negotiations are ongoing with other directorate business areas to facilitate further automation of leave transactions.</p>
	<p>Note: This recommendation supersedes no.17 in Auditor-General Report No.4 of 2019 – 201718 Financial Audits – Computer Information Systems.</p>

Table 23: Auditor-General Report No.1 of 2020 Shared Services Delivery of HR and Finance Services – Government response tabled 18 June 2020

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 1 – Agreed</p> <p>Shared Services, in cooperation with directorates and agencies and under the auspice of the Quality and Measurement Advisory Committee, should develop and agree a services agreement (or similar document) with directorates and agencies which:</p> <p>Identifies and documents respective roles and responsibilities.</p> <p>Documents mechanisms that govern service delivery and assurance.</p>	<p>Complete</p> <p>Service Overviews are reviewed annually with endorsement from the Quality and Measurement Advisory Committee.</p>

Recommendation number and summary	Status and action in reporting year
<p>Performance management arrangements.</p> <p>How often the agreement will be reviewed.</p> <p>The recently developed Draft Services Catalogue (August 2019) commissioned by the Quality and Measurement Advisory Committee could serve as a foundation for the agreement.</p>	

Table 24: Auditor-General Report No.6 of 2019 ICT Strategic Planning – Government response tabled 24 September 2019

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 2</p> <p>CMTEDD should develop a whole of government ICT strategic plan that supports the ACT Government Digital Strategy. The whole of government ICT strategic plan should identify at a minimum:</p> <p>The ICT capabilities required to meet the ACT Government's business needs.</p> <p>The 'current state' of the ACT Government's ICT capabilities.</p> <p>How, and by when, gaps between current and required ICT capabilities are to be closed.</p>	<p>Complete</p> <p>DDTS delivered a WhoG Business Architecture, which Identified the ICT (and business) capabilities required to meet the ACT Government's community-facing business needs. The architecture identified priority capabilities that are common and unique across all directorates and most aligned to achieving government's strategic outcomes, including the business systems required to support them. The current state of these capabilities and business systems were assessed, with options presented for how government could plan coordinated investment to uplift capabilities on a whole of government basis. The business architecture was reviewed and endorsed by Technology Governance Group and is used by Budget Assessment Sub-Group to provide advice and recommendations to Treasury, ERC and directorates for all budget business cases with a digital or ICT component. In particular, that business cases investing in digital/ICT should seek to reuse, or build to create common capabilities across government. Ongoing maintenance and evolution of ACT Government business/enterprise architecture and ICT Strategic Planning will continue.</p>

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 3</p> <p>In order to support the development of a whole of government ICT strategic plan CMTEDD should develop and implement a whole of government application portfolio management approach, including:</p> <p>Identification and implementation of a software tools that assists directorates to identify:</p> <ul style="list-style-type: none"> Existing ICT systems, hardware and capabilities. Future ICT systems, hardware and capabilities and associated investment needs. Development and formalisation of governance arrangements, including roles, responsibilities and processes for the implementation and maintenance of the software tools and its data. 	<p>In progress</p> <p>With a Foundational enabler (i.e. Service Now Platform) in place, an opportunity to leverage the Application Portfolio Management (APM) functionality offered by ServiceNow is being explored. Although the out-of-the-box APM tool provides some functionality, without a mature APM Framework to support the toolset and APM process will be of limited use. To this effect, the Design and Strategy Branch of DDTs have developed a proposed plan of work to mature the ACT Government's APM Practice capability encompassing the APM Practice Framework and toolset. To achieve this a four-level maturity model has been considered to help breakdown the stages of work with exit options:</p> <ul style="list-style-type: none"> Level 1: Data Collection Level 2: Basic Rationalisation Level 3: Advanced Rationalisation Level 4: Continuous Optimisation <p>Each level provides an APM outcome that can assist a directorate in managing their application portfolio, with the outcome for each progression in level being of more value but also requiring more work and resources to achieve. It recognises that though it is desirable to reach the top level of maturity, we need to be realistic in expectations and resourcing and focus on what we can achieve. The outcomes for each level are:</p> <ul style="list-style-type: none"> Level 1: Baseline list of Business Applications and information on those applications that enables a directorate to view what they have in their application portfolio (via the CMDB and APM portals) Level 2: Baseline APM practice that provides an overview of the directorates business application health and technical fitness with the ability to analyse what needs to be enhanced, replaced, retired and what can be maintained.

Recommendation number and summary	Status and action in reporting year
	<p>Level 3: Optimised APM practice that provides a more comprehensive overview of a directorate's application portfolio, enabling them to identify risks and opportunities.</p> <p>Level 4: Continuous Optimisation that enables directorates to identify short-term, medium-term and long-term actions that will allow them better to align their application portfolio with business and strategic needs.</p> <p>In realising the above-planned outcomes, a roadmap is in place with DDTs executive sponsorship to progress to each level of maturity.</p>

Table 25: Auditor-General Report No.8 of 2017 Selected ACT Government Agencies' Management of Public Art – Government Response tabled 13 February 2018

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 1 – Agreed</p> <p>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.</p>	<p>In progress</p> <p>Development of an ACT Public Art Strategic Plan, including timeframes and consultation plan, will be considered following the release of a new arts policy, announced in July 2022.</p>
<p>Recommendation 2 – Agreed</p> <p>artsACT should improve its operational activities by:</p> <ul style="list-style-type: none"> • 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 	<p>In progress</p> <p>c) In progress The Public Art Database is updated as new works are commissioned by or gifted to the ACT Government. A comprehensive database update will be completed in tandem with the development of the ACT Public Art Strategic Plan.</p> <p>d) In progress The reviewing and updating of the ACT</p>

Recommendation number and summary	Status and action in reporting year
<p>entities to list their works on this database should be explored.</p> <ul style="list-style-type: none"> • Reviewing and updating the ACT Government Public Art Guidelines (2015), in consultation with stakeholders, providing further guidance on: • Different commissioning models that may be used. • Acceptance and management of public art loans. • Cultural and local Indigenous community protocols in procuring and decommissioning artwork. 	<p>Public Art Guidelines is ongoing as relevant policy work is completed. Guidelines were revised to include diversity, equality and inclusion principles as part of the criteria for considering acquisitions and new commissions. Commissioning models will be considered during the development of the ACT Public Art Strategic Plan.</p> <p>Note: Recommendations a, b, e, f, g, h and i were reported as complete in previous CMTEDD annual reports.</p>

Table 26: Auditor-General Report No.6 of 2016 Management and Administration of Credit Cards by ACT Government Entities – Government response tabled 13 December 2016

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 3 – Agreed</p> <p>Automated Credit Card Acquittal Facility</p> <p>Shared Services should progress actions to advance the implementation of an automated credit card acquittal facility for the administration of credit cards.</p>	<p>In progress</p> <p>Shared Services Finance Services successfully piloted the ACT Government's new Expense Management System (EMS) in one directorate in December 2021 and rolled out to a second directorate in July 2022.</p> <p>EMS will be progressively rolled out across the Whole of Government in 2022-23 to provide transparency and automation for corporate credit card use.</p>

ACT Legislative Assembly Committee reports

Table 27: Standing Committee on Public Accounts - Report 3 - Inquiry into Auditor-General's Report: 1/2020 – Shared Services Delivery of HR and Finance Services – Government response tabled 7 April 2022

Recommendation number and summary	Status and action in reporting year
Recommendation 1 – Agreed	Complete

Recommendation number and summary	Status and action in reporting year
The Committee recommends the ACT Government continue to remove duplication of services and increase efficiencies across government in the delivery of HR and finance services.	Shared Services is continuously reviewing service offerings to ensure they provide directorates with required support. This response was presented in the Assembly by Minister Gentleman and the question was resolved in the affirmative.
Recommendation 2 – Agreed The Committee recommends the ACT Government continue its work to reduce the cost of a payslip.	Complete Shared Services continue to explore opportunities for automation until HRIMS goes live. Eliminating paper timesheets (and therefore manual award interpretation and coding) relies on the Directorates agreement to use rostering systems.

Table 28: Standing Committee on Justice and Community Safety - Report 3 – Appropriation Bill 2021-2022 and Appropriation (Office of the Legislative Assembly) Bill 2021-22 – Government response tabled 23 November 2021

Recommendation number and summary	Status and action in reporting year
Recommendation 8 – Agreed in principle The Committee recommends that ACT Government divest from shareholdings in gambling entities, and companies that derive revenue from gaming.	Complete The Responsible Investment Policy was updated in August 2021 to amend the investment exclusion criteria to: <ul style="list-style-type: none"> • Exclude investment in all companies with any ownership of fossil fuel reserves (coal, oil and gas); • Lower the allowable company carbon emission and carbon intensity thresholds; • Broaden the controversial weapons company screen from just cluster munitions and landmine manufacture to exclude investment in any company where there is strong evidence of involvement in relation to cluster munitions, landmines, biological / chemical weapons, depleted uranium weapons, blinding laser weapons, incendiary weapons, and/or non-detectable fragments; and • Exclude companies with revenue from gambling operations greater than 10 per cent. The revised Responsible Investment Policy exclusion criteria for the share investments

Recommendation number and summary	Status and action in reporting year
	was fully implemented at the beginning of December 2021.

Table 29: Standing Committee on Public Accounts Committee - Report 2 - Appropriation Bill 2021-2022 and Appropriation (Office of the Legislative Assembly) Bill 2021-22 – Government response tabled 23 November 2021

Recommendation number and summary	Status and action in reporting year
Recommendation 10 – Agreed The Committee recommends, in evaluating the stimulatory effect of Government spending, a gender lens should be applied so as to ensure equity in the use of Government monies.	Complete Consistent with the approach taken in the 2021-22 Budget, all business cases in the 2021-22 Budget Review and 2022-23 Budget required an accompanying Wellbeing Impact Assessment (WIA) outlining anticipated impacts of initiatives on the wellbeing of our community, environment, and institutions. The WIA template specifically includes gender as an area for consideration. In addition to the requirement to complete a WIA, the business case template refers drafters to the Gender Impact Analysis Tool developed by the Community Services Directorate for submissions where more detailed gender analysis is required. These actions will remain mandatory requirements for budget business cases going forward.
Recommendation 12 – Agreed The Committee recommends the ACT Government ensures policy decisions are based on sophisticated analysis of community benefits from proposed spending. Such analysis should include consideration of first, second, and third order effects; and ensuring appropriate weighting to diffuse benefits.	Complete Consistent with the approach taken in the 2021-22 Budget, all business cases in the 2021-22 Budget Review and 2022-23 Budget required an accompanying Wellbeing Impact Assessment (WIA) outlining anticipated impacts of initiatives on the wellbeing of our community, environment, and institutions. WIAs require details in relation to which segments of the community are impacted by the proposal (and whether these impacts will be positive or negative, and their magnitude), the timeframe for these impacts, and details of the evidence base and data that has been used to support the business case. In addition, business cases require a range of information

Recommendation number and summary	Status and action in reporting year
	<p>and supporting material to be provided, including tiered economic analysis requirements for capital projects based on the complexity of a project. These actions will remain mandatory requirements for budget business cases going forward.</p>
<p>Recommendation 15 – Agreed</p> <p>The Committee recommends that the ACT Government adopt a consistent approach to yearly forward budget estimates between budgets, particularly in relation to the General Government Sector (GGS) Infrastructure Investment Program.</p>	<p>Complete</p> <p>Consistent with the approach taken in the 2021-22 Budget, the 2021-22 Budget Review and 2022-23 Budget present a four-year budget estimate period within the Budget Outlook and Agency Budget Statements and present the Infrastructure Investment Program on a five-year basis.</p> <p>This presentation will remain in place going forward.</p>
<p>Recommendation 11 – Agreed in part</p> <p>The Committee recommends the ACT Government divest the Territory Banking Account from holding in companies associated with gambling and gaming, all weapon, fossil fuels, and nuclear weapon industries.</p>	<p>Complete</p> <p>The Responsible Investment Policy was updated in August 2021 to amend the investment exclusion criteria to:</p> <ul style="list-style-type: none"> • Exclude investment in all companies with any ownership of fossil fuel reserves (coal, oil and gas); • Lower the allowable company carbon emission and carbon intensity thresholds; • Broaden the controversial weapons company screen from just cluster munitions and landmine manufacture to exclude investment in any company where there is strong evidence of involvement in relation to cluster munitions, landmines, biological / chemical weapons, depleted uranium weapons, blinding laser weapons, incendiary weapons, and/or non-detectable fragments; and • Exclude companies with revenue from gambling operations greater than 10 per cent. <p>The revised Responsible Investment Policy exclusion criteria for the share investments was fully implemented at the beginning of December 2021.</p>

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 13 – Agreed</p> <p>The Committee recommends the ACT Government review its directly owned shares portfolio in line with its Responsible Investment Policy and Investment Governance Policy Framework to ensure holdings are compliant with the governing policy frameworks.</p>	<p>Complete</p> <p>This is an ongoing process with actual share investment exposures compared with the Responsible Investment Policy benchmark requirements at the end of each month.</p>
<p>Recommendation 16 – Agreed</p> <p>The Committee recommends the ACT Government provide greater clarity within Budget Statement I in relation to its disclosure of when and where appropriation has been altered between major projects.</p>	<p>Complete</p> <p>Consistent with the approach taken in the 2021-22 Budget, appropriation tables in agency statements in the 2022-23 Budget continue to reflect changes in appropriation at a project level.</p> <p>This presentation will remain in place going forward.</p>
<p>Recommendation 17 – Agreed in principle</p> <p>The Committee recommends the ACT Government provide transparent and clear reporting of all infrastructure project delivery in accordance with previously committed timelines.</p>	<p>Complete</p> <p>The Government continues to provide updates on project delivery through budget papers and regular capital works reporting, and directorates are encouraged to provide infrastructure program tables in their budget statements that include physical completion dates. The Built for CBR website has also been established to provide information on infrastructure project delivery.</p> <p>These actions will remain in place going forward.</p>

Table 30: Standing Committee on Environment, Climate Change and Biodiversity – Report 2 – Appropriation Bill 2021-2022 and Appropriation (Office of the Legislative Assembly) Bill 2021-2022) - Government response tabled 23 November 2021

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 4 – Agreed</p> <p>The Committee recommends that the ACT Government continue the use of enforceable undertakings as a regulatory tool for environmental protection.</p>	<p>Complete</p> <p>The government response supported the use of Enforceable Undertakings (EUs) as a beneficial regulatory tool for polluters to take responsibility on environmental impacts of their activities. EUs can assist in systemic change and accountability to ensure prevention of future contraventions. EUs are</p>

Recommendation number and summary	Status and action in reporting year
	<p>considered for serious breaches as part of the regulatory response, along with prosecution where necessary. It is noted that EUs are initiated by the party alleged to have contravened a provision of the Environment Protection Act 1997 (the Act).</p> <p>No EUs have been sought or approved during 2021-22.</p>

Table 31: Standing Committee on Education and Community Inclusion – Report 2 – Appropriation Bill 2021-2022 and Appropriation (Office of the Legislative Assembly) Bill 2021-22 - Government response tabled 23 November 2021

Recommendation number and summary	Status and action in reporting year
Recommendation 1 – Agreed The Committee recommends the ACT Government ensure timely access to ACT Budget papers for community organisations and include in budget papers analysis of the impacts of tax and concessions policies on low-income people.	<p>Complete</p> <p>Consistent with the approach taken in the 2021-22 Budget, relevant community organisations will be provided early access to 2022-23 Budget documents. Analysis of impacts of taxes and concessions on people with low incomes is contained in Chapter 3.3 Cost of Living Statement of Budget Paper 3. These arrangements will continue going forward.</p>
Recommendation 2 – Agreed in principle The Committee recommends that the ACT Government ensure that indexation for community sector funding at a minimum matches the indexation of their costs.	<p>Complete</p> <p>In the 2022-23 Budget, the Government has increased funding to the community sector funding arrangements by adjusting the Community Indexation methodology to reflect the impact of Award wage increases.</p> <p>The Government is currently developing a response to the Counting the Costs: Sustainable funding for the ACT Community services sector report.</p>
Recommendation 25 – Agreed in Principle The Committee recommends that the ACT Government fund the development of a second action plan as part of the Capital of Equality Strategy.	<p>Complete</p> <p>The ACT Government released the Capital of Equality Second Action Plan in March 2022.</p>
Recommendation 29 – Agreed in part	<p>Complete</p> <p>In relation to Recommendation a) only</p>

Recommendation number and summary	Status and action in reporting year
<p>The Committee recommends that the ACT Government: a) ensure that by the end of June 2022 Access Canberra shopfronts become dementia-friendly and ACT Government frontline workers receive dementia friendly training.</p>	<p>Dementia Australia undertook Environmental Assessments across Access Canberra Service Centres. All locations passed the review and scored well in each area of assessment, particularly when compared to other organisations and businesses of a similar nature.</p> <p>Over 90 per cent of Access Canberra Service Centre staff have completed Dementia Awareness training. Remaining staff have been scheduled for training when possible. Feedback from staff has been very positive.</p>
<p>Recommendation 35 – Agreed</p> <p>The Committee recommends that the ACT Government provide specific and detailed information about JobTrainer funding.</p>	<p>Complete</p> <p>The ACT Government committed an additional \$8.375 million to extend and expand the JobTrainer program, which will be matched by the Commonwealth Government over 2021-22 and 2022-23. This brings the total investment in the ACT's JobTrainer program to \$33.5 million.</p> <p>Information about JobTrainer funding, grant recipients and initiatives can be found at https://www.act.gov.au/skills/jobtrainer or https://www.act.gov.au/jobtrainer.</p>
<p>Recommendation 39 – Agreed</p> <p>The Committee recommends that the ACT Government continue providing updates to the Gungahlin community regarding the repair of Gungahlin pool.</p>	<p>In progress</p> <p>Regular updates are updated on the operators (YMCA) home page and through social media to inform the community and its members regarding the repair of Gungahlin 50-metre pool. The 50-metre pool at Gungahlin Leisure Centre re-opened on the 22 August 2022.</p>

Table 32: Standing Committee on Economy and Gender and Economic Equality – Report 3 – Appropriation Bill 2021-2022 and Appropriation (Office of the Legislative Assembly) Bill 2021-22 - [Government response tabled 23 November 2021](#)

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 2 – Agreed in principle</p> <p>The Committee recommends that the ACT Government consider implementing</p>	<p>No longer required</p> <p>Targets and quotas are being considered as part of the Circular Economy Strategy currently being developed by the Government.</p>

Recommendation number and summary	Status and action in reporting year
recycled content quotas for procurements wherever possible.	That work will also explore how any such targets and quotas could be incorporated into procurements.
Recommendation 3 – Agreed in principle <p>The Committee recommends that the ACT Government consider publishing milestones for how and when it will ensure slavery-free supply chains in procurement.</p>	In progress <p>The Government Procurement (Charter of Procurement Values) Direction 2020 includes the Transparent and Ethical Engagement Value. In complying with the Procurement Values Direction, Territory entities must not knowingly engage with suppliers that demonstrate business practices that are objectionable, dishonest, unethical or unsafe. This includes being alert to modern-day slavery and leveraging national and inter-jurisdictional initiatives to abate such practices. The Secure Local Jobs Code, Government Procurement (Ethical Treatment of Workers) Direction 2021 and the Territory's Labour Hire Licencing Scheme also work to ensure that the ACT Government is procuring from slavery-free supply chains.</p> <p>Procurement ACT is investigating further action to ensure modern slavery is abated through government procurement activities and is engaging actively across other jurisdictions to identify successful actions. Through the Procurement Reform Program, Procurement ACT is also investigating how end-to-end Procurement ICT systems may assist the ACT Government in ensuring slavery-free supply chains.</p>
Recommendation 4 – Agreed <p>The Committee recommends that the ACT Government consider the wide range of views and consult regarding paid parking in the Stromlo Forest Park carpark before a decision is made to introduce this measure.</p>	In progress <p>In 2021-22 Stromlo Forest Park (SFP) management consulted extensively with Stromlo Strategic Consultative Committee (SSCC) regarding the proposal to introduce paid parking at the Park, in line with the development of the new car park. Overall, the SSCC have been supportive and further work will be undertaken in 2022-23.</p>
Recommendation 5 – Agreed in principle	Complete

Recommendation number and summary	Status and action in reporting year
<p>The Committee recommends that the ACT Government consider setting an accountability indicator for Stromlo Forest Park that measures customer satisfaction, as is done for the Arboretum, and further, that spending is prioritised on measures that improve these metrics.</p>	<p>The Government will consider a customer satisfaction rating system at SFP in coming years. While this system works successfully at National Arboretum Canberra, SFP is at a different stage in its evolution. NAC's Visitor Centre allows a viable sample size to be captured from a large portion of onsite patrons, who despite their reason for visiting, will ordinarily enter or exit through the visitor centre. SFP does not yet have a central hub nor the associated ICT infrastructure.</p>
<p>Recommendation 6 – Agreed in principle</p> <p>The Committee recommends that the ACT Government collaborate with the small business sector, particularly hospitality and retail businesses, and international students to fill skills shortages throughout the economy.</p>	<p>Complete</p> <p>The ACT Government continues to work with the business sector to address skill shortages throughout the economy.</p> <p>The Government has a number of programs that seek to connect skilled workers with sectors experiencing skills shortages including the Skilled Migration, ACT Nomination Program; the Adult Community Education Grants Program; the Workforce Attraction Cooperative Grant Program; a Work Integrated Learning Pilot Program; the Workforce Attraction Digital Toolkit; and a University of Canberra-led research project that looks to understand the barriers to attracting and retaining a workforce that will serve to inform future policies and programs.</p> <p>The 2022-23 Skills Needs List was published to the Skills Canberra website on 16 June 2022. Development of the 2022-23 list prioritised consultation with employers to identify in-demand occupations. The skills needs survey was distributed to approximately 8,000 local businesses. The Skills Needs List and employer survey also informed the 2022-23 ACT Critical Occupations List, which was published to the Skills Canberra website on 6 June 2022.</p> <p>On 29 April 2022, the Minister for Skills released Skilled to Succeed: skills and workforce agenda for the ACT. This agenda commits to continuing to enhance our approach to industry consultation and</p>

Recommendation number and summary	Status and action in reporting year
Recommendation 7 – Agreed	<p>collaboration to the Skills Needs List to ensure Government investments are targeted and aligned with areas of genuine skills need.</p>
<p>The Committee recommends that the ACT Government make public a breakdown of outcomes in relation to code of conduct complaints, including greater clarity on the nature of code of conduct complaints and referrals to the Integrity Commissioner.</p>	<p>Complete</p> <p>The Public Sector Standards Commissioner (PSSC) publicly reports on relevant statistics and information regarding the nature of misconduct complaints and processes commenced and completed each year in the State of the Service Report. The 2020-21 State of Service report was tabled in the Legislative Assembly in December 2021.</p> <p>In light of Recommendation 7, the PSSC will continue to publish de-identified statistics on the nature and type of complaints in future State of Service reports to raise awareness and inform education and prevention programs.</p> <p>Section 7.2 of the Integrity Commission (Mandatory Corruption Notification) Directions 2019 (No 2) prevents disclosure of notifications and referrals made to the ACT Integrity Commission. Any questions about notifications and referrals to the ACT Integrity Commission should be directed to the ACT Integrity Commissioner.</p>
<p>Recommendation 9 – Agreed in principle</p> <p>The Committee recommends that the ACT Government monitor the ongoing impacts of the COVID-19 pandemic on travel and consider reviewing its \$2.5 billion target for total domestic visitor expenditure for the year ending June 2022 as the recovery progresses, and publish any new goal that reflects an ambitious, yet achievable recovery of the domestic and international visitor economy.</p>	<p>In progress</p> <p>In March 2022, Austrade released THRIVE 2030, Australia's national strategy for the long-term sustainable growth of the visitor economy to 2030. The ACT has commenced work on the 2030 Tourism Strategy for the ACT, which will align with THRIVE 2030. A discussion paper for the 2030 Tourism Strategy was released on 27 June 2022. Tourism businesses, industry bodies and associated stakeholders have been invited to share feedback, comments and suggestions for the 2030 Tourism Strategy, which will be released in 2022-23.</p>
<p>Recommendation 10 – Agreed</p> <p>The Committee recommends for future Estimates hearings that the ACT</p>	<p>Complete</p> <p>The Government has continued to provide details regarding Minister output allocations to</p>

Recommendation number and summary	Status and action in reporting year
<p>Government provides clear, concise, and timely information to Committee Support about Ministerial responsibilities for Budget outputs.</p> <p>Consistent with current practices, the Government will continue to provide details regarding output allocations to ministers to the Committee Support Unit of the Office of the Legislative Assembly in advance of Estimates hearings (this information was provided on 28 September 2021 for the 2021-22 Budget Estimates hearings which commenced on 15 October 2021). Information relating to ministerial responsibilities is also available through the current Administrative Arrangements https://www.legislation.act.gov.au/View/ni/2021- 84/current/PDF/2021-84.PDF, and ACT Government officials are available to Committee Support to provide additional assistance as necessary.</p>	<p>the Committee Support office of the Legislative Assembly in advance of Estimates Hearings. In 2022 these were provided on 8 August 2022 ahead of Estimates hearings.</p>

Table 33: Standing Committee on Planning, Transport and City Services – Report 6 – Appropriation Bill 2021-2022 and Appropriation (Office of the Legislative Assembly) Bill 2021-22 - Government response tabled 23 November 2021

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 25 – Agreed in principle</p> <p>The Committee recommends that, given the stated response that Federal tax settings around Capital Gains Tax and negative gearing are contributing to high housing prices in Canberra, that the ACT Government lobby Federal Parliament to change these tax settings.</p>	<p>No longer required</p> <p>This recommendation was agreed in principle. The Government will continue to raise with the Commonwealth Government the impacts of federal tax settings on housing affordability.</p>

Table 34: Public Accounts Committee – Report 1 – Annual and Financial Reports 2019-2020; Appropriation Bill 2020-2021 and Appropriation (Office of the Legislative Assembly) Bill 2020-2021 - Government response tabled 20 April 2021

Recommendation number and summary	Status and action in reporting year
Recommendation 2 – Agreed	Complete

Recommendation number and summary	Status and action in reporting year
The Committee recommends that the ACT Government publish, on its website, the own-source revenue report.	The Government has continued to publish the report and these arrangements will continue going forward.
Recommendation 3 – Agreed The Committee recommends that the ACT Government supply, to the Standing Committee on Public Accounts, any documents that the ACT Government has supplied to the credit rating agency.	Complete The requested information was provided to the Committee on 23 April 2021.
Recommendation 5 – Agreed The Committee recommends that the ACT Government pursue opportunities for lower cost financing.	Complete On every occasion new borrowings are required, the Government's borrowing requirements are undertaken with full consideration of prevailing financial market conditions, investor demand, volume and term to maturity requirements and relative value of alternate borrowing options.
Recommendation 10 – Agreed in principle The Committee recommends that the ACT Government explore options to reform the payroll tax system, particularly how it can be modified to incentivise ACT businesses.	No longer required The current system is designed to incentivise local businesses.
Recommendation 11 - Agreed The Committee recommends that the ACT Government continue to seek federal funding in accordance with ACT Government priorities.	Complete The ACT Government has made a number of representations to the Commonwealth.
Recommendation 15 – Agreed in principle The Committee recommends that the ACT Government provide clearer disclosure of the key accounting principles it has adopted in its budgets.	Complete The ACT Government Budget Outlook includes Key Accounting Treatments (Appendix G) which have been expanded to detail the basis for preparation of the financial estimates as well as any new standards and accounting treatments that have been adopted. This information was included in the Budget statements for the 2021-22 Budget which was delivered in October 2021. The financial estimates in the budget papers are prepared on an accrual basis of accounting, in accordance with principles of the standards

Recommendation number and summary	Status and action in reporting year
	issued by the Australian Accounting Standards Board, the Uniform Presentation Framework and the principles and rules contained in the Australian Bureau of Statistics, Australian System of Government Finance Statistics: Concepts, Sources and Methods 2015.
Recommendation 16 – agreed in principle The Committee recommends that the ACT Government implement new accounting standards for Public-Private Partnerships (PPPs), ensuring that relevant historical revisions to key tables and graphs are also made available.	Complete No new PPP arrangements have been foreshadowed in the recent budget process.
Recommendation 17 – Agreed The Committee recommends that the ACT Government provide more detailed reporting of election commitments and their implementation.	Complete Government continues to update the community on election commitment progress routinely through Ministerial media releases and other forms of social media communication. A report on progress against the Parliamentary and Governing Agreement will continue to be published annually.

Table 35: Standing Committee on Environment, Climate Change and Biodiversity – Report 1 – Annual and Financial Reports 2019-2020 and Estimates 2020-21 - Government response tabled 20 April 2021

Recommendation number and summary	Status and action in reporting year
Recommendation 4 – Agreed The Committee recommends that the ACT Government update the Assembly on the delivery of the Big Canberra Battery, and on the uptake of the zero-interest loans available under the Sustainable Household Scheme.	Complete In relation to the Big Canberra Battery, an expression of interest process was undertaken in 2021-22 for up to 250 MW of large-scale battery storage capacity. This closed in February 2022 and a shortlisting process was completed. In relation to the Sustainable Household Scheme, in 2021-22 more than 5,000 households applied for over \$55 million in loans for sustainable products as part of the scheme. Over 20 MW of rooftop solar capacity was financed through the scheme in 2021-22.

Table 36: Standing Committee on Education and Community Inclusion – Report 1 – Annual and Financial Reports 2019-2020 and Appropriation Bill 2020-2021April 2021 - Government response tabled 20 April 2021

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 11 – Agreed</p> <p>The Committee recommends that the ACT Government continue to provide updates to the Assembly on the repair work on the pool at Gungahlin Leisure Centre.</p> <p>Government response Agreed. The ACT Government will continue to provide updates to the Assembly on the Gungahlin Leisure Centre</p>	<p>In progress</p> <p>CMTEDD staff attend Minister meetings on a fortnightly basis to provide updates on the Gungahlin Leisure Centre project. Briefings are provided to the Minister on a fortnightly basis, as well as talking points and weekly status reports from Major Projects Canberra.</p>

Table 37: Standing Committee on Economy and Gender and Economic Equality – Report 2 – Report on Inquiries into Annual and Financial Reports 2019-20 and ACT Budget 2020-21 - Government response tabled 20 April 2021

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 1 – Agreed</p> <p>The Committee recommends that the ACT Legislative Assembly should ensure that parliamentary committee oversight of future ACT Budgets provides opportunities for the full participation of peak bodies and community organisations as has been the historical practice in the ACT.</p>	<p>Complete</p> <p>As part of the 2022-23 Budget consultation process, ACT Government officials held meetings with key community and industry groups in April 2022 to gain insights into the economic and community priorities of these organisations.</p> <p>The 2022-23 Budget consultation process also included a publicly available survey which sought feedback on the prioritisation of government expenditure, with a particular focus on wellbeing considerations.</p> <p>The arrangements will continue going forward.</p>
<p>Recommendation 2 – Agreed</p> <p>The Committee recommends that the ACT Government give due consideration to incorporating gender budgeting principles in all aspects of future COVID-19 recovery funding, initiatives and strategies.</p>	<p>Complete</p> <p>Consistent with the approach taken in the 2021-22 Budget, all business cases in the 2021-22 Budget Review and 2022-23 Budget required an accompanying Wellbeing Impact Assessment (WIA) outlining anticipated impacts of initiatives on the wellbeing of our community, environment, and institutions. The WIA template specifically includes gender as an area for consideration. In addition to the</p>

Recommendation number and summary	Status and action in reporting year
	requirement to complete a WIA, the business case template refers drafters to the Gender Impact Analysis Tool developed by the Community Services Directorate for submissions where more detailed gender analysis is required. These actions will remain mandatory requirements for budget business cases going forward.
<p>Recommendation 4 – Agreed in principle</p> <p>The Committee recommends that the ACT Government ensure that the needs of the health and community sector, as a growing sector, and a major creator of jobs and economic growth, are included in the Knowledge Capital – Future Jobs Fund program announced in the ACT Budget 2020–21.</p>	<p>Complete</p> <p>The Future Jobs Fund (FJF) aims to support the growth and diversification of the ACT's economy, and save and create jobs. There is a wide breadth of initiatives that are delivered through the FJF, including: investment attraction and facilitation projects, sector development initiatives, grant programs, workforce attraction initiatives, and business communications and engagement. These initiatives are sector agnostic and are open to projects in the health sector.</p>
<p>Recommendation 5 – Agreed</p> <p>The Committee recommends that the ACT Government in the implementation of COVID-19 investment recovery strategies give due consideration to avoiding risks associated with fragmenting the allocation of funding in a large number of small infrastructure projects in a desire to spend money rapidly at the expense of long-term priorities (for example, sustainability and resilience).</p>	<p>In progress</p> <p>The \$45 million Fast-track Program (the Program) in the Government's COVID-19 response undertook small to medium projects that could be implemented rapidly to support local employment outcomes. The Program targeted a broad investment strategy including the design and construction of physical infrastructure across the Territory in diverse areas such as schools, community facilities, environmental efficiency measures, city services and active travel. The Program concluded at 30 June 2022. The Fast-track working group provided ongoing Program progress reports to Ministers, with the final meeting of the working group and report to Ministers to occur in the first quarter of 2022-23.</p>

Table 38: Standing Committee on Planning, Transport and City Services – Report 1 – Estimates 2020-21 and Annual Reports 2019-20 - [Government response tabled 20 April 2021](#)

Recommendation number and summary	Status and action in reporting year
Recommendation 7 – Agreed in principle The Committee recommends that Sport and Recreation engage in a structured way with private recreational facilities like golf courses and other sports grounds to provide them with information and expertise about low-water maintenance of grass and sporting facilities.	No longer required There have been no requests from private industry regarding assistance for low-water turf maintenance.

Table 39 Standing Committee on Economy and Gender and Economic Equality – Report No 2 - Report on Inquiries into Annual and Financial Reports 2019-20 and ACT Budget 2020-21 – [Government response released 28 July 2021](#)

Recommendation number and summary	Status and action in reporting year
Recommendation 8 – Agreed The Committee recommends that the ACT Government, for future artsACT funding rounds, give due consideration to providing: (i) greater clarity regarding eligibility requirements; (ii) greater clarity regarding specific exclusions, exceptions, and conditions—such as considering other funding that may have been received; and (iii) improved feedback on funding proposals and assessment processes.	Complete As an ongoing business practice artsACT regularly reviews its funding guidelines, including feedback from the community, and conducts regular information sessions and meetings to provide greater clarity on eligibility and process. artsACT also provides feedback to all applicants that request it on the assessment of their application to assist with re-submitting an application or making a new application. The funding guidelines and assessment process for HOMEFRONT 3 were updated to improve the application and assessment process and clarify the application form. The funding guidelines for Amp It Up! 2 were updated and simplified to improve the application and assessment process. New funding guidelines for the Arts Organisations Investment Program were released in July 2022 which are clear and detailed including funding aims, eligibility, exclusions, reporting and entry and exit provisions.
Recommendation 10 – Agreed in principle The Committee recommends that the ACT Government review job retention rates for	Complete A full evaluation of the ACTPS Vocational Employment Programs for Aboriginal and

Recommendation number and summary	Status and action in reporting year
<p>people with a disability and people of Aboriginal and Torres Strait Islander background who undergo ACTPS targeted programs with a view to identifying the unique structural and social barriers these identified groups may face regarding job retention.</p>	<p>Torres Strait Islander People and People with Disability was completed in early 2022. The evaluation found that the job retention rates for Aboriginal and Torres Strait Islander people and people with disability who undertake Vocational Employment Programs is comparable with overall retention trends for these groups across the ACTPS workforce.</p> <p>Future action to support effective retention of these groups across the workforce will continue to be undertaken at a directorate level. Directorates now have access to their 2021 ACTPS Staff Survey (the Survey) results which provide rich detail on the experiences of Aboriginal and Torres Strait Islander staff and staff who are people with disability.</p> <p>Further, Workforce Capability and Governance has recently supported directorates to understand the Survey results by conducting and circulating a ‘deep-dive’ analysis on responses provided by staff identifying with different workforce diversity groups. This analysis revealed a range of factors that can affect staff retention which varied greatly across different groups.</p>
<p>Recommendation 11 – Agreed</p> <p>The Committee recommends that the ACT Government should continue to build workplace flexibility in the ACT Public Service and give due consideration to normalising the option of working from home as a viable flexible work provision, where permitted by the demands and responsibilities of designated roles.</p>	<p>In progress</p> <p>Designs have been finalised for the development of FlexiSpaces- at Belconnen and Tuggeranong. These sites are anticipated to go live in early 2023. Design has also been completed for an Innovation Centre located in the Canberra Nara Centre and Canberra City. The Innovation Centre will support flexibility by providing more opportunities for teams to come together in spaces designed to facilitate learning, team planning, workshops, project delivery, and other problem-solving activities. The Innovation Centre will go live in late 2022.</p>
<p>Recommendation 13 – Agreed in principle</p> <p>The Committee recommends that the ACT Government collect data and report publicly in the State of Service Report on the use across the ACT Public Service of:</p>	<p>Complete</p> <p>Information about insecure work and the conversion of temporary and casual workers to permanent ACTPS employment was reported in the 2020-2021 State of the Service</p>

Recommendation number and summary	Status and action in reporting year
(i) labour hire and contract employment; and (ii) contractor for services work.	Report (p22) and will be reported in the 2021-22 State of the Service Report.
Recommendation 14 – Agreed in principle The Committee recommends that the ACT Government collect data and report publicly in the State of Service Report on the gender pay gap in the ACT Public service by: (i) directorate; and (ii) classification levels within each directorate.	Complete The gender pay gap in the ACTPS by directorate and classification levels was reported in the 2020-21 State of the Service Report. This will also be reported in the 2021-22 State of the Service Report.
Recommendation 15 - Agreed in principle The Committee recommends that any recommended changes to pricing frameworks for non-potable water arising from the Non-potable Water Review into water costs for high-intensity club users of non-potable water should be consistent with the following principles: (i) the price of non-potable water should generally reflect the cost of supply; (ii) any subsidy provided should be transparent and based on a demonstrated need; and (iii) cases for support should have regard to the ongoing wider benefits to the community such as economic, social and environmental outcomes.	No longer required The Non-potable Water Review Final Report was released in December 2021.

Table 40: Standing Committee On Education And Community Inclusion - Report No.1 Annual And Financial Reports 2019-2020 And Appropriation Bill 2020-2021 - [Government response released 28 July 2021](#)

Recommendation number and summary	Status and action in reporting year
Recommendation 12 – Agreed Committee recommends that the ACT Government ensure that all future procurement processes adequately consider previous work of companies tendering for work.	Complete ACT Government evaluation criteria for goods, services and works procurements include evaluation or consideration of relevant prior experience and past performance, including contacting referees. Secure Local Jobs Code requirements also review prior performance under ACT Government contracts as part of

Recommendation number and summary	Status and action in reporting year
	certification and the Ethical Treatment of Workers Evaluation criteria.

Table 41: Select Committee on the COVID-19 2021 pandemic response – Inquiry into the COVID-19 2021 Pandemic Response - Government Response tabled 22 March 2022

Recommendation number and summary	Status and action in reporting year
Recommendation 8 - Agreed The Committee recommends that the ACT Government work with businesses to ensure the application and implementation of public health directions are as clear and transparent as possible.	Complete Access Canberra and the Health Protection Service continue to work closely with ACT businesses as it relates to compliance with the public health directions. The focus of compliance activity is on supporting business understanding of ongoing COVID smart behaviours and settings through providing information and resources on the Business Hub website and through our business e-newsletter. Access Canberra also communicates directly with a range of regulated industries via email, in-person and webinars for particular sectors, including hospitality and real estate. The Business liaison line and business advice line also continued to provide advice and support to businesses in the ACT. The Business liaison line and business advice line also continued to provide advice and support to businesses in the ACT.
Recommendation 9 – Agreed The Committee recommends that the ACT Government consider the financial impacts of public health restrictions on businesses when determining support measures for them.	Complete The Business Support Grants (BSG) and the Small Business Hardship Scheme (SBHS) were implemented to support businesses significantly impacted by the ACT's lockdown measures between 12 August and 15 October 2021, in response to COVID-19. Some support measures were extended, and new components were developed over the course of the program, targeting sectors of the business community that continued to be impacted by public health directions after the lockdown ended.
Recommendation 10 – Agreed	In progress

Recommendation number and summary	Status and action in reporting year
<p>The Committee recommends that the ACT Government undertake a full review of the rollout of the Business Support Grant and the Small Business Hardship Scheme in consultation with local businesses and present the findings of its review to the Assembly by the end of 2022.</p>	<p>The ACT Government will provide a report to the Legislative Assembly by the end of 2022 on the outcome of a review of the rollout of the programs, in response to the 2021 Select Committee Inquiry into the COVID-19 Pandemic Response.</p>
<p>Recommendation 11 – Agreed</p> <p>The Committee recommends that the ACT Government continue to explore new ways to support local businesses in their recovery from the lockdown.</p>	<p>Complete</p> <p>The ACT Government Outdoor Activation Taskforce ('the Taskforce') was created to support restaurants, cafes and other businesses to utilise public outdoor spaces near their premises in accordance with public health directions.</p> <p>This was an important support for many businesses, with the Taskforce assisting business owners to shift some of their activities outdoors, where the risk of COVID-19 transmission was lower. The Taskforce assisted 54 businesses to temporarily commence operation in expanded trading spaces and five event-style activations to occur.</p> <p>The Taskforce wound up operations 31 March 2022 however the Event and Business Coordination team of Access Canberra continues to provide support to business through the provision of advice and guidance.</p> <p>Access Canberra also continued to deliver Government initiatives aimed at off-setting the financial impact of COVID-19 restrictions on the hospitality industry during COVID-19, including:</p> <ul style="list-style-type: none"> • A 100 per cent fee waiver for outdoor dining permit holders. • A 50 per cent reduction in fees for 'on' liquor licensees between 1 July 2021 and 31 March 2022 and 100 per cent waiver between 1 April and 30 June 2022. • Simplification of the process for businesses to apply for a temporary outdoor dining permit and commercial liquor permit to activate outdoor spaces and allow for increased occupancy numbers.

Recommendation number and summary	Status and action in reporting year
	<ul style="list-style-type: none"> • Allowing nightclubs to operate as a bar during the restricted trade under the Public Health Directions. • Construction occupation licence fees were reduced by 20 per cent. • The Registrar-General continued to support associations by extending temporary COVID-19 measures under the Associations Incorporation Act 1991 through to 8 October 2021. • Process changes allowed for online application for security licence and Working with Vulnerable People (WWVP) applications, allowing new applicants and renewing licensees to upload their signature and photo identification to the online form. This eliminated the need for applicants to attend Service Centres. • Removed the fees for Hawkers permits permanently. <p>While the response to this recommendation is considered closed, Access Canberra will continue to support local businesses through exploring new and existing measures.</p>
Recommendation 13 – Agreed in principle The Committee recommends that the ACT Government review the wider impacts of its working-from-home arrangements for ACT Government employees.	Complete In 2021-22 The ACT Government engaged That Works to evaluate the impact of flexible working arrangements on work/life balance. This evaluation will identify trends in workplace behaviours through analysis of systems data, providing an additional source of empirical data to traditional survey instruments. Initiatives to expand flexible working options available to staff have progressed, including the establishment of Flexi Spaces located in Tuggeranong and Belconnen, an Innovation Centre at the Canberra Nara Centre in the City, and a Family Friendly workspace located in 220 London Circuit. These spaces will be completed and made available for use to ACTPS employees during 2022-23. A suite of support resources for managers and employees engaging in hybrid work practices

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 19 – Agreed</p> <p>The Committee recommends that the ACT Government make any grant application processes more accessible with clearer communication on the eligibility criteria.</p>	<p>has been made available through a dedicated SharePoint site.</p> <p>Complete</p> <p>The ACT Government will continue to make application processes and supporting documentation as accessible as possible. The ACT Government will also ensure that grant programs are managed and implemented with appropriate evidentiary requirements and sufficient assessment processes.</p>
<p>Recommendation 26 – Agreed in principle</p> <p>The Committee recommends that the ACT Government adequately support Access Canberra to ensure compliance of owners' corporations and managers with the Workplace Health and Safety Act 2011 in relation to COVID-19.</p>	<p>No longer required</p> <p>This recommendation is being led by ACT Health and WorkSafe ACT, Access Canberra has no role.</p>
<p>Recommendation 31 – Agreed</p> <p>The Committee recommends that the ACT Government work with the university sector to boost marketing Canberra as an attractive and liveable city targeted at drawing international students to Canberra.</p>	<p>Complete</p> <p>The ACT Government worked with tertiary education institutions to co-design a toolkit that would boost the marketing and promotion of Canberra as a study destination. The Toolkit was released in May 2022 and has received positive feedback from institutions and student recruitment agents. The toolkit is publicly available for use by institutions, registered training organisations, and student recruitment agents to promote Canberra as a place to study and live.</p> <p>The ACT Government will build on this toolkit in 2022-23 by developing further content in collaboration with the tertiary education sector.</p>

Table 42: Standing Committee on Economy and Gender and Economic Equality – [Report 1 – Inquiry into COVID-19 Emergency Response Legislation Amendment Bill 2020 \(No. 3\) – Government response tabled 8 February 2021](#)

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 1 – Agreed</p>	<p>In progress</p>

Recommendation number and summary	Status and action in reporting year
<p>The Committee recommends (to the extent that work is not already taking place) after the COVID-19 pandemic crisis has passed and the ACT has exited from its state of emergency, the ACT Government give consideration to examining and reviewing the emergency measures that were enacted. This should not be limited to the ACT but should also include emerging evidence of good practice from across Australia and the globe.</p>	<p>Several COVID-19 measures were temporarily introduced through the COVID-19 Emergency Response Act 2020, COVID-19 Emergency Response Legislation Amendment Act 2020, COVID-19 Emergency Response Legislation Amendment Act 2020 (No 2), and COVID-19 Emergency Response Legislation Amendment Act 2021, to support the ACT Government's emergency and operational response to the COVID-19 public health emergency. The Emergency Response Legislation Amendment Bill 2020 (No 3) foreshadowed that a future omnibus Bill would be progressed to permanently adopt COVID-19 measures that have continuing benefit, particularly through significant reductions in red tape and effecting operational efficiencies.</p> <p>The Operational Efficiencies (COVID-19) Legislation Amendment Bill 2021 was debated and passed in the Legislative Assembly on Thursday, 7 October 2021. The Bill amends the:</p> <ul style="list-style-type: none"> • <i>Associations Incorporation Act 1991</i>, to extend on a temporary basis, the duration of COVID-19 measures that allow incorporated associations to hold general meetings using alternate methods of communication and allow votes by proxy, and the registrar-general to extend periods of time for certain matters due to a COVID-19 emergency; • <i>Bail Act 1992</i>, to allow on an ongoing basis, for undertakings to appear in court to be given to the court remotely and recorded by the court; • <i>Corrections Management Act 2007</i>, to extend on an ongoing basis, the maximum period for which a local leave permit is granted for long-term medical treatment or palliative care, from seven days to a maximum of three months; • <i>Children and Young People Act 2008</i>, to reinstate COVID-19 provisions in section 149 which expired on 8 April 2021, to allow the Director-General to declare that a COVID-19-

Recommendation number and summary	Status and action in reporting year
	<p>related emergency exists in relation to the Bimberi Youth Justice Centre for the duration of the COVID-19 emergency;</p> <ul style="list-style-type: none"> • <i>Crimes Act 1900</i>, to allow on an ongoing basis, for the application and transmission of sworn warrants to be conducted electronically; • <i>Crimes (Sentencing) Act 2005</i>, to allow on an ongoing basis, for undertakings to comply with good behaviour obligations to be given to the court remotely and recorded by the court; • <i>Drugs of Dependence Act 1989</i>, to allow on an ongoing basis, for the application and transmission of sworn warrants to be conducted electronically; • <i>Human Rights Commission Act 2005</i>, to vest on an ongoing basis, the ACT Human Rights Commission with the power to hear and handle complaints in relation to the treatment of vulnerable people; • <i>Public Trustee and Guardian Act 1985</i>, to allow on an ongoing basis, the Public Trustee and Guardian to delegate any of their functions under the Public Trustee and Guardian Act to a member of the Public Trustee and Guardian staff provided they have regard to certain considerations in making the delegation; • <i>Retirement Villages Act 2012</i>, to allow on an ongoing basis, participation in meetings of residents, including meetings convened by operators of the village, using alternative methods of communication other than in-person; and • <i>Taxation Administration Act 1999</i>, to provide on an ongoing basis, a set of powers across tax types to provide relief for individuals, households and businesses through rebates, exemptions and deferrals. <p>A copy of the Bill and its explanatory statement can be found online at: https://www.legislation.act.gov.au/b/db_65002/</p> <p>The Bill commenced on 14 October 2021. Amendments to the Associations</p>

Recommendation number and summary	Status and action in reporting year
	Incorporation Act commenced on 8 October 2021.

Table 43: Standing Committee on Economic Development and Tourism – [Report 9 – Inquiry into Building Quality](#) – [Government response tabled 2 December 2020](#)

Recommendation number and summary	Status and action in reporting year
Recommendation 13 – Agreed in principle The Committee recommends that the ACT Government: <ul style="list-style-type: none"> • provide information to consumers, including Owners' Corporation Executive Committees, on their rights and processes to seek redress when building quality issues take place, including by developing tool kits to support those taking legal action; and • require builders to supply information on that material at the quote or draft contract stage. 	No longer required in CMTEDD Annual Report This recommendation is being led by EPSDD.

Table 44: Standing Committee on Planning and Urban Renewal - [Report 11 - Report on Annual and Financial Reports 2018-2019](#) – [Government Responses tabled 23 July 2020](#)

Recommendation number and summary	Status and action in reporting year
Recommendation 15 – Agreed in principle The Committee recommends that the ACT Government ensure that full and transparent consultation is undertaken with arts groups, local residents and businesses.	Complete The Suburban Land Agency and artsACT are working together to co-design the precinct. Updates are regularly provided on the Kingston Arts Precinct dedicated web site: kingstonartsprecinct.com.au and on the artsACT website. Regular ongoing consultation will continue with the six visual arts organisations relocating to the Kingston Arts Precinct. Over the last 12 months, the Steering Committee developed the precinct's Founding Strategy which will be released in early 2022-23. Consultation was also undertaken with the community and arts sector stakeholders to develop the Place Brief which will provide the framework for the development and growth of the precinct.

Table 45: Standing Committee on Public Accounts – [Report 9 - Inquiry Into Annual Reports 2018-19](#) - Government response tabled 23 July 2020

Recommendation number and summary	Status and action in reporting year
Recommendation 5 – Agreed The Committee recommends that Shared Services amend its targets for response times for telephone service requests so that they require a certain percentage of positive service outcomes from interactions.	In progress Digital, Data and Technology Solutions will be seeking a review of the current targets for response times for telephone requests, given the ongoing complexity of supporting a workforce working from home and increased call volumes during the COVID-19 pandemic, and are currently looking at industry and government information to inform an appropriate rationale to inform the new target.

Table 46: Standing Committee on Education, Employment and Youth Affairs - [Report 8 - Report on Annual and Financial Reports 2018-2019](#) – Government response tabled 23 July 2020

Recommendation number and summary	Status and action in reporting year
Recommendation 12 – Agreed The Committee recommends that the ACT Government continue to support the expansion of the higher education sector and University of Canberra.	Complete The ACT Government will continue to work with the University of Canberra by marketing and promoting Canberra as a centre for high quality education and a study destination of choice, enhancing the student experience, growing international engagement, strengthening partnerships and collaboration with institutions, and supporting reforms to enable growth. In 2021-22 the following activities were undertaken: <ul style="list-style-type: none"> • A Study Canberra marketing and promotion toolkit that was co-designed with the tertiary education sector to assist education providers and agents market Canberra as a study destination. This toolkit includes numerous assets including vlogs, videos, brochures and other media. • Supporting the return of international students to Canberra. The ACT Government advocated on behalf of the sector to return international students when it was safe to do so.

Recommendation number and summary	Status and action in reporting year
	<ul style="list-style-type: none"> The Priority Investment Program has allowed universities to pursue the commercialisation of their research through cooperative grant funding. This will assist with attracting and retaining highly skilled researchers to Canberra's higher education sector and broader economy. <p>The ACT Government continued its work with University of New South Wales (UNSW), following the announcement in March 2020 that they were committed to the establishment of the UNSW Canberra City Campus. This commitment will establish a world-class research, education and innovation campus in the Territory, secure a second Group of Eight university in Canberra, and provide critical stimulus activity during construction and beyond in support of our economy's recovery from the impacts of COVID-19. The ACT Government has continued its facilitation of the UNSW Canberra City Campus proposal through 2021-22, leading consultation and engagement with UNSW and ACT Government agencies towards meeting the requirements of the Precinct Deed between the Territory and UNSW.</p>

Table 47: Standing Committee on Economic Development and Tourism - [Report 8 - Report on Annual and Financial Reports 2018-2019](#) – [Government response tabled 23 July 2020](#)

Recommendation number and summary	Status and action in reporting year
Recommendation 4 – Agreed The Committee recommends that once digital drivers' licences are introduced, the ACT Government continue to make accessible a hard-copy identity document.	In progress The ACT Government is assessing a feasible delivery timeframe for digital drivers' licences in line with our broader digital service priorities and the work being undertaken in other jurisdictions.

Table 48: Select Committee on COVID-19 Pandemic Response - Interim Report No. 3 – Government response tabled 13 August 2020

Recommendation number and summary	Status and action in reporting year
Recommendation 17 – Agreed The Committee recommends that the ACT Government continue to lower and/or remove stamp duty where possible as a lever to encourage housing sales.	In progress The Government has continued to remove and reduce stamp duty: <ul style="list-style-type: none"> • From 1 April 2022, no stamp duty on off-the-plan unit (unit-titled apartment and townhouses) purchases up to \$600,000, for owner occupiers; and • From 1 July 2022: <ul style="list-style-type: none"> • Reducing stamp duty and increasing the lowest stamp duty value threshold, saving most Canberra home buyers \$1,120 • increasing the income eligibility threshold for Home Buyer Concession Scheme by \$10,000 to \$170,000 (the threshold continues to increase by \$3,330 per child up to a maximum of five children). • increasing the Deferred Duty and Disability Duty Concession Schemes price eligibility thresholds from \$750,000 to \$1 million.

Table 49: Standing Committee on Environment and Transport and City Services Report No. 9 – Inquiry into Territory Coat of Arms – Government response released 24 December 2019

Recommendation number and summary	Status and action in reporting year
Recommendation 2 – Agreed Dependent on the legal standing of the City of Canberra Coat of Arms, the Committee recommends that the ACT Government either adopt a Coat of Arms for the Territory or update the City of Canberra Coat of Arms.	In progress The selection and adoption of a new Territory Coat of Arms is continuing, with delays to this project being unavoidable due to COVID-19 restrictions and the responsible team being diverted to deliver the public information response. During this period, draft design submissions from the public and University of Canberra students were received and shortlisted by the

Recommendation number and summary	Status and action in reporting year
	<p>Community Reference Group, which includes representation from Ngunnawal groups.</p> <p>The Community Reference Group will recommend a shortlist for Government consideration, prior to a public vote.</p> <p>Following selection of a new symbol or insignia by public vote, the new Territory Coat of Arms or insignia will then be adopted in a gradual manner that allows community organisations to adopt it over time and in a way that minimises expense.</p>
Recommendation 3 – Agreed <p>The Committee recommends that the ACT Government engage in community consultation to determine the final design for any new Coat of Arms for the ACT.</p>	<p>In progress</p> <p>A YourSay Panel survey was conducted in April 2021 to help inform design options for a Territory Coat of Arms. 1,720 YourSay Panel members completed the survey.</p> <p>No public consultation was required during the reporting year.</p> <p>As per the committee recommendation, the community will be engaged and a public vote will be undertaken to decide the final design. This project has been delayed due to COVID-19.</p>
Recommendation 4 – Agreed in principle <p>The Committee recommends that in consultation with the community the ACT Government redesign the ACT Flag.</p>	<p>In progress</p> <p>No action is required at this time as the redesign of an ACT Flag will be considered following the process to adopt a new Territory Coat of Arms.</p>
Recommendation 5 – Agreed <p>The Committee recommends the ACT Government develop a guideline on the appropriate use of the ACT's Official Symbols and make this publicly available.</p>	<p>In progress</p> <p>This will be the final piece of work following the Coat of Arms and ACT Flag items above, and as such has not progressed.</p>

Table 50: Select Committee on Estimates 2019-2020 – Inquiry into the Appropriation Bill 2019-2020 and the Appropriation (Office of the Legislative Assembly) Bill 2019-2020 – Government response tabled 13 August 2019

Recommendation number and summary	Status and action in reporting year
Recommendation 37 – Agreed in principle	<p>In progress</p>

Recommendation number and summary	Status and action in reporting year
<p>The Committee recommends that the ACT Government include applications for Seniors Cards in the new online services package.</p>	<p>Work is underway at a whole of government level on Concessions, to provide ongoing verification of a citizen's concession status and have these automatically applied for all ACT Government services they access. This work is considered a predecessor to the establishment of an online Seniors Card application process, implementation of which will be subject to allocation of budget funding.</p>
<p>Recommendation 39</p> <p>The Committee recommends that the ACT Government invest in recreational road biking amenity and opportunities, as well consider expanding Stromlo Forest Park and other recreational mountain biking locations, to encourage participation and community health, and to take advantage of growing tourism opportunities.</p>	<p>In progress</p> <p>EPSDD is leading the response to this recommendation. The National Arboretum Canberra and Stromlo Forest Park Branch provides minor input in relation to Stromlo Forest Park.</p> <p>In 2021-22 Stromlo Forest Park has been working on upgrading facilities across the site, including the commencement of construction on the Stephen Hedges Criterium Track extension, and design development of the permanent car park as identified in the Master Plan. Additionally, the volunteer program was launched early in 2022 and has seen a gradual increase in popularity over time, allowing passionate community members to engage in a meaningful and productive way on site, assisting with trail building and maintenance.</p>
<p>Recommendation 48 – Agreed in principle</p> <p>The Committee recommends that the two-year pilot of a land tax exemption scheme for affordable housing purposes be assessed after 12 months, so that decisions on any continuation of the scheme can be announced in time for participants to make appropriate plans.</p>	<p>In progress</p> <p>The maximum number of properties able to receive the affordable rental land tax exemption scheme was increased from 125 to 250 and the time limit removed in 2020-21. The Government intends to assess the performance of the scheme in 2022-23 ahead of the 250 property cap being reached, if sufficient information to inform a view on its effectiveness is available.</p>
<p>Recommendation 55 – Agreed</p> <p>The Committee recommends that the ACT Government ensure that Budget funding decisions are explicitly considered in the context of the zero emissions by</p>	<p>In progress</p> <p>Major Projects Canberra is leading a sustainability working group to consider how sustainability, climate change and zero emission requirements can be embedded in</p>

Recommendation number and summary	Status and action in reporting year
<p>2045 target and associated interim targets, and the cost of carbon emissions (or ‘the social cost of carbon’) are factored into Treasury and directorate cost benefit analyses.</p>	<p>capital works procurement processes, together with support from EPSDD and Treasury.</p> <p>The Government is also updating the Capital Framework (which guides directorates in methodically undertaking robust analysis of infrastructure projects to inform government investment decision making), including strengthening analysis under the government’s Wellbeing Framework and sustainability goals, and promoting the inclusion of funding for sustainability ratings into business cases, to accord with ecologically sustainable development principles.</p>

Table 51: Standing Committee on Public Accounts Report No.6 – Inquiry into commercial rates – Government response tabled 30 July 2019

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 21 – Agreed</p> <p>The Committee recommends that the ACT Government give consideration to an education and information campaign for new and existing ACT ratepayers to ensure existing and future commercial property owners have a sufficient understanding of the commercial tax system in the ACT and how the reform is being achieved.</p>	<p>In progress</p> <p>To be progressed. Due to COVID-19, all communication with rate payers has been focused on providing advice and assistance on economic survival and recovery initiatives.</p>

Table 52: Report of the Select Committee on Estimates 2018-19 on the Inquiry into Appropriation Bill 2018-2019 and the Appropriation (Office of the Legislative Assembly) Bill 2018-2019 – Government response tabled 14 August 2018

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 29 – Agreed</p> <p>The Committee recommends that the ACT Government, in consultation with the arts sector, review arts funding and the adequacy of CPI as a funding growth factor for key arts organisations.</p>	<p>In progress</p> <p>Following consultation with the arts sector, a new arts policy and funding framework for arts organisations will be released in July 2022. The funding framework provides a clear pathway to revitalise the cohort of funded companies through open invitation, clear guidelines, and assessment processes. The</p>

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 48 – Agreed</p> <p>The Committee recommends that the ACT Government develop a policy for when peppercorn rents will be offered to community groups leasing ACT Government property.</p>	<p>Program will support funding arrangements that allow Government and organisations to respond to changing priorities and consider audience/consumer and sector demand.</p>
<p>Recommendation 49 – Agreed</p> <p>The Committee recommends that the ACT Government develop and publish new guidelines, systems and policies in relation to peppercorn rental agreements, and create a public register of those organisations who benefit from peppercorn rental arrangements during each financial year.</p>	<p>In progress</p> <p>A public register of organisations who benefit from peppercorn rental arrangements is provided on the ACT Property Group website. CMTEDD is currently drafting a policy on peppercorn rents which will include consultation with other ACT Government directorates to ensure consistency of application.</p>

Table 53: Standing Committee on Economic Development and Tourism Inquiry into a New Convention Centre for Canberra – Government response tabled 31 July 2018

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 9 – Agreed</p> <p>The Committee recommends that the ACT Government, in consultation with the private sector, investigate temporary solutions to Canberra's lack of suitable largescale banqueting facilities.</p>	<p>In progress</p> <p>The government will continue to consider options.</p>

Table 54: 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 number and summary	Status and action in reporting year
<p>Recommendation 20 – Agreed</p> <p>The Committee recommends that the ACT Government implement the Doing it Differently recommendation of co-designing a developmental</p>	<p>In progress</p> <p>The ACTPS Performance Framework continues to be used to improve the workplace experience of all employees as well as to</p>

Recommendation number and summary	Status and action in reporting year
<p>performance review system to support public servants with a disability.</p>	<p>improve overall performance and outcomes delivered across the Service.</p> <p>The Framework focusses on universal principles that upskill managers and staff to partake in good quality, regular conversations about performance, continuous improvement and professional development.</p> <p>Extensive resources are available to ACTPS staff and managers through HRIMS Learn, the ACTPS Employment Portal and at a local directorate level to assist them in building their capability to have meaningful performance conversations. Further, education and resources are also available through the same channels to understand more about inclusive workplace practices.</p> <p>The Human Resource Information Management System (HRIMS) includes a performance and learning framework and consideration of inclusion requirements will be considered as part of the new system.</p>

Table 55: 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 number and summary	Status and action in reporting year
<p>Recommendation 1 – Agreed in principle</p> <p>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.</p>	<p>In progress</p> <p>The Government is reviewing this matter further and has not yet decided when it will be returned to the Assembly.</p>

Table 56: 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 number and summary	Status and action in reporting year
Recommendation 1 – Agreed 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.	No longer required for CMTEDD Work continues to implement this recommendation, but CMTEDD is no longer involved in this project. The Community Service Directorate is leading work on the long-term governance arrangements for Boomanulla Oval. The Transport Canberra and City Services Directorate is responsible for the oval's infrastructure management.

Table 57: 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 number and summary	Status and action in reporting year
Recommendation 46 – Agreed The Committee recommends that the ACT Government update its Tourism 2020 strategy to consider the ten years to 2030 and take into account: <ul style="list-style-type: none">• Accommodation.• Attractions.• Events.	In progress In March 2022, Austrade released THRIVE 2030, Australia's national strategy for the long-term sustainable growth of the visitor economy to 2030. The ACT has commenced work on the 2030 Tourism Strategy for the ACT, which will align with THRIVE 2030. A discussion paper for the 2030 Tourism Strategy for the ACT was released on 27 June 2022. Tourism businesses, industry bodies and associated stakeholders have been invited to share feedback, comments, and suggestions for the 2030 Tourism Strategy, which will be released in 2022-23.

Recommendation number and summary	Status and action in reporting year
<p>Recommendation 80 – Agreed</p> <p>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.</p>	<p>In progress</p> <p>The ACT Government provided funding in the 2021-22 Budget to the Community Services Directorate to deliver a purpose-built facility for the Gugan Gulwan Youth Aboriginal Corporation. ACT Property Group has provided suitable interim accommodation within its existing portfolio. Gugan Gulwan relocated to this building in May 2022. Redevelopment of the Gugan Gulwan site will commence in 2022-23.</p>

Table 58: 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 number and summary	Status and action in reporting year
<p>Recommendation 10 – Agreed</p> <p>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:</p> <p>To the ACT Aboriginal and Torres Strait Islander Elected Body.</p> <p>In directorate annual reports for 2013-14.</p> <p>In annual ACT Public Service State of the Service Reports.</p>	<p>Complete</p> <p>In addition to existing exit survey mechanisms, the 2021 ACTPS Staff Survey (the Survey) has provided rich detail on the experiences of Aboriginal and Torres Strait Islander Staff and staff who also identify with a range of other workforce diversity groups.</p> <p>Workforce Capability and Governance has recently supported directorates to further understand the Survey results by conducting and circulating a ‘deep-dive’ analysis on responses provided by staff identifying with different workforce diversity groups.</p> <p>This analysis revealed a range of factors that can affect staff separation which varied greatly across different groups and directorates. Key insights including employee engagement and employee satisfaction from the Survey were published in the ACTPS State of the Service Report 2020-21.</p> <p>Future action to better understand the separation decisions of Aboriginal and Torres Strait Islander staff will continue to be undertaken at a directorate level.</p>

ACT Ombudsman

Table 59: Report No.3/2020 – Investigation into the transparency of commercial land valuation decisions in the ACT – Released August 2020 – ACT Revenue Office response dated 3 August 2020

Recommendation number and summary	Status and action in reporting year
Recommendation 2 – Agreed This new policy should be complemented by an updated procedures manual, to provide guidance to decision-makers, particularly with respect to data entry and quality assurance processes, to promote more consistent decision-making and documentation. The new procedures should outline requirements in terms of valuation analysis and documentation of decisions.	In progress Work on the ACT Rating and Taxing Valuation Procedures Manual is continuing. A copy of the draft was provided to the ACT Ombudsman's office in January 2022 for comment.
Recommendation 4 – Agreed ACTRO develop a mechanism for commercial property owners to obtain reasons for UV increases upfront, before the objections process. This should be done as a priority for property owners impacted by significant increases (that is, more than 20 per cent).	Complete New arrangements are now in place.
Recommendation 5 – Agreed ACTRO provide clear advice to the community via its website and in relevant correspondence regarding: <ul style="list-style-type: none"> • the threshold for accepting an objection. • the information that must be provided in order to ‘sustain’ an objection. 	In progress Funding has been provided for a new valuation IT system that will be able to provide additional valuation information to property owners. Once this is in place new arrangements for accepting objections will be developed.
Recommendation 6 – Agreed Once finalised, ACTRO (CMTEDD) publish the recommended policy as per its open access obligations under the Freedom of Information Act 2016 (FOI Act) or provide reasons why publishing the policy is not appropriate.	In progress All documentation related to the completion of Recommendations 1, 8 and 9 is available on the ACTRO website. The updated procedures manual (Recommendation 2) and response to all other recommendations will be made available at the ACTRO website.

Risk management

Effective risk management practices support the directorate's commitment to ensuring the delivery of our services at all levels – strategic, business and operational.

CMTEDD's approach to risk management is based on the Australian Risk Management Standard AS ISO 31000:2018 ('The Standard') and is consistent with the ACT Government Risk Management Policy 2021.

Oversight of risk is monitored through the Executive Management Group, and the Audit and Risk Committee. As the CMTEDD Business Continuity Plan remained activated as a result of the continuing COVID-19 Public Health Emergency, the CMTEDD Crisis Management Team (CMT) also provided an additional layer of risk oversight to manage risks.

Our risk policies, Risk Management Framework and Policy Statement and Risk Management Plan, are reviewed every two years with the last review finalised and endorsed in 2021.

At a business area level, senior managers and executives maintained and reviewed business area risks. Emerging risks were identified and reviewed, to determine if they should be included in the CMTEDD Strategic Risk Register. A series of risk workshops with business areas, senior managers and executives were conducted to review and update the CMTEDD Strategic Risk Register in the reporting period.

Business continuity management forms part of CMTEDD's risk management and corporate governance practices, which supports CMTEDD's commitment to the ongoing delivery of the Directorate's critical business functions where a business interruption risk has been realised. CMTEDD Business Continuity and Disaster Recovery Framework and Policy Statement outlines the Directorate's commitment to undertaking the delivery of critical services following a business interruption event and aims to build resilience and capability across all areas of the Directorate.

During the 2021-22 reporting year, several business continuity planning documents were reviewed and updated in conjunction with lessons learned and practices adopted in response to the COVID-19 pandemic, to ensure business continuity planning is effective and continues to support organisational resilience. These included:

- the CMTEDD Business Continuity and Disaster Recovery Framework;
- Directorate's business continuity plans;
- CMTEDD Control Centre Team Centralised Support Framework;
- CMTEDD Business Continuity Plan; and
- ACT Government ICT Disaster Recovery Plan.

During 2021-22 specific activities included:

- A continuation of BCP Crisis Management Team situation reporting on the impact of the COVID-19 pandemic;
- A continuation of regular COVID-19 business area information sharing meetings and collaboration sessions to inform situation reporting;

- An in-depth review of the CMTEDD Strategic Risk Register;
- Establishment of a Cyber Security review group to connect the activities of the Chief Information Officer with the Agency Security Executive;
- A targeted review and update to Government and Business Critical System Security Plans to improve the currency and relevance of plans in relation to current risks;
- Development of action plans to address updated compliance requirements relating to the Protective Security Framework and CCTV Policy;
- A refocus of physical site security assessments for all CMTEDD facilities; and
- A review of how security incidents are reported, including their connection to WHS and Occupational Violence.

**Further
information**

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Internal Audit

The CMTEDD Audit and Risk Committee assists 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 [CMTEDD Audit and Risk Committee Charter](#).

The Audit and Risk Committee (Committee) provides independent assurance and assistance to the Director-General and Under Treasurer on the Directorate's risk, control and compliance frameworks, and its external accountability responsibilities. The Audit and Risk Sub-Committee (Financial) reviews the annual financial statements. The Committee Chair provides advice to the Director-General and Under Treasurer on audit outcomes, significant risks and implementation of mitigation strategies.

The membership of the Committee includes an external independent Chair, an external independent Deputy Chair, a Senior Executive from another ACT Government directorate and three members from within CMTEDD. There were no changes to the Committee membership during 2021-22. The Committee held four ordinary meetings, two special meetings and an intersessional meeting focussing on specific risks. Details are in the table below.

Representatives from the ACT Audit Office and CMTEDD staff regularly attend to present to the Committee.

Table 60: Membership of the CMTEDD Audit and Risk Committee 1 July 2021 – 30 June 2022

Name of Member	Position	Duration	Meetings attended
Greg Field	Independent Chair	1 July 2021 – 30 June 2022	7
Jennifer Johanson	Independent Deputy Chair	1 July 2021 – 30 June 2022	7
Geoffrey Rutledge	Senior Executive Officer from other ACT Government directorate	1 July 2021 – 30 June 2022	5
Sam Engele	Member	1 July 2021 – 30 June 2022	6
David Pryce	Member	1 July 2021 – 30 June 2022	7
Penny Shields	Member	1 July 2021 – 30 June 2022	7

CMTEDD engaged external service providers from the ACT Government Professional and Consulting Services Panel, or specialists, to write Internal Audit reports. The Directorate develops the Internal Audit Program by identifying areas of strategic, operational or fraud risk. The Committee reviews this Program with endorsement from the Director-General, the Under Treasurer and the Chair of the Audit and Risk Committee.

The Directorate presented 11 audits to the Audit and Risk Committee in the 2021-22 financial year:

- Grants Management Follow-up Review
- COVID-19 Business Support Grants Allocation Audit
- Labour Hire Management Review
- Past Audit Recommendations Review
- Data Lake Review
- Arboretum Work Health and Safety Contract Management Review
- COVID-19 Initiatives
- Accounts Payable Invoice Automation Solution (APIAS) Support and Improvements Review
- HRIMS Gateway 4 Review – Phase 4
- Construction Audit Team Review
- Bushfire Lessons Learned

Two audit reviews commenced fieldwork during the period and are expected to be presented to the Committee in 2022-23. These are:

- Access Canberra Occupational Violence
- Business Systems Current Position and Future Direction

**Further
information**

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Fraud prevention

CMTEDD has prepared and maintains the CMTEDD Fraud and Corruption Prevention Plan and CMTEDD Fraud Risk Assessment (incorporating the Fraud Risk Register).

The CMTEDD Fraud and Corruption Prevention Plan provides the overarching policy position for corruption prevention in the directorate and is consistent with the ACT Integrity Policy. The Plan and Risk Register are externally reviewed every two years. Both the plan and register were last reviewed in early 2021 through an external review process and have since been updated to ensure the fraud controls remain effective.

High fraud risk issues will continue to be monitored regularly and compliance auditing completed through the internal audit program with oversight through the Audit and Risk Committee and Executive Management Group. Medium and low fraud risks will be monitored through the compliance review and assurance program.

Fraud awareness activities

Fraud awareness and ethics are key themes for training and development within CMTEDD. Fraud awareness training is provided in the Fraud and Ethics e-learning. In 2021-22, 673 CMTEDD staff completed the e-learning with an additional 162 staff attending face to face targeted training sessions.

The Senior Executive Responsible for Business Integrity Risk (SERBIR) also conducted the following awareness activities through all CMTEDD staff emails:

- Integrity – Fraud and Corruption - how to deter fraud and corrupt behaviour, available information and training
- Risk Management in CMTEDD - how to practice risk management at work and use a process to identify and take corrective action on fraud risks in projects and programs
- Fraud and Corruption Risks - Do you understand your fraud or corruption risk in the functions that you support or manage
- Information Security - Tips on how to keep information secure, what to do if something goes wrong
- Fraud and Ethical Behaviour training - information to staff on how to access the e-learning module or schedule face to face team training sessions.

The SERBIR meets regularly with the Chair of the Audit and Risk Committee, Chief Internal Auditor, Governance and Human Resources leads to discuss the importance of integrity as ACT public servants and the need to be open, honest and transparent in our work and in delivering services to the ACT Community.

Integrity Commission

CMTEDD has continued to engage with the ACT Integrity Commission on a range of integrity matters, ensuring a collaborative approach to fraud and corruption prevention.

Incidents of fraud reported in 2021-22

An investigation conducted by the Professional Standards Unit in relation to a public interest disclosure from 2019-20, was concluded in the reporting period with no finding of misconduct.

In relation to the ongoing CMTEDD internal cases reported in the previous annual report, one matter remains the subject of assessment by the ACT Integrity Commission. One matter referred to the SERBIR has been finalised following a preliminary assessment with no further action required. One matter was referred for investigation to the Professional Standards Unit, and the employee subsequently resigned. Two matters referred to the Professional Standards Unit for investigation in 2020-21 have now been finalised: one resulted in a reduction in increment and formal reprimand; and the final matter had no misconduct determined.

In 2021-22, the SERBIR was made aware of five matters that were referred to the ACT Integrity Commission. Four of these matters related to CMTEDD staff, and one did not. All these matters were the subject of mandatory notifications to the ACT Integrity Commission. Two of these matters were referred to ACT Policing and the Professional Standards Unit, these matters have now been closed after both staff resigned and ACT Policing finalised their assessment. Three matters remain the subject of assessment by the ACT Integrity Commission.

**Further
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Freedom of information

Section 96 of the *Freedom of Information Act 2016* (the FOI Act) sets out the FOI reporting requirements for agencies and Ministers. We manage FOI applications on behalf of a number of public sector bodies aligned to CMTEDD and the reporting requirements for these entities are included in this section.

Making an access application

To apply for access to information under the FOI Act please visit the [Freedom of Information](#) page on the CMTEDD website, email CMTEDDFOI@act.gov.au or post to The FOI Information Officer, CMTEDD, GPO Box 158, CANBERRA ACT 2601. There is no application fee, but processing charges may apply.

We publish details of FOI requests we receive, including the access application, decision and any released documents, on [CMTEDD's Disclosure Log](#). We do not publish access applications for personal information.

Availability of open access information

Open access information is publicly available government-held information that can be freely used, reused and redistributed (noting any copyright and attribution requirements). Open access information includes agencies' functional information, policies, budgetary papers, information about government grants and other categories of government-held information listed under Section 23 of the FOI Act.

Table 61: Availability of open access information (Section 24 of the FOI Act)

	Number
Number of decisions to publish open access information	633 ¹
Number of decisions not to publish open access information	240 ²
Number of decisions not to publish a description of open access information withheld	4

Notes:

1. Includes 459 Cabinet decisions.
2. Includes 11 Cabinet decisions and 229 Freedom of Information decisions.

FOI applications received and decisions made

Table 62: FOI applications received and decisions made

	Number
Number of access applications received	412
Number of applications where access to all information requested was given	55
Number of applications where access to only some of the information requested was given (partial release)	80
Number of applications where access to the information was refused ¹	91
Number of applications transferred, withdrawn, completed outside of the FOI Act or still pending a decision at 30 June 2022	186

1. Total includes 37 requests for information where there were no documents found.

FOI processing timeframe

Section 40 (1) of the FOI Act states that an access application must be decided no later than 20 working days after receipt. Under section 40 (2) of the Act, if a relevant third party is consulted the period under subsection (1) is extended by 15 working days. The statutory timeframe is also met if an extension of time is negotiated/granted as provided for in sections 41 and 42 of the Act.

Table 63: Processing timeframes

	Number
Total applications decided within the statutory timeframe	412
Applications not decided within the statutory timeframe	0
Number of days exceeding statutory timeframe	0

Amendment to personal information

There were no requests made to amend personal information in the reporting period.

Applications for Ombudsman review

Table 64: Applications for Ombudsman review under section 74 of the FOI Act

	Number
Affirmed	1
Varied	1
Set aside and substituted	0
Withdrawn	0
Other	2
Total number	4

Applications for ACT Civil and Administrative Tribunal (ACAT) review

There were no applications for ACAT review under section 84 of the FOI Act.

Charges collected from access applications

In 2021-22, CMTEDD did not collect any charges to process access applications.

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Community engagement and support

Community engagement activities

We believe our policies, programs and services are enriched by input from stakeholders and the ACT community. CMTEDD is committed to creating opportunities for the community and stakeholders to have their say on what is important to them and to help shape the way we live.

In 2021-22, CMTEDD initiated a range of community and stakeholder engagement activities to respond to the needs of the community and of business and industry, during the ongoing COVID-19 pandemic. As Canberra opened up after lockdown, these engagements focused on economic and cultural resurgence, as well as ways to create a great place to live and work. A selection of engagement projects is detailed in the following section.

COVID-19 Response

In 2021-22, we continued to respond to the needs of the community and of business and industry by developing and implementing responses to the impacts of COVID-19.

Business and industry engagement

We asked the business community for their input and insights to help guide and shape the policy response to support industry through COVID-19 restrictions and lockdown. We also kept them informed of changes and updates. We did this through:

- Four COVID-19 Business Webinars and 42 emails sent to over 195,000 recipients.
- A COVID-19 Lockdown Business and Industry Forum, where key businesses and industry groups were invited to provide input and insights into the effects of COVID-19 public health measures on business. This feedback helped guide and shape the policy response to support businesses during lockdown. Initially meeting daily for the first month of the ACT COVID-19 lockdown, the forum eventually scaled back to meeting weekly.
- The Tourism Reboot Program is a free-of-charge growth and development program to support Canberra's tourism, hospitality and events industry. The program was designed to rebuild capability and provide practical information in the areas of marketing, product/experience development, and tourism distribution. Five live webinars were delivered in 2021-22 and were available on-demand following the live recording.

COVID-19 YourSay Community Panel Surveys

The YourSay Community Panel conducted five COVID-19-related surveys in 2021-22, building on those carried out in 2020-21. Over 11,000 responses were received across the five surveys, which investigated the impact of the COVID-19 pandemic on Canberrans. The results were shared across government to support public health planning and messaging.

As Canberra started to emerge from the COVID-19 lockdown, a YourSay survey was conducted to inspire the community to get out and visit their favourite local hospitality and tourism business, with the aim of encouraging economic recovery. Respondents were invited to create ‘bucket lists’ of experiences, family friendly businesses, cultural businesses, locally-made products and places for brunch/dinner/drinks. Canberrans got behind the survey and over 50 unique businesses received a supportive ‘shout-out’.

2022-23 Budget consultation process

Commencing in April 2022, Budget consultation was held to encourage interested community members, businesses and local organisations to share their views and suggestions on how the ACT Government’s resources are allocated, where services could be enhanced, and where possible efficiencies could be made.

At the completion of the process, the ACT Government had received 83 submissions and 145 responses to a series of survey questions. The survey responses, submissions, and roundtable discussions provided valuable knowledge and insights from users and providers of services funded and delivered by the Government.

The official 2022-23 Budget Consultation ‘What we heard’ report is scheduled for release in September 2022. The Government continues to investigate options to increase community input and feedback into the Budget process and will commence preparations for consultation on the 2023-24 Budget in October 2022.

Aboriginal and Torres Strait Islander Business Support Program

In 2021-22, the ACT Government consulted with the Aboriginal and Torres Strait Islander community to design the Business Support Program, including a culturally appropriate way to conduct a tender process and ways to increase awareness and participation in future tenders.

Around 15-20 Aboriginal and Torres Strait Islander businesses and organisations participated in the consultation, informing program design and outcomes including the provision of concierge, mentoring, and business accelerator services.

Access Canberra flyer for new Canberrans

People newly arrived in Canberra on Defence postings received a printed flyer from Access Canberra to help orientate them and inform them of Access Canberra’s important services. This information was also available online.

ACT Chapter of the Australian Institute of Building Surveyors meeting

The ACT Government and the Australian Institute of Building Surveyors met in May 2022, to discuss regulatory priorities and current areas of compliance, and to provide updates on matters including changes to the National Construction Code and Automatic Mutual Recognition.

ACT Law Society's Property Law Afternoon 2022

The ACT Government held a panel session at the ACT Law Society's Property Law Afternoon in March 2022. The session was to discuss Electronic Conveyancing (E-Conveyancing) and to provide ACT Legal Practitioners the opportunity to give feedback on the impacts and benefits of the introduction of E-Conveyancing in the ACT. Feedback enabled Access Canberra to expand its offering of E-Conveyancing services by developing additional document types and services.

Amp It Up! Program information session

An information session was held on 12 May 2022 to provide an overview of the Amp It Up! Program and how future applicants can apply. The session was held in partnership with MusicACT at Smith's Alternative.

Arts policy and arts organisations funding framework consultations

To inform the development of a new arts policy and arts organisations funding framework, two YourSay surveys were conducted, attracting 37 respondents.

Over 300 individual telephone and in-person consultations were held with artists seeking to apply for the Arts Activities funding program and Homefront funding rounds. In February 2022, an online session was held to provide guidance for applying for the Arts Activities funding program, with 12 artists attending.

Back to School Road Safety

As students went back to school in February 2022, Access Canberra initiated a campaign to promote road safety in and around schools. Messaging targeted parents and carers through a variety of channels with strong results:

- Social media: 53,062 impressions; 29,580 reach; 3.1 per cent engagement rate (industry standards consider 1-3.5 per cent engagement rate as average-good)
- Radio advertising: airing 75 times through school drop off and pick up times with an audience reach of 139,000
- Our Canberra web article: 121 unique views
- Access Canberra website: 65 unique views
- Variable-message-sign boards: displayed at 11 schools with high non-compliance rates

Better Regulation Taskforce Discovery Phase

Engagement with businesses and stakeholders for the Better Regulation Discovery Phase took place between February and October 2021. The purpose of the engagement was to identify issues that place regulatory burdens on business and identify the most effective ways to address these. The Taskforce undertook a broad program of consultation and engagement across Canberra. This included focus groups, workshops, round-tables and one-on-one conversations.

The Better Regulation Agenda was created by combining outcomes of the Discovery Phase engagements, a comprehensive review of ACT legislation and an examination of the regulatory approaches of other Australian and international jurisdictions. The Taskforce will continue to meet with ACT businesses where individuals and business have sought assistance or information, or have insights to convey, as the Agenda rolls out into 2023.

Canberra Cyber Hub and Cyber Business Accelerator Showcase launch

The launch of the Canberra Cyber Hub reinforces Canberra's position as the leading Australian destination for cyber security businesses, jobs, and training. In February 2022, the Hub hosted the Cyber Business Accelerator Showcase, inviting Canberra cyber businesses to demonstrate their capabilities and novel solutions to a variety of cyber challenges. Between 100-200 people attended, including representatives from the cyber security sector across education, industry and government, as well as ACT Government ministers and officials. The Canberra Cyber Hub will continue to develop stakeholder relationships with cyber security businesses and the education and research sector to further the interests of local business and the Territory.

Canberra Dragon Boat Facility at Grevillia Park – design

In March 2022, 2,800 Kingston Foreshore residents were sent a letter to invite consultation on the design of a new dragon boat facility. Face-to-face meetings were held with users of Grevillia Park and a YourSay survey was conducted to support the planning and design of the facility.

Canberra Region Tourism Conference

The June 2022 Canberra Region Tourism Conference enabled the tourism industry to re-connect and learn from tourism experts and thought leaders through a range of keynote speaker sessions. A post-event survey showed that more than 92 per cent of attendees said the content was relevant to their business and 97 per cent would attend the event if held in the future. The conference program included a workshop session on the upcoming Tourism 2030 Strategy for the ACT. Discussion and notes from the workshop session will be used to inform the Strategy, which will be developed and released in 2022-23.

Capital of Equality Strategy Second Action Plan (2022-2023)

From May to December 2021, a series of community consultations were held to inform development of the Second Action Plan to address the needs of LGBTIQ+ communities in Canberra. Attending stakeholders included 10 community organisations, 14 members of the ACT LGBTIQ+ Ministerial Advisory Council and community leaders. Additionally, five submissions were received, helping to put the community at the heart of the strategy.

Council on the Ageing Silver is Gold Seniors Expo

In May 2022, the ACT Government was a stallholder at the Council on the Ageing Silver is Gold Seniors Expo. The stall provided an opportunity for senior citizens to ask questions, seek information and obtain materials on the services that Access Canberra provide. Feedback received was overwhelmingly positive and consideration is being given to attend future events of this kind.

Denman Prospect

Over 1,300 Denman Prospect residents received letters and fact sheets from CMTEDD in June 2022, to inform the community about construction noise standards in residential areas. Similar advice was issued to over 9,000 ACT construction licence holders.

Expansion of portable long service leave schemes

In May 2022, in response to a Parliamentary and Governing Agreement commitment, CMTEDD held workshops to test community and stakeholder views on which industries and occupations should have access to portable long service leave. Public submissions were also received as part of the consultation. CMTEDD is exploring options to expand the portable long service leave schemes by way of legislative reform in 2022-23.

Kingston Arts Precinct

In 2021-22, the Kingston Arts Precinct Steering Committee developed the Founding Strategy and a Facilitative Leadership Framework to support future management of the area. Focus groups, a survey and consultation sessions were held with key stakeholders and future users of the arts precinct, including individual practitioners and arts workers. Key themes were identified from these sessions and were used to inform the Founding Strategy.

A new vision for the Arts Precinct was developed: To become ‘a leading arts destination, celebrating a rich living history and vibrant community life, through discovery, connection, and collaboration’. This vision was launched with a Smoking Ceremony in December 2021 and the Founding Strategy will be released in 2022-23.

Additionally, workshops, walks-on-site and a stall at the Old Bus Depot Market were held between March and June 2022 to help develop a Place Brief. This will provide the framework and decision-making tools to guide the development and growth of the precinct and ensure its vision stays true.

Master Plumbing ACT and Plumbing Industry Leadership Alliance – meetings

The ACT Government held a series of virtual meetings and video conferences with Master Plumbing ACT and Plumbing Industry Leadership Alliance. The aim of these meetings was to uphold industry standards, provide continuous training, foster practitioner community and encourage adherence to regulations.

National Electrical and Communications Association webinar

In May 2022, the ACT Government met virtually with the National Electrical and Communications Association to discuss a variety of matters. These included shared compliance priorities; Automatic Mutual Recognition and Manual Mutual Recognition for the building and construction industry; mandatory qualifications for the electrical industry; and rebates for licences renewed during COVID-19.

National Experience Content Initiative

VisitCanberra and Tourism Australia collaborated to offer local Canberra tourism businesses free photo and video shoots, with 48 photo and video shoots capturing 91 tourism experiences. This content is available for use by the businesses involved, as well as tourism media, to help promote Canberra and Australia as a magical tourism destination.

Occupational Violence awareness

To reduce the instance of occupational violence towards Access Canberra staff, CMTEDD initiated an education and awareness campaign, with information delivered through Our Canberra channels, direct email and ACT Government social media platforms. Overall, the campaign was received positively and had good engagement.

Protecting the rights of intersex people in medical settings

The ACT Government sought public consultation on the Variations in Sex Characteristics (Restricted Medical Treatment) Bill 2022. Workshops and meetings were held with stakeholders including religious leaders from faith groups, and written submissions and online forms were received through the YourSay website. A significant number of stakeholders provided detailed information about how the Bill could be improved – this feedback included technical legal commentary, medical input on how to accurately describe variations in sex characteristics and information about evidence bases. The input received will be considered as the proposed Bill is refined and finalised.

Skills Industry Advisory Group

The Skills Industry Advisory Group (SIAG) provides advice to the ACT Government on key issues affecting the ACT vocational education and training (VET) sector, including national reform and local issues. SIAG meets biannually and is comprised of 19 members who represent industry sectors. SIAG met with the ACT Government to discuss proposed reforms to industry engagement, JobTrainer 2.0, National Infection Control training, workforce attraction and upcoming consultation for the 2022-23 Skills Needs List. Furthermore, SIAG provided insights for the Skilled to Succeed agenda, particularly on engagement strategies, action plans for specific industries and implementation.

Skills Needs List survey

The Skills Needs List ensures investment in Vocational Education and Training (VET) remains relevant and responsive to the skills needs of employers and emerging industries in the ACT. Skills Canberra initiated a Skills Needs List survey on their website, promoting awareness and inviting participation through a number of local industry organisations and SIAG. Particularly, they targeted member newsletters from the Canberra Business Chamber, ACT Renewables Hub, the Canberra Cyber Hub and Regional Development Australia.

Approximately 8,000 businesses were invited to respond to the survey - 491 of which responded and 296 completed the survey. Feedback from the survey helped to shape the 2022-23 Skills Needs List, which was published on 6 June 2022.

Sport and Recreation Grants Program Review and Strategic Plan

Development of a new strategic plan for sport and recreation commenced with input from key stakeholders. From February to June 2022, 62 organisations were consulted through a survey, individual online discussions and workshops.

From July to December 2021, consultation was initiated to review the structure and purpose of the Sport and Recreation Grants Program. This was managed through online feedback forms, focus groups and individual discussions with key stakeholders. Following this process, recommendations for Government consideration have been drafted for the 2023 program.

Stromlo Forest Park community engagement session

In March 2022, the Stromlo Forest Park Stakeholder Consultative Committee (SSCC) held a community engagement session to gain feedback about proposed venue hire price increases. Approximately 14 people from the Stromlo Park Forest (SFP) community attended, representing a range of industries who all utilise the park. The SSCC followed up the engagement session with emails to members and clubs and updated their social media page and website.

Feedback helped to shape a new SFP venue hire price guide, which was presented to and supported by key stakeholders.

Throsby Home of Football

To allow for comment on the design of the new Throsby Home of Football, information letters with an invitation for feedback, were sent to 6,620 homes in the area. Consultation was facilitated through the YourSay website and was promoted on the ACT Government Mingle website and social media page. Feedback will be incorporated into the Estate Development Plan.

Tourism Marketing Roundtable Sessions

Roundtable Sessions were held with marketing professionals from the ACT's national attractions to learn about new marketing practices and discover better ways of working

together. These sessions have resulted in increased collaboration between the marketing teams of VisitCanberra and the ACT's national attractions, sharing data, insights and the latest marketing trends.

Community support initiatives: grants and sponsorship

During 2020-21 CMTEDD provided grants, assistance and sponsorship to the following individuals and organisations. All amounts are rounded to the nearest whole number.

ACT Event Fund

The ACT Event Fund is a key mechanism for stimulating and fostering a range of positive economic, social and community outcomes for the Canberra region through the festivals and events sector. Funding in 2021-22 was provided through a competitive Main Round and an Out-of-Round funding allocation. The Fund also played an important role in supporting events that could safely connect our community and visitors in line with public health directions. The below funding was delivered in 2021-22 to support events in the 2022 calendar year.

Table 65: ACT Event Fund recipients

Recipient	Project purpose	Amount (\$)
Contour 556 Ltd.	Canberra's Art Biennial (contour 556 expanded)	30,000
The trustee for Bingley Investment Trust	Stromlo Running Festival 2022	15,000
Canberra International Music Festival Ltd.	Canberra International Music Festival	30,000
Canberra Comedy Company Pty Ltd.	Canberra Comedy Festival	15,000
National Sheepdog Trial Association Inc.	National Sheepdog Trials 2022	20,000
The Trustee for The Sole Motive Unit Trust	The Canberra Times Marathon Festival	30,000
Tuggeranong Community Council Inc.	SouthFest 2022	15,000
Gungahlin Community Council Inc.	Celebrate Gungahlin Festival	14,513
The Truffle Festival Association – Canberra Region Inc.	The Truffle Festival	15,000

Recipient	Project purpose	Amount (\$)
You Are Here Canberra Inc.	You Are Here: Cahoots Lab events	14,966
Stronger than Fiction Documentary Film Festival Inc.	Stronger Than Fiction: 2022 Series	14,992
Lakespeare & Co.	Shakespeare by the Lakes IV: As You Like It	15,000
MMR Entertainment Pty Ltd.	Sunset Cinema	17,500
Tennis ACT Ltd.	Canberra International and ACT Clay Court International	20,000
Meridian Inc.	Fair Day – Pride in the Park	15,000
Brindabella Motor Sport Club	Netier National Capital Rally	20,000
Carol Anne Mead	Pearce Crafters Market	12,000
Vertov Pty Ltd.	Winter Solstice Festival 2022	15,000
Rocky Trail Entertainment Pty Ltd.	Rocky Trail Mountain Bike ACT Event Series 2022	30,000
Elite Energy Pty Ltd	Canberra Duathlon	15,000
Canberra Off Road Cyclists	CORC Australian 24-Hour Mountain Bike Race	15,000
Australian Dance Party Ltd.	Site Effects – Australian Arts & Cultural Tour	10,829
Kicks Entertainment Ltd.	Spilt Milk	30,000
Canberra Multisport Events	Jackie Fairweather Triathlon & NSW/ACT Billigence Series, Bring On Summer Triathlon Festival, and Australian Grand Prix Triathlon.	15,000

ACT Screen Arts fund – administered by Screen Canberra Ltd

The Screen Arts Fund is offered once a year and supports Canberra screen artists, groups and organisations to undertake one-off self-identified activities across a range of film and screen activities.

Table 66: ACT Screen Arts Fund recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Prajdnik Awasthi	Post-production of an animated short film ‘Marionettes (and the virtue of a lotus flower)’	1 year	15,000
Jessica Beange	Mentorship to develop scripts and pitch documents to market for Summer Camp, Leona and Victims of Crime	1 year	16,450
Nathan Collett	Producing a cinematic documentary on the relationship between wild peacocks and human residents in an Australian suburb	1 year	15,229
Nick Delatovic	Script development for Bleeding Heart, a supernatural neo-western feature film	1 year	7,800
Eleanor Evans	Development/pre-production of stop motion short film based on the story The Fairy Woman and the Three Cockerels by Pixie O'Harris	1 year	15,000
Kite Shield Interactive	Development of Legion Fall, a new role-playing game that explores Roman history and mythology in the Gallic wars of 52 BC	1 year	14,921
Christine Ryan	Development of Ninja Worrier, an eight-part comedy series about anxiety and life	1 year	14,463

Adult Community Education grants program

The Adult Community Education grants program aims to provide pathways to further education, training and employment through the delivery of accredited and non-accredited foundation skills training.

Table 67: Adult Community Education grants recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
MARSS Australia	English for Living and Digital Skills	28/04/2022 – 27/04/2024	49,820
Queanbeyan Multilingual Centre Inc.	Communications for Outreach Employment	25/03/2022 – 24/03/2024	50,000
Support Asian Women's Friendship Association Inc.	Stepping Stone Project	06/04/2022 – 05/04/2024	50,000
Uniting Care Kippax	Pathways to Return to Work	11/04/2022 – 10/04/2024	50,000

Amp It Up! funding - Round 2

Table 68: Amp It Up! Fund recipients

Recipient	Project purpose	Amount (\$)
Gang Gang Café and Bar	To assist with costs of delivering a live performance program	38,587
Transit Bar	To assist with costs of delivering a live performance program	39,375
Smith's Alternative	To assist with costs of delivering a live performance program	39,375
The Front Gallery and café	To assist with costs of delivering a live performance program	27,475
UC Live	To assist with costs of delivering a live performance program	39,375
Molly	To assist with costs of delivering a live performance program	39,375
Sideway	To assist with costs of delivering a live performance program	39,375
Verity Lane Market	To assist with costs of delivering a live performance program	38,806

Recipient	Project purpose	Amount (\$)
The Street Theatre	To assist with costs of delivering a live performance program	39,366
ONE22	To assist with costs of delivering a live performance program	21,875
Arts Capital Ltd	To assist with costs of delivering a live performance program	33,498
P.J. O'Reillys Tuggeranong Irish Pub	To assist with costs of delivering a live performance program	24,587
Cube Club	To assist with costs of delivering a live performance program	12,125
Queenies at Kingston	To assist with costs of delivering a live performance program	39,375
Capital Brewing	To assist with costs of delivering a live performance program	29,006

Arts Activities Funding – Up to \$5,000

The Up to \$5,000 Arts Activities Funding category is offered all year round and supports Canberra artists, groups and organisations to undertake one-off self-identified arts activities across a range of activities and artforms.

Table 69: Art Activities funding – Up to \$5,000 recipients

Recipient	Project purpose	Amount (\$)
Craig Cormick	To assist with producing ten episodes of 'Secrets from the Green Room' podcast	4,900
Anna Raupach	To assist with costs of exhibiting a new solo exhibition, 'Too Late to Leave', at Galerie pompom, Sydney	3,373
Lady Denman	To assist with costs of recording a debut album for your band, Lady Denman	4,950
Peter Maloney	To assist with costs of producing an artist's book 'Fugitive Text'	5,000
Us Mob	To auspice funding for seven artists to attend the First Nations Australia Writers Network 4th national workshop in Adelaide, at an amount of \$1,354 per artist.	9,480

Recipient	Project purpose	Amount (\$)
Louis Grant	To assist with costs of creating a new body of glass works for exhibition	5,000
Isaac Kairouz	To assist with costs of a solo exhibition at Canberra Contemporary Art Space Manuka.	5,000
DEiF	To assist with costs of producing a variety show and multimedia project created by QTIBIPOC artists	5,000
Chris Carroll	To assist with costs of staging The Stranger: a solo theatrical adaptation of Albert Camus' modern classic.	4,992
Mudrakar Dance	To assist with costs of making costumes for the Mudrakar Kathak Dance performance at Albert Hall Diwali Mela 2021	3,000
Ashley Bye	To assist with costs of a movement research residency and mentorship	2,800
Judith Crispin	To assist with costs of creating a new body of work for exhibition at the Grainger Gallery	5,000
Lisa Sammut	To assist with costs of creating and presenting a new installation work at Mosman Art Gallery, Sydney	4,675
Ashley Eriksmoen	To assist with costs associated with participating in an exhibition 'Contact Call' in Hobart	3,791
Hiro Swen	To assist with costs of filming a ceramic art demonstration video	5,000
Leah Blankedaal	To assist with costs of creating a new musical work 'Beacon'	5,000
Cathy Petocz	To assist with costs of script development for 'The Initiation' with a Ngunnawal writer and cultural liaison, Ethan Bell	4,000
Tamara Henderson	To assist with costs of researching and developing the 'Cast of Canberran Characters' sculptures	5,000
Teresa Wojcik	To assist with costs of producing a new piano trio 'Celebrating Recalibrating'	5,000

Recipient	Project purpose	Amount (\$)
Elyshia Weatherby (Pure Space)	To assist with costs of producing and promoting a debut EP and music video	5,000
Tim Napper	To assist with costs of writing a novella 'Oondiri'	3,900
Seaton Rogers (Yng Martyr)	To assist with costs of promoting the album 'Love Sick'	3,000
Jessica Spencer	To assist with costs of creating a new textile work 'Waybarra Weaving'	5,000
Ian Smith	To assist with costs of editing and design of a new book 'The Gates of HKIA'	3,005
Emily Sheehan	To assist with the final draft of 'Monument'	4,000
Carolyn Eccles	To support a new creative development as a Movement Director	2,235
Declan Shrubb	Creation of songs for an original comedy stagemshow 'Tramdemic the Musical'	4,990
Rosie Harris	To support the recording of a debut EP	4,800
Diana Nixon	Assist with costs of Music Theatre Project's brand and website development	5,000
Shane Walsh Smith	Support research and materials for a graphic novel set in the Lone Wolf universe	1,750
Nicola Nackstredt	Assist with costs of purchasing tools and equipment for silversmithing	3,088
Brian Foong	To assist with costs of undertaking the Bundanon Artist In Residence program	2,579
Luminescence	To assist with costs of developing new work for vocal ensemble	4,700
Gretal Burgess	To present a dance/theatre multimedia production as part of National Stroke Awareness Week	5,000
Cam Michael	Create and exhibit new visual art-work at the Belconnen Arts Centre	1,060
Jacquie Meng	To attend and exhibit at the Perth Institute of Contemporary Arts 'Hatched 2022'	2,635
Tanya Davies	To attend a writing residency at Varuna	1,445

Recipient	Project purpose	Amount (\$)
Anna Judith	Costume development for KREWD Sisters' Luna and the Evening Star	5,000
Ikenna Enyi	For a live music and dance showcase of BIPOC performers in Sydney	2,000
Hiroe Swen	For the professional editing of the artists' ceramic art creative process demonstration video	4,506
Karen Cromwell	Participation in the EVOLVE 2022 mentorship program	4,998
Max Burgess	Attend ImpPulStanz contemporary dance festival in Vienna	5,000

Arts Activities Funding - \$5,000 to \$50,000 Round 1

Arts Activities Funding is offered once a year and supports Canberra artists, groups and organisations to undertake one-off self-identified arts activities across a range of activities and artforms.

Table 70: Art Activities Funding - \$5,000 to \$50,000- Round 1 recipients

Recipient	Project purpose	Amount (\$)
ArtSound FM	To pilot a media training course for visual arts organisations	11,760
Biilmann, Jack	To produce a live album - 'The Round Plain Church'	20,675
Cooper, Matthew	To support the song-writing and production of Hands Like Houses EP 'Wavelengths'	27,632
Crossroads Movement	To develop artistic practice and a new dance work	22,434
Golding, Sally	To develop a participatory installation for exhibition at Museum of the Moving Image, New York	25,000
Greenaway, Sally	To contribute to costs of recording new Australian choral works	25,600

Recipient	Project purpose	Amount (\$)
Heal, Melinda	To create a new body of textile works to exhibit in Washington, USA	8,730
Lane, Melanie	To develop 'MOUNTAIN', a performance in collaboration with Canberra Symphony Orchestra	33,500
Miller, Chenoeh	For creative development of physical theatre work 'The Fool'	34,618
Newton, Gina	To complete a children's information book on conservation and Australian endangered wildlife	23,750
Pabis, Josef	To produce Sputnik Sweetheart's EP 'Something More'	30,619
Prosser, Catherine	To write and produce nine episodes of a narrative musical comedy podcast	45,000
Rogers, Ylaria	For development of verbatim play 'We Are Not Alone'	27,040
Takemura, Yusuke	To create a new body of work for solo exhibition in Sydney	26,484

Arts Activities Funding - \$5,000 to \$50,000 Round 2

Arts Activities Funding is offered once a year and supports Canberra artists, groups and organisations to undertake one-off self-identified arts activities across a range of activities and artforms.

Table 71: Arts Activities funding - \$5,000 to \$50,000 – Round 2 recipients

Recipient	Project purpose	Amount (\$)
A Gender Agenda	To support Transgender, Gender Diverse, and Intersex creative writing workshops	8,570
Batchelor, Emma	To develop a new fiction manuscript for publication	28,800
Carroll, Christopher Samuel	For production of original play 'I Have No Enemies'	45,944

Recipient	Project purpose	Amount (\$)
Contour 556	To support the Canberra art biennial 'Contour 556'	50,000
Croft, Brenda	For creation of a multimodal website design - artist, author, curator, educator, researcher	35,000
Glitoris	To support production and promotion of social justice themed album	42,110
Gason, Hannah	To purchase equipment for the development of a solo exhibition at the Canberra Glassworks	10,608
King, Aislinn	To support exhibition and participation at the 'World Stage Design 2022' event in Canada	10,000
Pieloor, Ruth	To present a new play 'Demented' at the Q Theatre	43,172
Rogers, Seaton	To support Wiradjuri hip hop artist YNG Martyr with touring costs for festival shows	11,672
Storytorch Press	To support a publishing and promotion program of local writers	25,000
Sanders, Eliza	To support the premiere season of a new dance work 'That Was Friday'	25,000
Swen, Hiroe	To develop content for a website resource 'The world of Hiroe Swen's ceramic art'	10,650
Taylor, Bec	To support 'Bec Taylor and the Lyrebirds' new collaborative album	27,708
Vongpoothorn, Savanhdary	To support an exhibition at the Campbelltown Art Centre 'Spinning the Fire Sutra'	37,448

Business and Innovation grants and sponsorship

The directorate entered into the following agreements which serve to support the development of our innovation ecosystems and small businesses in priority sectors.

Table 72: Business and Innovation grants and sponsorship recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Canberra International Riesling Challenge	Sponsorship of 2021 Canberra International Riesling Challenge (postponement of 2020 sponsorship to 2021 due to COVID-19)	1 July 2019 – 30 June 2022	22,000
Screen Canberra Base Funding 2021-22 to 2024-25	Deed of Grant to access operational funding from 2021-22 to 2024-25	1 July 2021 to 30 June 2025	1,732,500
Significant Capital Ventures	The Deed of Grant to Support the Administration and Management Costs of Significant Capital Ventures Pty Ltd. Funding will support the costs related to the administration and management costs of Significant Capital Ventures Pty Limited's Early Stage Venture Capital Limited Partnership	7 April 2022 – 30 June 2023	150,000

Capital Assistance Program

The primary objective of the Capital Assistance Program is to provide financial assistance for capital developments to sport and recreation facilities that will assist to increase community access and participation opportunities in sport and physical recreation activity in the ACT.

Table 73: Capital Assistance Program recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Hall & District Axemen's Club	Concrete slab and chopped wood storage area	12 months	24,000
Burley Griffin Canoe Club	Main Pontoon replacement	12 months	13,500

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Canberra Croquet Club	Clubhouse Extension Project	12 months	410,000
Downer Community Association	Downer Community Pump Track	12 months	10,000
Capital Petanque	Shade Shelters at Weston Park Yarralumla	12 months	53,000
ACT Equestrian Association	Sand Arena Watering System	12 months	43,000
Barton Tennis Club	Tennis Court light LED upgrade	12 months	43,000
Tuggeranong Valley Rugby Union and Sports Club	Town Centre Vikings Bowling Green Synthetic Conversion	12 months	250,000
Campbell Tennis Club	Tennis Court light LED upgrade	12 months	13,300
Canberra Archery Club	Canberra Archery Club All Weather Shooting Cover	12 months	44,220

Capital of Equality Grants

Capital of Equality Grants program allows organisations and individuals to apply for grants of between \$2,000 and \$40,000 to support LGBTIQ+ communities. In 2022, priority is given to projects supporting the wellbeing of: LGBTIQ+ people with disability; LGBTIQ+ people who are Aboriginal and Torres Strait Islander peoples; LGBTIQ+ people who are from culturally and linguistically diverse backgrounds including migrants and refugees; and LGBTIQ+ people aged 60+. 20 per cent of all funding was allocated towards the Connection Fund that supported projects that create a sense of belonging and “togetherness” for LGBTIQ+ people through events and other forms of community connection. This is an annual grants program.

Table 74: Capital of Equality Grant recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
A Gender Agenda	Encampment 2023 The project Encampment 2023 will be a three-day, two-night camp for LGBTIQA+ young people aged 13-17.	1 year	15,000

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Queer Zumba	Queer Zumba Outreach 2022 This project supports the expansion of Queer Zumba's community and connection. Outreach will focus on culturally and linguistically diverse peoples and the over 60 age demographic.	1 year	7,090
Capital Region Community Services	Rainbow Resources for Early Educators This project supports the purchasing of a number of early educator resources which can be used long-term as tools to promote children's understanding of "non-traditional" families, learn about gender expression, develop empathy skills and reflect on their own unique identity.	1 year	2,147
Hockey ACT	Hockey ACT Pride Project This project partners with Urban Rec to create a Pride Round "Come out and Play Cup". It will occur from 28-31 July. It will have a range of activities celebrating the community. This grant will also support Hockey ACT's membership for Pride in Sport.	1 year	9,895
Wanniassa School Community	Pride Space This project involves the creation of a pride space at the Wanniassa School. It involves collaboration with LGBTIQ + students, allies and a local Aboriginal artist and business owner, Cyndy Piromalli. The space will function as a space for prideful connection for the school community.	1 year	15,000
Clubscore	Disability Inclusion This project will host a premiere queer sport and art event - the	1 year	10,350

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
	CLUBSCORE Arena Spectacular event. The funds will go towards ensuring disability inclusion at the event.		
Zev Aviv	Faster, Stronger, Queerer This project looks to connect the LGBTIQ + community with gym and fitness spaces. It provides a free three-week movement, fitness and strength course for queer people. This project supports accessibility and access to sport for trans and gender diverse people.	1 year	7,000
DEiFY	Safe Haven: Building Anti-Racist Queer-Centered Leadership and Spaces in the ACT This project will fund professional development for the organisation's leadership and the continuation of creating safe and intersectional project for QTIBIPOC people.	1 year	29,500
Jacklyn Lee and Ripley Stevens	Pride and Not Prejudice: A Trans and Gender Diverse Book Club This supports the establishment of a community book club. The book club has a strengths-based approach, focusing on sharing positive and affirming stories of trans lives.	1 year	4,000

Community Council Annual Deed of Grant

An annual grant is provided to each of the community councils in order to enable them to communicate the views, expectations and concern of community members to the ACT Government. The Molonglo Valley Community Council was recognised as a new community council in mid-2021.

Table 75: Community council annual deed of grant recipients

Recipient	Project purpose	Amount (\$)
Gungahlin Community Council Inc.	Annual grant to assist local community council	12,821

Recipient	Project purpose	Amount (\$)
Inner South Canberra Community Council Inc.	Annual grant to assist local community council	12,821
Molonglo Valley Community Council Inc.	Annual grant to assist local community council	12,821
North Canberra Community Council Inc.	Annual grant to assist local community council	12,821
Tuggeranong Community Council Inc.	Annual grant to assist local community council	12,821
Weston Creek Citizens Council Inc.	Annual grant to assist local community council	12,821
Woden Valley Community Council Inc.	Annual grant to assist local community council	12,821

Note: Belconnen Community Council Inc. did not apply for the 2021-22 grant.

Community Outreach

Community Outreach Funding enables the Canberra community to access and participate in a range of arts programs delivered by the Australian National University, Canberra Symphony Orchestra, and Belconnen and Tuggeranong Arts Centres, as well as capacity building initiatives for organisations and individual artists.

Table 76: Community Outreach funding recipients

Recipient	Project purpose	Amount (\$)
Australian National University	To deliver a range of music and visual arts community access programs through the School of Music and School of Art and Design	653,655
Belconnen Arts Centre Inc	To assist with costs of delivering the community arts and cultural development program, and employing a community arts officer	196,484
Canberra Symphony Orchestra Inc	To assist with costs of hiring Llewellyn Hall and for a range of community outreach activities	232,960

Recipient	Project purpose	Amount (\$)
MusicACT Inc	To provide a range of capacity building programs for the contemporary live music sector	181,770
MusicACT Inc	To assist with costs of administering Amp it Up!	25,000
RSM	To undertake a financial assessment of the Belconnen Arts Centre	50,000
Screen Canberra Ltd	To provide a range of capacity building programs for the screen sector	117,004
Tuggeranong Community Arts Association	To assist with costs of delivering the community arts and cultural development program	196,486

Community Sport and Recreation Development Program (CSRDP)

The primary objective of the *CSRDP* is to provide financial assistance for outcome-based projects, programs and initiatives to support participation in active lifestyles for the benefit of all the Canberra community.

Table 77: Community Sport and Recreation Development Program recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
ACT Rogaining Association	Satellite phone system	12 months	1,100
Table Tennis ACT	Table Tennis in the Sporting Capital	12 months	2,250
ACT Athletic Association	Acquisition of Electronic Distance Measurement equipment	12 months	12,320
Lokahi Outrigger Canoe Club Inc	Purchase of a 2-person Outrigger Canoe and canoe covers	12 months	3,780
Weston Valley Archery Club Inc	New Come and Try Equipment	12 months	3,100

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
ACT Softball Association	Portable Home Run Fence (Diamond 1 & Diamond 2)	12 months	4,000
North Canberra Football Club Incorporated	North Canberra (Yarabi) FC Start-up Kits and Equipment Funding Project	12 months	6,000
The Scout Association of Australia ACT Branch	Exploration of a corporate modernisation for Scouts ACT	12 months	37,500
Broulee Surfers Surf Life Saving Club Incorporated	Increase youth surf sports participation at Canberra Broulee Surfers SLSC Nippers	12 months	2,600
Weston Molonglo Football Club Incorporated	Purchase of defibrillator	12 months	1,400
Canberra Royals Rugby Club	Purchase of defibrillator	12 months	1,500
Boxing ACT	Project Battle Ground	12 months	1,150
ACT Sailing Inc. (T/A Canberra Yacht Club)	Additional rescue craft to support expanded programs	12 months	12,000

Community Support Fund

The Community Support Fund is designed to meet emerging community needs, fund initiatives that do not meet any existing ACT Government grants program eligibility requirements and make donations to charitable organisations on behalf of the ACT Government.

Table 78: Community Support Fund recipients

Recipient	Project purpose	Amount (\$)
ACT Committee - Tonga Volcanic Eruption and Tsunami Relief ACT Committee	Donation to the Pile Tauhala ACT Committee's Tonga Recovery Appeal	10,000
ATN Canberra	Donation to support first aid training for migrants	5,000

Recipient	Project purpose	Amount (\$)
Australian Bravery Association	Donation to support reception for 2022 Australian Bravery Annual Conference	2,000
Australian Red Cross	Donation to 2022 Red Cross Calling	10,000
Capital Muslim Welfare Association	Donation to support food relief during COVID-19 lockdown	7,500
Eastlake Football Club	Donation to support 2021 Pride Round	1,500
Fuse Magazine	Donation to support listings for community organisations in the 2022 LGBTIQ Directory	2,000
Ginninderra Catchment Group	Donation to support Hawker Community Garden project	1,000
Helping ACT	Donation to support food relief during COVID-19 lockdown	10,000
Helping ACT	Donation to support fundraiser for new delivery vehicle	5,000
Lifeline Canberra	Donation to 2022 Lifeline bookfair	25,000
Lifeline Canberra	Donation to 2022 Gala Ball fundraiser	5,000
Meridian	Sponsorship of 2021 Fair Day	10,000
Meridian	Sponsorship of CBR Pride Hub	8,000
Mr Garry Malhotra	Donation to support food relief during COVID-19 lockdown	7,500

Recipient	Project purpose	Amount (\$)
Mr Garry Malhotra (Ken Behran's Helping Hands)	Donation to support food relief during COVID-19 lockdown	7,500
National Heart Foundation of Australia	Donation to 2021 Give With Heart Day campaign	12,500
Physical Activity Foundation	Donation to support pilot program in early childhood centres	18,000
Studio Heim Pty Ltd	Sponsorship of architecture challenge	10,000
Roundabout Canberra	Donation to support services	10,000
St Vincent de Paul Society Canberra/Goulburn	Donation to 2022 Vinnies Winter Appeal	12,000
STEP (Southern Tablelands Ecosystems Park)	Donation towards improving community access to the STEP Garden	3,500
The Salvation Army	Donation to 2022 Red Shield Appeal	12,000
The Smith Family	Donation to 2021 Christmas Appeal	12,000

COVID-specific industry support

COVID-19 Business Support Grants provided short term support for local businesses whose turnover had significantly declined as a result of COVID-19 public health measures in place in the ACT from 12 August 2021. The program was open for applications from 26 August to 7 October 2021.

The program was jointly funded between the ACT and Australian Governments to provide eligible businesses with:

- Initial payments to provide rapid cash injection.
- Extension payments to provide continued support.
- Top up payments to provide additional support for larger, employing businesses with an annual turnover of more than \$2 million (ex GST).
- Tourism, Accommodation Providers, Arts, Events, Hospitality and Fitness payments to provide additional support to businesses in these industries, which were particularly hard-hit by ongoing COVID-19 restrictions.

Further information regarding the COVID-19 Business Support Grant is available online at:

<https://www.act.gov.au/business/business-support/covid-19-economic-support-for-business>

The COVID-19 Small Business Hardship Scheme, funded by the ACT Government, provided further economic support to small businesses impacted by COVID-19 restrictions in the ACT and surrounding region. The scheme was open for applications between 15 November 2021 and 4 March 2022.

Further information regarding the Small Business Hardship Scheme is available online at:

<https://www.act.gov.au/business/business-support/covid-19-economic-support-for-business>

Table 79: COVID-19 support funding recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
COVID-19 Business Support Grant – Employing Businesses	COVID-19 Business Support Grant provided short term support for local businesses whose turnover had significantly declined as a result of COVID-19 public health measures in place from 12 August 2021.	26 August 2021 – 7 October 2021	275,205,000
COVID-19 Business Support Grant – Non-employed Businesses	COVID-19 Business Support Grant provided short term support for local businesses whose turnover had significantly declined as a result of COVID-19 public health measures in place from 12 August 2021.	26 August 2021 – 7 October 2021	51,245,000
COVID-19 Small Business Hardship Scheme	The COVID-19 Small Business Hardship Scheme provided further economic support to small businesses impacted by COVID-19 restrictions in the ACT and surrounding region. The scheme provided eligible businesses with reimbursement up to the	15 November 2021 – 4 March 2022	13,312,000

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
	value of \$10,000 per business for costs incurred and paid for selected ACT Government fees and charges; utilities (gas, water and electricity), commercial rates and commercial vehicle registrations.		
Small Tour Operator COVID Recovery Payment	The Small Tour Operator COVID Recovery Payment provided a one-off reimbursement of up to \$15,000 to cover eligible business expenses incurred in the months of June and July 2021. A total of 30 applications were approved for funding with a total reimbursement of \$401,472.	4 August 2021 – 17 September 2021	401,472
Yerra Pty Ltd	Interim Aboriginal and Torres Strait Islander Business Support Program.	25 October 2021 – 25 February 2022	25,000
United Workers Union	Infection Prevention and Control Package for Hospitality Workers - ACT Government provided assistance for hospitality workers to access workplace health and safety support and advice	31 March 2021– 31 March 2022	99,200
Lifeline Canberra	Donation due to February event being impacted by Convoy to Canberra at EPIC site	One off	25,000

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Ginger Catering	Commercial rent waiver to support COVID-19 lockdown impacts and subsequent recovery (September 21 to December 21)	One off	197,972
The Curatoreum	Commercial rent waiver to support COVID-19 lockdown impacts and subsequent recovery (September 21 to December 21)	One off	15,000
Starlight Children's Foundation	Support for not-for-profit organisation. Village Centre venue hire waived for Star Ball event – 60% of fees forgone by NAC and 40% by Ginger Catering	One off	1,730
Lifeline	Support for not-for-profit organisation. Village Centre venue hire waived for the day of the event – 60% of fees forgone by NAC and 40% by Ginger Catering	One off	2,163
Soldier On	Support for not-for-profit organisation. Village Centre venue hire waived for the day of the event – 60% of fees forgone by NAC and 40% by Ginger Catering	One off	2,163
Guide Dogs Association	Support for not-for-profit organisation. Margaret Whitlam Pavilion venue hire waived – 60% of fees forgone by NAC and 40% by Ginger Catering	One off	604

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Guide Dogs Association	Support of not-for-profit organisation. Margaret Whitlam Pavilion venue hire waived – 60% of fees forgone by NAC and 40% by Ginger Catering	One off	906

Future Skills for Future Jobs grants program

The Future Skills for Future Jobs grants program provides funding for innovative projects that promote market diversity and aim to increase the number of Australian Apprenticeship commencements.

Table 80: Future Skills for Future Jobs Grants recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Australian Computer Society	Supporting women transitioning to an ICT career This project focuses on the needs of women considering a digital technology career. It targets women over 25 years of age who are new entrants or re-entering the ICT workforce or transitioning from other sectors. It is a supported pre-traineeship program to prepare participants for traineeships in digital technologies, including the cyber security sector.	28/04/2022 – 31/03/2024	66,934
Australian Training Company LTD	Spectrum Electronics The project creates eight full time traineeship opportunities in Certificate II Electronics for participants with autism.	28/04/2022 – 31/03/2024	48,454

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
ECA Training Pty Ltd	<p>NECA Pre-Apprenticeship Program</p> <p>This program will equip a cohort of over 50 young Canberra females, males and indigenous youth with the knowledge, skills, experience and self-esteem to confidently tackle the Electrical Apprenticeship recruitment process with a view to commencing an Electrical Apprenticeship with NECA.</p>	01/04/2022 – 31/03/2024	125,638

GovHack (ACT)

GovHack is an event that draws people together to innovate with Open Government Data. Our sponsorship helped provide ACT participants with an immersive experience and funded ACT Government Challenge prizes as well as supporting venue hire and event administration.

Table 81: GovHack recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
GovHack (ACT)	<p>The ACT Government sponsored the 2021 ACT GovHack event which was held virtually on the weekend of 20–21 August 2021.</p>	GovHack sponsorship terms and conditions can be found here	15,000

HOMEFRONT 3 Funding

HOMEFRONT funding was offered on a one-off basis to assist artists impacted by COVID-19 to continue their work.

Table 82: HOMEFRONT 3 funding recipients

Recipient	Project purpose	Amount (\$)
Jenny Ahmad	Materials for new artworks	3,000

Recipient	Project purpose	Amount (\$)
Jessica Beange	Artist fees and mentorship for development of a TV show	7,100
Paul Bissett	Work with script consultant and producer to write new draft of a screenplay for a horror feature film	9,693
Sally Blake	Create a new body of work for online sales	10,000
Larry Brandy	Research a book about Wiradjuri seasons	4,000
Leah Brideson	Living expenses, artist fees, and materials for new work	10,000
Deidre Brollo	Creation of a new limited edition artist's book, 'Unsettled'	6,000
Shawnah Cady	Video equipment and mentorship for 'A Daddy and a Diva' show	7,865
Matthew Curtis	New production line of reclaimed glass works	8,000
Melita Dahl	Establishment of an online catalogue of artworks	10,000
Michelle Day	Develop skills in video editing and animation through online courses	3,017
Heather Duncan	Produce and promote new EP by Sesame Girl	10,000
Mimi Fairall	Development of large-scale painting and professional scanning	10,000
Rose-Mary Faulkner	Purchaser a glass kiln	7,499
Hannah Gason	Specialist glass grinding equipment	7,427
Dorothy Gosper	Equipment for live streaming/recording	2,740
Akie Haga	Undertake a workshop, purchase equipment and develop website with online shop	8,800
Melinda Heal	Establish home studio for textile dyeing	4,000
Yasmine Hosseini	Recording, mixing and mastering new music by Dogworld, and purchase music equipment	3,000

Recipient	Project purpose	Amount (\$)
Mark Johnson	Materials, mentorship and artist fee for development of a robotic puppet	7,716
Francis Kenna	Development of new works and training in new art forms	3,000
Michael Lawrence-Taylor	Work with a mentor on film editing	6,500
Liz Lea	Technical skills to upgrade business model to online platform	4,350
Katrina Leske	Purchase of equipment and material to develop ceramics practice	10,000
Isabelle Mackay-Sim	Establishing a home ceramic studio and professionally documenting work	3,389
Kate Matthews	Research and develop digital public artwork, and develop technical skills	6,980
Angus McAndrew	Record, mix, master and produce a video for new songs by Neko Pink	8,000
Anthony McIlwain	Mentorship in recording and studio-based music production skills	9,987
Louis Montgomery	Purchase of music equipment and skills development	5,028
Juliet Moody	Writers room for a new TV series	7,200
Megan Munro	Develop new acts incorporating drag and burlesque	5,000
Larah Nott	Purchase of an anodiser to produce new work	9,000
Matthew Ong	Skills development and purchase equipment	5,500
Linyi Pang	Mentorship and online learning	3,285
Cathy Petocz	Re-imagine practice in wake of pandemic and establish a theatre company	10,000
Phoebe Porter	Research advanced traditional stone setting techniques, adaptation and experimentation	5,284
Hannah Quinlivan	Training and equipment for aluminium welding for sculpture creation	9,099

Recipient	Project purpose	Amount (\$)
Morgan Quinn	Equipment for production of an album based on a Canberra novella	9,726
Sarah Richards	Development of skills in marketing	3,500
Jackson Rumble	Equipment and course in engraving	7,500
Brenda Runnegar	Improve skills in doll making through clay sculpting	3,100
Lisa Sammut	Artist fee to produce new work	3,435
Mateus Santos	Complete a collaborative trans-artistic sophomore album	6,500
Joanne Searle	Development of website and new work for online sales	10,000
Jacob Silvestro	Development of solo project 'December'	4,560
Mike Smith	Voice skills development	2,500
Kate Stevens	Support studio costs and development of a new body of work	3,500
Lucy Sugerman	Marketing, branding and merchandising for a debut EP	8,000
Sian Watson	Materials, framing and skills development for new work	4,520
Elyshia Weatherby	Purchase of a music equipment for performance and skills development	4,000
Matt Withers	Establish a home studio for recording and digital releases	9,845
Kim Yang, Yu-Ching	Music production skills, equipment and artist fees to develop a new EP	7,050
Delali Zevon-Aniakwah	Artist fees for a series of seven new music videos	10,000
Naomi Zouwer	Develop large scale new work for exhibition	5,855

Inclusive Participation Funding Program

The primary objective of the IPFP is to increase participation opportunities in sport and recreation for the identified target populations including Aboriginal and Torres Strait

Islanders, Culturally and Linguistic Diverse (CALD) People, Older Adults, People with a Disability and LGBTIQ people.

Table 83: Inclusive Participation Funding Program recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
ACT Little Athletics Association	Translation of key Little Athletics resources to multiple languages	12 months	6,500
Bowls ACT	2022 Disability Program	12 months	13,200
Capital Region Community Services	Additional Pickleball Equipment	12 months	1,100
Royal Life Saving Society Australia ACT Branch	Refugee and Migrant Swimming Project	12 months	5,500
Hockey ACT	Walking Hockey Project	12 months	6,700

Key Arts Organisation Funding

The Key Arts Organisation category provides five-year funding to arts organisations that provide critical arts infrastructure in Canberra through high quality programs, services and/or facilities.

Table 84: Key Arts Organisation Funding recipients

Recipient	Project purpose	Amount (\$)
ACT Writers Centre Inc	To assist with annual program operating costs for literature	178,104
Arts Capital Ltd	To assist with annual program operating costs in managing the Ainslie and Gorman House Arts Centres	311,470
Canberra Contemporary Art Space Inc	To assist with annual program operating costs of contemporary visual arts and to manage the Canberra Contemporary Arts Space	204,660

Recipient	Project purpose	Amount (\$)
Canberra Potters' Society Inc	To assist with annual program operating costs for ceramics and to manage the Watson Arts Centre	116,777
Canberra Symphony Orchestra Ltd	To assist with annual program operating costs for orchestral concerts	362,716
Canberra Youth Theatre Company Inc	To assist with annual program operating costs for youth theatre programs	263,610
Craft ACT Inc	To assist with annual program operating costs for craft and design programs	222,178
Music for Canberra Inc	To assist with annual program operating costs for music programs	291,998
Megalo Print Studio + Gallery Inc	To assist with annual program operating costs for print media programs	300,740
PhotoAccess Inc	To assist with annual program operating costs for photo media and to manage the Manuka Arts Centre	211,192
QL2 Dance Inc	To assist with annual program operating costs for youth dance	350,604
The Stagemaster Inc	To assist with annual program operating costs in theatre and to manage The Street Theatre	881,155
Strathnairn Arts Association Inc	To assist with annual program and operating costs for visual arts, and to manage Strathnairn Arts Centre	157,724
Tuggeranong Community Arts Association Inc	To assist with annual program operating costs for community arts programs, and to manage the Tuggeranong Arts Centre	473,904
Warehouse Circus Inc	To assist with annual program operating costs for youth circus	102,614

Major Event Fund

The Major Event Fund supports new major event opportunities that can drive substantial economic impact for Canberra through visitation, provide opportunities for marketing and promotion of Canberra, provide high-quality, enticing event experiences that support the Canberra brand, and engage Canberra's diverse communities.

Table 85: Major Event Fund recipients

Recipient	Project purpose	Amount (\$)
Summernats Pty Ltd	Summernats 2022	350,000
National Museum of Australia	Ancient Greeks	250,000
National Folk Festival Limited	National Folk Festival 2022	100,000
Louise Withers and Associates Pty Ltd	SIX the Musical	75,000
National Gallery of Australia	Jeffrey Smart and Ceremony exhibitions	350,000
National Film and Sound Archive	Australians and Hollywood	125,000
National Portrait Gallery	Shakespeare to Winehouse	150,000

Nature Play Grants Program

The primary objective of the Nature Play Grants Program is to provide financial assistance to eligible organisations for outcome-based projects, programs and initiatives to support participation in active lifestyles through the delivery of quality outdoor recreation, play and adventure programs and services for the benefit of all the Canberra Community.

Table 86: Nature Play Grants Program recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Beryl Women Inc	Equipment to create nature play space	6 months	5,000
YWCA of Canberra	Equipment to create nature play space	6 months	6,000
Northside Community Service	Equipment to create nature play space	6 months	8,000
Wattle Community Association Inc	Equipment to support nature play	6 months	6,600

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Noah's Ark Resource Centre Inc	Equipment to support bush kinder program and staff training	6 months	4,000
Koala Playschool Inc	Installation of timber balance course	6 months	9,900

Performance Sponsorship Program

The Performance Sponsorship Program provides support for Canberra's national league sporting teams to compete in their respective competitions and engage with the community through various sport and non-sport related activities. The ACT Government funding is critical to ensuring pathways exist from participation through to high performance for local athletes.

Table 87: Performance Sponsorship Program recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
ACT Meteors	Performance Sponsorship Program	12 months	33,000
Orienteering ACT	Performance Sponsorship Program	12 months	15,000

Priority Investment Program

The Priority Investment Program supports co-investment in projects that contribute towards attracting and retaining investment in the Territory and that grow Canberra's knowledge economy.

Table 88: Priority Investment Program recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Penten Pty Ltd	The Secure Innovation and Collaboration Hub	5 August 2021 – 31 July 2022	415,182
University of Canberra	Establishment of a Digital Building and Built Environment Hub. The activity will establish a Digital Building and Built Environment Hub (the Hub) that, through its	29 October 2021 – 30 November 2022	369,574

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
	implementation, will lead to enhanced Economic Recovery, Productivity, Quality, Sustainability, and Safety of the Building and Construction Industries of the ACT		
Australian National University	Canberra Clinical Phenomics. The ANU and Canberra Health Services will collaborate to establish a nationally unique and internationally leading capacity for integration and delivery of accredited genomic and detailed blood and protein ('phenomic') diagnostics for the delivery of precision medicines	29 June 2022 – 1 September 2026	525,750
Australian National University	Establishing the National Space Qualification Network. The Territory's grant will enable the ANU led partnership, which secured a further \$2.5 million from the Australian Government's Space Infrastructure Fund, to develop national radiation capability that will offer a "one stop shop" for end-to-end space radiation assurance of individual components, and potentially to fully assembled satellite constellations.	29 June 2022 – 30 June 2023	250,000
The Academy of Interactive Entertainment	Infrastructure Funding for the AIE Soundstage. The AIE Soundstage project will procure equipment that	29 June 2022 – 28 February 2023	450,000

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
	will enable the establishment in Canberra of the infrastructure and capability which will position the Territory as the go-to location for Virtual Productions; attract high-end feature films and TV series productions; and protect and create local jobs through productions that will come to the Territory.		
University of New South Wales Canberra	Establish the Australian Satellite Constellation Operations Facility which will enable a test bed for intelligent satellite constellation research and development, enhance the education and space mission programs delivered by UNSW Canberra Space, and provide pathways for emerging technologies and approaches such as the digital twin software technologies of the UNSW spin off company, Nominal Systems.	21 December 2021 – 31 December 2022	700,000

Program Funding

The Program funding category provides two-year funding to arts organisations that provide significant programs of activity to support and develop the arts in Canberra, and that strongly engage with the Canberra community.

Table 89: Program Funding recipients

Recipient	Project purpose	Amount (\$)
Ausdance ACT Inc	To assist with annual program operating costs for dance	137,357

Recipient	Project purpose	Amount (\$)
Australian National Capital Artists Inc	To assist with costs of presenting an annual exhibition program	46,384
Australian Dance Party Ltd	To assist with annual program operating costs for dance	87,505
Girls Rock! Canberra Inc	To assist with costs of delivering music programs for youth	51,638
Canberra International Music Festival Ltd	To assist with costs of delivering the Canberra International Music Festival	91,196
M16 Artspace Inc	To assist with costs of presenting an annual exhibition program	50,951
Rebus Theatre Inc	To assist with costs of delivering an annual theatre program for mixed abilities	74,251
You Are Here Inc	To assist with costs of reviewing and evaluating the You Are Here festival and providing artist mentoring	69,190

Rent Relief Funding

Rent relief funding was provided to ACT arts centres to offset the costs of rent to centre tenants to assist with the impact of COVID-19 on their work.

Table 90: Rent Relief Funding recipients

Recipient	Project purpose	Amount (\$)
Canberra Glassworks	To assist with rent costs for Glassworks' tenants	32,249
Arts Capital Ltd	To assist with rent costs for Gorman House tenants	24,012

Return to Events Support

Venues Canberra provides financial assistance to existing hirers to support the return of events to Exhibition Park in Canberra and the Territory.

Table 91: Return to Events Support recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Royal National Capital Agricultural Society	Provision of venue hire of indoor and outdoor facilities for the staging of agricultural and community events	One year	158,533
Canberra Region Wine Show			
National Poultry Show			
Summernats	Provision of venue hire of indoor and outdoor facilities for the staging of Summernats car festival	One year	147,652
National Folk Festival	Provision of venue hire of indoor and outdoor facilities for the staging of the National Folk Festival. In kind support for development of emergency management plans	One year	111,675
GTM Music Festival	Provision of venue hire of outdoor facilities for the staging of the Groovin' the Moo music festival	One year	37,035
Handmade Markets	Provision of venue hire of indoor facilities for the hosting of March Handmade Markets	One year	25,500

Special Initiatives Funding

Special Initiatives Funding provides support to strategic arts initiatives and projects.

Table 92: Special Initiatives Funding recipients

Recipient	Project purpose	Amount (\$)
Arts Law Centre of Australia	To assist with costs of providing legal advice to artists and arts organisations	26,000

Recipient	Project purpose	Amount (\$)
Arts Capital Ltd	To assist with cost of managing the Ainslie and Gorman Arts Centres	250,000
Arts Capital Ltd	To assist with costs of providing an Aboriginal and Torres Strait Islander artist-in-residency as part of the Creative Recovery and Resilience program	21,096
Belconnen Arts Centre Inc	To assist with annual program operating costs, and to manage the Belconnen Arts Centre	598,143
Belconnen Arts Centre Inc	To assist with costs of delivering community projects as part of the Regional Arts Fund	17,815
Belconnen Arts Centre Inc	To deliver the Pop-up arts events and activities in Gungahlin and Woden in partnership with the Tuggeranong Arts Centre	270,000
Canberra Contemporary Art Space Inc	To assist with costs of delivering the Visual Arts and Craft Strategy	49,735
Canberra Glassworks Ltd	To assist with annual program operating costs for glass art, and to manage the Canberra Glassworks	785,158
Canberra Glassworks Ltd	To assist with costs of delivering the Visual Arts and Craft Strategy	11,165
Craft ACT Inc	To assist with costs of delivering the Visual Arts and Craft Strategy	49,858
Craft ACT Inc	To assist with the costs of delivering the DESIGN Canberra festival	100,000

Recipient	Project purpose	Amount (\$)
Megalo Print Studio + Gallery Inc	To assist with costs of delivering the Visual Arts and Craft Strategy	33,048
PhotoAccess Inc	To assist with costs of delivering the Visual Arts and Craft Strategy	19,285
Tuggeranong Community Arts Association Inc	To assist with costs of delivering community projects as part of the Regional Arts Fund	17,627

Special Purpose Funding

Funding provided outside of established programs where a community need was identified.

Table 93: Special Purpose Funding recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Canberra Region Rugby League	Ministers Award for Inclusion	6 months	3,000
ACT Little Athletics Association	Ministers Award for Innovation	6 months	3,000
Table Tennis ACT	Ministers Award for Event Excellence	6 months	3,000
Tennis Seniors ACT	Event assistance	6 months	500

Sports Loan Interest Subsidy Scheme

The Sports Loan Interest Subsidy Scheme provides assistance to eligible organisations undertaking 'significant' capital works developments.

Table 94: Sports Loan Interest Subsidy Scheme recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Tennis ACT	Redevelopment of National Sports Club	10 years	23,626

Sport and Recreation Operational Program

The primary objective of SROP assistance is designed to subsidise operational costs to assist eligible peak body organisations to work in partnership with Sport and Recreation to develop participation opportunities in sport and physical recreation in the ACT.

Table 95: Sport and Recreation Operational Program recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
ACT Badminton Association	Sport and Recreation Operational Program - Annual	12 months	7,500
ACT Chess Association	Sport and Recreation Operational Program - Annual	12 months	2,500
ACT District Amateur Water Polo Association	Sport and Recreation Operational Program - Annual	12 months	7,500
ACT Equestrian Association	Sport and Recreation Operational Program - Annual	12 months	10,000
ACT Fencing Association	Sport and Recreation Operational Program - Annual	12 months	8,500
ACT Pistol Association	Sport and Recreation Operational Program - Annual	12 months	5,000
ACT Rogaining Association	Sport and Recreation Operational Program - Annual	12 months	5,000
ACT Water Ski Association	Sport and Recreation Operational Program - Annual	12 months	5,000
ACT Wrestling Incorporated	Sport and Recreation Operational Program - Annual	12 months	2,500
ACT Ultimate Association	Sport and Recreation Operational Program - Annual	12 months	8,500

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Australian Sailing	Sport and Recreation Operational Program - Annual	12 months	2,500
Billiards and Snooker Association of the ACT	Sport and Recreation Operational Program - Annual	12 months	2,500
Boxing ACT	Sport and Recreation Operational Program - Annual	12 months	5,000
Burley Griffin Canoe Club	Sport and Recreation Operational Program - Annual	12 months	6,000
Calisthenics ACT	Sport and Recreation Operational Program - Annual	12 months	10,000
Canberra Dragon Boat Association	Sport and Recreation Operational Program - Annual	12 months	10,000
Canberra Rifle Club	Sport and Recreation Operational Program - Annual	12 months	5,000
Floorball ACT	Sport and Recreation Operational Program - Annual	12 months	2,500
Judo Federation of Australia ACT	Sport and Recreation Operational Program - Annual	12 months	5,000
ACT Football Federation	Sport and Recreation Operational Program - Triennial	3 years	70,000
ACT & Southern NSW Rugby Union	Sport and Recreation Operational Program - Triennial	3 years	70,000
ACT Athletic Association	Sport and Recreation Operational Program - Triennial	3 years	26,000

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
ACT Baseball Association	Sport and Recreation Operational Program - Triennial	3 years	45,000
ACT Basketball	Sport and Recreation Operational Program - Triennial	3 years	70,000
ACT Gymnastic Association	Sport and Recreation Operational Program - Triennial	3 years	70,000
ACT Little Athletics Association	Sport and Recreation Operational Program - Triennial	3 years	26,000
ACT Softball Association	Sport and Recreation Operational Program - Triennial	3 years	45,000
AFL: NSW/ACT	Sport and Recreation Operational Program - Triennial	3 years	70,000
ACT Cricket Association	Sport and Recreation Operational Program - Triennial	3 years	70,000
ACT Squash Rackets Association	Sport and Recreation Operational Program - Triennial	3 years	45,000
Australian Sports Medicine Federation	Sport and Recreation Operational Program - Triennial	3 years	45,000
Bowls ACT	Sport and Recreation Operational Program - Triennial	3 years	45,000
Canberra Raiders	Sport and Recreation Operational Program - Triennial	3 years	70,000
Cycling ACT	Sport and Recreation Operational Program - Triennial	3 years	26,000

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Hockey ACT	Sport and Recreation Operational Program - Triennial	3 years	70,000
Netball ACT	Sport and Recreation Operational Program - Triennial	3 years	70,000
Orienteering ACT	Sport and Recreation Operational Program - Triennial	3 years	26,000
Pedal Power ACT	Sport and Recreation Operational Program - Triennial	3 years	45,000
Rowing ACT	Sport and Recreation Operational Program - Triennial	3 years	45,000
Royal Life Saving Society Australia ACT Branch	Sport and Recreation Operational Program - Triennial	3 years	35,000
Snow Australia	Sport and Recreation Operational Program - Triennial	3 years	26,000
Swimming ACT	Sport and Recreation Operational Program - Triennial	3 years	26,000
Table Tennis ACT	Sport and Recreation Operational Program - Triennial	3 years	26,000
Tennis ACT	Sport and Recreation Operational Program - Triennial	3 years	70,000
Touch Football ACT	Sport and Recreation Operational Program - Triennial	3 years	70,000
Triathlon ACT	Sport and Recreation Operational Program - Triennial	3 years	70,000

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Volleyball ACT	Sport and Recreation Operational Program - Triennial	3 years	35,000

Tourism Cooperative Marketing Fund

The Tourism Cooperative Marketing Fund which encouraged Canberra-based businesses to collaborate on innovative marketing campaigns to increase awareness of Canberra and the region as a leisure destination and drive demand.

Table 96: Tourism Cooperative Marketing Fund recipients

Recipient	Project purpose	Amount (\$)
National Museum of Australia	The project brings together 13 of Canberra's cultural institutions to position Canberra as Australia's leading cultural destination under the 'Cultural Icons – Made of Australia' brand campaign. This is a continuation of the 2020-21 TCMF project and provides an opportunity to further distribute the creative assets previously developed via targeted media and partnership activity.	70,000
National Capital Attractions Association Inc t/as National Capital Educational Tourism Project	Businesses will collaborate via the National Capital Education Tourism Project to encourage schools around Australia to travel on school excursions to Canberra.	50,000
Novotel Canberra	Businesses will collaborate across 9 Accor properties in Canberra to extend the national Accor campaign that aims to attract overnight visitation to Canberra over the upcoming summer and autumn period.	50,000
TFE Hotels	Businesses will collaborate across 4 TFE properties in Canberra to attract overnight visitation to Canberra.	30,000
Cubby and Co	Businesses will collaborate to promote the local wine region.	10,000
Rex Hotel	Businesses will collaborate to create a new package including accommodation and a meal.	20,000

Recipient	Project purpose	Amount (\$)
Mercure Canberra	Businesses will collaborate to promote a package which will include accommodation and a local experience.	17,000
Crowne Plaza Canberra	Businesses will collaborate to promote a local precinct package which highlights a city family experience.	20,000
Rydges Hotels (trading as QT Canberra)	Businesses will collaborate to promote the breadth of Canberra's tourism offerings as experienced by people with mobility, vision, hearing and other assistance needs.	20,000
Avenue Hotel Canberra	Businesses will collaborate on a new product including accommodation and a local experience.	20,000
Deco Hotel Canberra	Businesses will collaborate on a new package which includes accommodation and a wine tour.	20,000
Jamala Wildlife Lodge	Businesses will collaborate to promote a package that offers a unique, exclusive destination-based experience.	12,500
Jamala Wildlife Lodge	Businesses will collaborate to promote a package that offers a stay and wine tasting tour. This collaboration aims to increase awareness and appeal to the luxury travel market locally, regionally and even internationally.	12,500
National Zoo & Aquarium	Businesses will collaborate to promote a joint ticket for the 2022 snow season. This collaboration aims to highlight family friendly activities in Canberra over Autumn/Winter.	10,000
ibis Styles Tall Trees	Businesses will collaborate to promote a family package with overnight accommodation for a family of four and a family tourism experience.	14,500
ibis Styles Canberra	Businesses will collaborate to promote a family package offering overnight accommodation and a family experience.	16,500

Recipient	Project purpose	Amount (\$)
Belconnen Premier Inn Pty Ltd	Businesses will collaborate to promote a discounted accommodation rate and wine on arrival.	10,000
Rex Hotel	Businesses will collaborate to promote a new package of accommodation and an experience.	15,000
Molonglo Conservation Group	Businesses will collaborate to market Majura Valley's history, stories and experiences.	10,000
Pialligo Estate Smokehouse Pizza	Businesses will collaborate to promote Pialligo Smokehouse, Blackhearts and Sparrow and Enigma Fine Chocolates as a progressive picnic concept.	7,000

Tourism Product Development Fund

The Tourism Product Development Fund (previously named the COVID-Safe Tourism Co-investment Program) supported the development of tourism experiences, products and infrastructure.

Table 97: Tourism Product Development Fund recipients

Recipient	Project purpose	Amount (\$)
Cubby and Co	Construction of three new accommodation sites	80,000
Mt Stromlo Observatory (ANU)	Expansion to the current facility	40,000
The Jetty Canberra	Design and install a temporary structure for events	100,000
East Hotel	Activation of two outdoor spaces	100,000
National Zoo and Aquarium	Purpose-built structure to cater for conferences and events	100,000
Dynamic Motivation Pty Ltd	The purchase of bikes, safety equipment and a storage container	42,695
The Truffle Farm	The introduction of on-farm accommodation	100,000
Edgar's Inn/Mama Dough	An outdoor space for hosting visitors	47,547

Recipient	Project purpose	Amount (\$)
Cycle Canberra	Purchase of equipment to increase efficiency in servicing visitors during peak periods	23,000
The Canberra Distillery	Creation of a classroom/education space	66,757
Australian Outward Bound Foundation	New facilities to diversify facilities for outdoor and environmental programs	50,000

Women's Sport and Recreation Participation and Leadership Program

The primary objective of the WSRPLP is to provide financial assistance to eligible individuals, clubs and organisations within the ACT to support participation, education and training activities that enhance the availability of participation opportunities for women and girls in the ACT and the abilities for females to take on leadership roles in the sector.

Table 98: Women's Sport and Recreation Participation and Leadership Program recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Volleyball ACT	Future Leaders	12 months	10,000
Burley Griffin Canoe Club Inc	2022 Women's Come & Try Canoe Polo - Development Pathway	12 months	4,000
Muslim Sisters To Action Incorporated (MustACT)	Spring Swimming Project	12 months	10,000
Boxing ACT	Project Blue Skye	12 months	2,000
Canberra Runners Incorporated	Raise, Train and Sustain - Women Run Leaders for Canberra Runners	12 months	3,800
Outdoors NSW & ACT	Outdoor Women Mentoring Program	12 months	7,500
ACT District Amateur Water Polo Association	Women in Water Polo Program	12 months	6,000
ACT Gymnastics Association	Girl Power Workshops - Empowering Girls and Women Through Gymnastics	12 months	10,000

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
ANU Sports Union	Encouraging female	12 months	4,200
Women's Soccer Club	players to take up leadership positions		

Workforce Attraction Cooperative Grant Program

The ACT Government announced the 2021-22 ACT Workforce Attraction Cooperative Grant Program (WACG) in November 2021. This pilot program was designed to enable local businesses to collaborate to attract the skilled workforce they need to re-open and grow post pandemic. Funds were provided under two categories: Grant 1 (under \$10,000) and Grant 2 (\$10,000- \$50,000). There were no recipients of Grant 2 in 2021-22.

Table 99: Workforce Attraction Cooperative Grant Program recipients

Recipient	Project purpose	Term of Grant (if applicable)	Amount (\$)
Communities at Work	Workforce Attraction Co-operative Grant Program	30 June 2022 – 30 December 2022	9,900
Regional Development Australia (ACT) Incorporated	Workforce Attraction Co-operative Grant Program	29 June 2022 – 31 October 2022	9,950

Aboriginal and Torres Strait Islander reporting

For CMTEDD, reconciliation involves collaborating and building partnerships with the Aboriginal and Torres Strait Islander Peoples of the ACT and surrounding regions. Our Stretch Reconciliation Action Plan (RAP) centres on *working with* Aboriginal and Torres Strait Islander Peoples. Our RAP continues to inform and direct our reconciliation journey while actively supporting the objectives in the ACT Aboriginal and Torres Strait Islander Agreement 2019-28.

CMTEDD's Stretch Reconciliation Action Plan 2020-2023

Some of our key achievements for 2021-22 included:

- Developing and implementing the Aboriginal and Torres Strait Islander Employment Action and Retention Plan 2021-24.
- Celebrating NAIDOC Week in November 2021 and National Reconciliation Week in May/June 2022, through a variety of activities and cultural events.
- Developing an Acknowledgement of Country card to assist staff from across CMTEDD to deliver Acknowledgment of Country in meetings.
- Displaying Acknowledgment of Country plaques in Access Canberra service centres and specialised centres, to increase understanding, value and recognition of Aboriginal and Torres Strait Islander culture and history.
- Launching a video series featuring ACTPS Aboriginal and Torres Strait Islander staff discussing Acknowledgement of Country and Welcome to Country protocols, the meaning and importance of cultural days and their personal reflections.
- Continuing to enable opportunities to procure goods and services from Aboriginal and Torres Strait Islander enterprises as part of the Aboriginal and Torres Strait Islander Procurement Policy.

This section further details each of these achievements and the other ways that CMTEDD is making a difference through the implementation of our Stretch RAP. Our RAP Working Group continues to meet regularly throughout the year, driving various reconciliation initiatives across the directorate.

Working with Aboriginal and Torres Strait Islander Peoples

Engagement with the Aboriginal and Torres Strait Islander Elected Body

To ensure Aboriginal and Torres Strait Islander Peoples have a strong voice within government decision making, the CMTEDD Senior Executive Group meet with the Chair and CMTEDD representative of the Aboriginal and Torres Strait Islander Elected Body. These meetings provide regular opportunities for the Elected Body to provide feedback, suggestions or raise issues of concern directly with senior officials, and to discuss progress on CMTEDD's initiatives under the ACT Aboriginal and Torres Strait Islander Agreement and the directorate's Stretch Reconciliation Action Plan.

Indigenous Leadership Summit

In March 2022, CMTEDD supported five members of the Aboriginal and/or Torres Strait Islander Staff Network to attend the Indigenous Leadership Summit in Sydney. Speakers at the event included Stan Grant, Christine Anu and Deborah Richardson, the Deputy Minister, Treasury Board Secretariat of Ontario and Secretary of the Treasury Board and Management Board of Cabinet.

Staff members' attendance at the summit links with RAP Action 10 'Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development' and the Employment Action and Retention Plan action 'Providing individual Aboriginal and Torres Strait Islander staff with more development opportunities and career pathway support.'

The attendees returned inspired and filled with ideas that they have since shared within the Aboriginal and/or Torres Strait Islander Network, their work areas, and throughout CMTEDD. Insights from the Summit included a focus on embedding cultural awareness, the concept of cultural load and new approaches to recruitment.

Engagement with the Aboriginal and Torres Strait Islander LGBTIQ+ Network

In March 2022, the Directorate released the Second Action Plan (2022-2023) of the Capital of Equality Strategy that (among other actions) aims to provide more support to projects run by and for LGBTIQ+ Aboriginal and Torres Strait Islander Peoples.

In 2021-22 we supported two projects benefiting LGBTIQ+ Aboriginal and Torres Strait Islander Peoples through the Capital of Equality Grants Program. This included BlakOut, an LGBTIQ+ Aboriginal and Torres Strait Islander drag show in conjunction with SpringOUT and the ACT Aboriginal and Torres Strait Islander LGBTIQ+ Network, and funding to DEiFY for a hybrid series of social and education events for and by LGBTIQ+ Black and People of Colour.

Ngunnawal Language Project

CMTEDD continued its partnership with the Canberra Institute of Technology Yurauna Centre, the Winanggaay Ngunnawal Language Group and the Office for Aboriginal and Torres Strait Islander Affairs to support the Ngunnawal Language Project.

The project contributes to the revitalisation and re-engagement of the endangered Ngunnawal language through recorded voice and video content. These recordings will serve to promote and preserve the language for future generations of Ngunnawal Peoples and will encourage confidence and competence in the use of Ngunnawal language as they come into use across the public service.

As part of the project, CMTEDD produced a series of short instructional videos to teach viewers about the importance of an Acknowledgement of Country and how to deliver an Acknowledgement of Country in Ngunnawal language.

NAIDOC Week 2021

Our Stretch RAP commits to engaging with Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week. The theme for NAIDOC Week in July 2021, was 'Heal Country.' During this week, CMTEDD provided a series of activities and events which were designed to increase cultural awareness and understanding of Aboriginal and/or Torres Strait Islander culture.

The activities included cutting coolamons, making rope, and throwing boomerangs as part of an on-Country workshop. These spiritual activities encouraged participants to explore their connection to Country, and acknowledge the concept that Country is more than a place to Aboriginal and/or Torres Strait Islander Peoples; it is inherent to their identity.

National Reconciliation Week 2022

Our Stretch RAP commits to building relationships through celebrating National Reconciliation Week. To begin National Reconciliation Week in 2022, CMTEDD delivered the ACT Reconciliation Day event at the National Arboretum Canberra on 30 May 2022. This free, public event was developed in partnership with the Office of Aboriginal and Torres Strait Islander Affairs (OATSIA), Events ACT and the ACT Reconciliation Council.

The day was designed to provide an inclusive, family friendly event to generate awareness and further understanding of Reconciliation within the Canberra community. Program highlights included a Smoking Ceremony; a facilitated panel discussion with community members; and a range of cultural workshops providing opportunities for the audience to learn cultural content such as basket weaving, painting, bush tucker, land management and Ngunnawal language. The day also allowed participants access to living collections including the Bushtucker Garden and the Mununja Garden.

Yarning Circles for mens' and womens' business were held, with local Elders engaging the wider community in meaningful and intimate conversations about reconciliation, and traditional and contemporary performances by Aboriginal and Torres Strait Islander and non-Indigenous musicians, performers, and dancers.

Throughout the week, CMTEDD staff participated in immersive cultural events and workshops. Kalkadoon, Pitta woman, Ronnie Jordan from ‘Culture on the Move’ delivered weaving workshops teaching participants how to weave baskets and a dilly bag from local native fibres. Wiradjuri man, Adam Shipp, shared his passion for his Wiradjuri culture and knowledge of the food and medicine plants that grow in the ACT through his Bush Tucker workshops.

Building on the success of the previous portrait exhibition of prominent Indigenous Leaders, who have contributed significantly to Reconciliation, the images and stories of other advocates for Reconciliation were captured in 2022. An additional 12 advocates were added to the exhibition with the portraits later being displayed in the foyer of the 220 London Circuit and 480 Northbourne Avenue office buildings.

Image 7: Portrait exhibition of diverse leaders working towards Reconciliation in our community, in the foyers of ACT Government buildings



Cultural learning activities for staff

To support cultural learning within Access Canberra, Mr Scott Saddler AM provided customer coordination managers and senior managers with a Bush Tucker Garden tour of the Arboretum. This gathering was organised to promote the CMTEDD Reconciliation Action Plan, and to help educate and support senior staff to drive reconciliation outcomes.

The Arboretum’s Indigenous Tourism Officer created a series of tourism products including a dilly bag with locally sourced products. The Tourism Officer also presented various events and programs (online and face-to-face) for visitors, including adult art workshops, bush tucker cultural immersion for Embassy staff, school holiday cultural programs and educational school programs.

A language workshop was held for staff of the Canberra and Region Visitors Centre to learn greetings and other phrases in Ngunnawal language, to communicate with visitors. Staff encourage visitors to investigate local Indigenous tourism opportunities.

VisitCanberra and Events ACT staff undertook an on-country experience at Mulligans Flat, led by Richie Allen of the Traditional Owners Aboriginal Corporation. The purpose of the experience was to assist staff to promote these Indigenous tourism offerings in local, national and international markets.

Aboriginal and Torres Strait Islander staff

Recruitment and retention

The Aboriginal and Torres Strait Islander Employment Action and Retention Plan was launched on 20 September 2021. This plan was a key deliverable under CMTEDD's Stretch RAP to strengthen the attraction and recruitment of Aboriginal and Torres Strait Islander staff, and improve employment outcomes by increasing recruitment, retention, and professional development opportunities over a three-year term.

Consistent with the RAP Vision of *Working with*, the plan was developed through a series of workshops and ongoing consultation with our Aboriginal and/or Torres Strait Islander Staff Network. The plan further outlines CMTEDD's commitment to making a difference through relationships and actions and defines how we will know if we have made a difference.

Some key initiatives that have been implemented as part of the Employment Action and Retention Plan, during 2021-22 include:

- In 2021, 13 Aboriginal and/or Torres Strait Islander students were appointed as Australian School Based Apprentices as part of our commitment to embed the Employment Pathway Program into our entry level programs
- A series of recruitment videos was commissioned using a First Nations provider, to share the experiences of three CMTEDD Aboriginal and/or Torres Strait Islander employees

Aboriginal and Torres Strait Islander representation on CMTEDD boards

We have been actively working over a number of years to improve the representation of Aboriginal and Torres Strait Islander Peoples on CMTEDD boards and committees. This is in line with the action from the Aboriginal and Torres Strait Islander Agreement 2019-2028 to increase the number of Aboriginal and Torres Strait Islander Peoples on ACT Government boards and committees. Representation has increased from two members in June 2019 to eight members in June 2022, across approximately 200 positions.

Supporting CMTEDD Aboriginal and Torres Strait Islander employees

Mr Scott Saddler AM, Executive Branch Manager of the National Arboretum Canberra and Stromlo Forest Park, and proud Wiradjuri man, is CMTEDD's Aboriginal and Torres Strait Islander Cultural Adviser. This is a senior role providing leadership and advocacy across the directorate on behalf of Aboriginal and Torres Strait Islander employees.

Mr Saddler continues to mentor 31 ACT Government employees who identify as Aboriginal and/or Torres Strait Islander.

The Aboriginal and Torres Strait Islander Staff Network continues to meet regularly for cultural exchanges, Back to Country activities, network meetings, Yarning Brews, and mentoring. Members of the network filmed a series of videos aiming to increase staff

understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country and important cultural days. The videos also ask thought provoking questions such as ‘what does reconciliation mean to me?’ and ‘how will we know when we are closing the gap?’

The footage encourages employees to foster a better understanding of the importance of acknowledging Australia’s first inhabitants and reconciliation. The videos, created by a Supply Nation Indigenous business, are currently being played in CMTEDD workplaces on internal audio-visual systems.

In 2019, 'Yarning Brew' was established to bring Aboriginal and Torres Strait Islander employees from across ACT Government together to share experiences and support each other in a casual setting. Yarning Brew came about as a result of senior officers who met at a whole of government career development training - it was not started as a result of committee structure. Yarning Brew draws from two different ideas, one is Blak Coffee, and the other is Yarning Circles. Blak Coffee is a network used by Indigenous business owners to connect over a brew. Yarning circles (or dialogue circles) have been used by Indigenous peoples from around the world for centuries to learn from a collective group, build respectful relationships and pass on cultural knowledge. Held initially at different cafes around town, Yarning Brew has found its COVID-19 era home at the spacious Arboretum.

On 17 May 2022, the CMTEDD Staff Awards Ceremony was held. Among the award categories was an award for Reconciliation which recognised the contribution of those who work with Aboriginal and Torres Strait Islander individuals, teams, community, and organisations to contribute towards the CMTEDD reconciliation journey by building and delivering positive outcomes for Aboriginal and Torres Strait Islander Peoples. The staff awards were produced utilising 100 per cent First Nation suppliers including audio visual production, printing, and catering.

In 2022, Aboriginal and/or Torres Strait Islander staff participated in the ‘Walking in two Worlds’ talent management program which was run by Coolamon Advisors. This program was open to Aboriginal and/or Torres Strait Islander staff across the service and was designed to support emerging leaders through coaching and mentoring over a six-month period.

Support to Aboriginal and Torres Strait Islander Peoples across the ACTPS

We have delivered outcomes that support recruitment and retention of Aboriginal and Torres Strait Islander Peoples across the ACTPS workforce. Key progress includes:

- Improvements to the ACTPS Graduate Program to increase the attraction of Aboriginal and Torres Strait Islander graduates, through actions including:
 - creating an ACTPS Graduate Employee Value Proposition highlighting the importance of Aboriginal and Torres Strait Islander graduates’ heritage in the future of the ACTPS;
 - enhancing promotional material and advertisements, across internal and external government bodies and networks such as the Office for Aboriginal and Torres Strait Islander Affairs (OATSIA), Gugan-Gulwan, Winnunga, UC Ngunnawal Centre, ANU Tjabal Centre,

Yarning Brew network, local Aboriginal recruitment firms, Pipeline Talent and 3 Emus, and national platforms GradAustralia and Aboriginal and Torres Strait Islander Jobs; and

- introducing a tailored recruitment support approach for Aboriginal and Torres Strait Islander candidates, providing regular touch points throughout the recruitment phases and early details on internal cultural networks available across the ACTPS.
- Incorporation of tailored cultural awareness modules into the 2022 Graduate Learning Program for all participants including:
 - a dedicated learning and development module focusing on cultural awareness;
 - on-country tour with Aboriginal rangers;
 - implementation of Yarning Circle concepts when graduates discuss their cultural learning; and
 - a learning session with OATSIA on the ACT Aboriginal and Torres Strait Islander Affairs Agreement 2019-28, including its importance, and as an example of One Service in action.
- Coordination of the 2020-22 Vocational Employment Program for Aboriginal and Torres Strait Islander Peoples and the provision of support for participants. Nine out of ten participants successfully completed this rewarding 18-month program and received a promotion and permanent employment as a result.
- Provision of Aboriginal and Torres Strait Islander Cultural Awareness and other inclusion e-learning resources to ACTPS staff. The training includes unconscious bias awareness and Aboriginal and Torres Strait Islander cultural awareness e-learning courses. As at 30 June 2022, 3,040 ACTPS staff members have successfully completed these courses since they were launched in July 2020 across the ACTPS.

Supporting improved educational, social and economic outcomes

Business support

Coolamon Advisors Pty Ltd were engaged in June 2022 to deliver concierge servicing to connect Aboriginal and Torres Strait Islander businesses with a range of service providers; mentoring and coaching services; and access to accelerator programs for businesses looking to grow. This program was developed based on outcomes from an independent review of the Aboriginal and Torres Strait Islander business support landscape undertaken in 2020-21. Coolamon has contacted the Ngunnawal languages group to seek a name for the program which reflects the self-determination elements at the heart of the Aboriginal and Torres Strait Islander Agreement. CMTEDD is also working with Coolamon to identify an Aboriginal and Torres Strait Islander artist to design program assets central to the ongoing promotion and communication of the program.

Image 8: Indigenous Policy and Program Specialists Coolamon Advisors



Yerra Pty Ltd continued to provide Aboriginal and Torres Strait Islander business support and concierge services to existing support initiatives for the period October 2021 to February 2022.

We have also supported Aboriginal and Torres Strait Islander enterprise through the following initiatives:

- We promoted local tourism businesses and tour operators sharing Aboriginal cultural knowledge with local, domestic and international markets. We promoted local Indigenous experiences and content through marketing activity including social media, publications, and public relations activity.
- The Canberra and Region Visitors Centre continued to stock a range of local and regional Aboriginal merchandise for sale to the general public.
- We worked with the Community Services Directorate to support ongoing development of a strategic vision for the Yarramundi Cultural Centre and the associated potential for tourism business development.

Sharing culture at the National Arboretum Canberra

A number of new and ongoing opportunities to share Aboriginal and Torres Strait Islander culture were held at the National Arboretum Canberra during the year.

- New workshops, alongside the Arboretum's popular Ngala tours "Walk on Country" and "Discover Art on Country," "Weaving for Wellbeing" workshops, were added to the cultural tourism space in 2021-22. These workshops teach participants contemporary weaving, while also sharing knowledge on traditional weaving techniques.
- Multiple school holiday programs were held (based at the National Arboretum Canberra), sharing Aboriginal and Torres Strait Islander culture. Facilitated by an Aboriginal Education Officer, these programs provide a gentle introduction to culture, allowing children and their accompanying parents/guardians to fully immerse themselves in First Nations culture in a safe and welcoming environment.
- The Friends of the National Arboretum Canberra continued to run their annual art installation of "Warm Trees". Partnering with the United Ngunnawal Elder's Council

and the Indigenous Marathon Foundation, the Warm Trees installation celebrated the cultures of First Nations Australians. The colours of the Aboriginal and Torres Strait Islander flags were incorporated into knitted scarves, exhibitions and Ngunnawal inspired craft installations of bogong moths in natural earth colours.

- An immersive educational program, called “My Country, Your Country”, was held at the National Arboretum Canberra, within the Mununja Butterfly Garden (aptly named after the sacred Ngunnawal dreamtime story). The program allowed school groups (both locally and from interstate) to engage in an array of cultural artefacts and to learn about First Nations Peoples.
- Mr Saddler continued to share cultural knowledge and his personal Aboriginal leadership journey and partnered with ANU to provide three virtual sessions with over one hundred Aboriginal and Torres Strait Islander students. These sessions also enabled students from around Australia to understand a pathway to leadership including training and work opportunities. A second ANU mentoring program with Mr Saddler was also held. The program included Aboriginal and Torres Strait Islander students from around Australia, visiting the Arboretum as part of their academic studies to undertake a two-hour cultural learning onsite in Forest 20 and the BushTucker Garden.

Support for Aboriginal and Torres Strait Islander art and artists

We provided support for Aboriginal and Torres Strait Islander artists and communities through the Arts Activities and Key Arts and Program Organisations funding. In 2021-22 there were 24 identified programs for Aboriginal and Torres Strait Islander artists and communities delivered through Key Arts and Program organisations, and seven arts projects supported with total funding of \$89,248.

In 2021-22, we engaged the Traditional Owners Aboriginal Corporation, Richie Allen III, to produce a bespoke piece of art for the new Access Canberra Belconnen Service Centre. The artwork (below) highlights Access Canberra Service Centres as meeting and community points across the Territory along with local flora, fauna, and landmarks.

Image 9: Aboriginal Artwork produced by Richie Allen III, displayed at the Belconnen Access Canberra Service Centre



Increasing Aboriginal and Torres Strait Islander supplier diversity

Indigenous Business Panel Event

Following on from the Indigenous Business Month in October 2021, the ACT Government in collaboration with PwC and the Australian Government, hosted an Indigenous Business Panel Event in November 2021. The theme of the event was ‘Powering the Indigenous Economy’ and aimed to recognise the innovation and economic contributions of Indigenous businesses. The event also provided an opportunity for Aboriginal and Torres Strait Islander business owners to share their experiences working with Australian and state and territory governments and allowed participants to understand the keys to success in procuring from the diverse and growing range of Aboriginal and Torres Strait Islander providers.

Aboriginal and Torres Strait Islander Procurement Policy eLearn

On 11 October 2021, the ACT Government made the Aboriginal and Torres Strait Islander Procurement Policy eLearn Module available to all ACT public servants. The module was designed for officers new to procurement in the ACT Government, as well as officers who would like to ensure they maximise opportunities to engage with Aboriginal and Torres Strait Islander businesses through procurement. It provides a comprehensive overview of the objectives, measures, and targets in the Aboriginal and Torres Strait Islander Procurement Policy and provides access to guidance material and links to the services provided by Procurement ACT to support implementation of the policy.

Cultural works within ACT Government buildings

We undertook active engagement with Ngunnawal communities regarding the development of cultural works to serve as an enduring acknowledgment to country within the ACT Government office buildings at 220 London Circuit and 480 Northbourne Avenue. In July 2021, art collaborator and facilitator UAP provided a presentation to the United Ngunnawal Elders Council on projects of a similar nature that they have been involved with and sought permission to progress workshops with the Ngunnawal community. These workshops were unable to be held during 2021-22 but are expected to proceed in 2022-23.

Access to records to support claimants of the Territories Stolen Generation Redress Scheme

In April 2022, we entered into a Memorandum of Understanding (MoU) with the National Indigenous Australians Agency (NIAA) outlining the administrative arrangements and practices to support Stolen Generation survivors' applications submitted to the Territories Stolen Generation Redress Scheme (the Scheme). The MoU sets out how we will work together with NIAA and details overall principles and obligations, including accountability requirements.

In the spirit of mutual cooperation, CMTEDD will work together with NIAA going forward, to promote timely, thorough and effective access to records in support of the scheme.

Budget processes and wellbeing framework

CMTEDD continued to embed wellbeing in the 2022-23 Budget process, including through providing information about the impact of Budget proposals on the wellbeing of Aboriginal and Torres Strait Islander Peoples in the ACT to the Expenditure Review Committee of Cabinet, to inform discussion and decision-making.

Work health and safety

Work health and safety (WHS) is managed in accordance with the statutory provisions of the *Work Health and Safety Act 2011* (the WHS Act), the directorate's Work Health and Safety Management System - PeopleSafety, and relevant Whole of Government Policies.

In 2021-22 we continued to manage the WHS challenges caused by COVID-19 and the sustained changes to the way we work. We have continued to address significant work and community health and safety risks while delivering key services to the ACT community and ensuring, so far as reasonably practicable, the health, safety and wellbeing of our workers and members of the community that use our services.

Health and safety structures and consultation arrangements

Table 100: Work Health and Safety Committee structure

Consultative Committee Structure
Tier 1 – Directorate-wide WHS Committee
Tier 2 – CMTEDD WHS Network
Tier 3 – Local WHS Committees

The tiered CMTEDD WHS Committees and Network met quarterly and comprised Executives, Senior Managers, Health and Safety Representatives (HSRs), officers in safety and compliance roles and union representatives. The directorate monitored and managed work health and safety issues through the tiered committee structures, the directorate's 52 HSRs as well as through local Work Health and Safety Coordinators (eleven), and officers in safety and compliance roles. The committees supported effective consultation and engagement on arrangements to manage the COVID-19 lockdown in the ACT, as well as implementation and verification of our COVID-Safe arrangements, to support workers and clients return to the workplace. Our committees also monitored the effectiveness of our Work Health and Safety Management System, considered injury prevention initiatives and programs, and promoted the achievement of improved health and safety outcomes.

Highlights

The results from the 2022 CMTEDD Staff Survey show that CMTEDD has maintained WHS as a key strength. WHS and wellbeing was the top scoring theme in the survey with the following positive results:

- ‘CMTEDD cares for my health and wellbeing needs’ was rated as 80% positive, which is a 2% increase from last year’s staff survey.
- ‘Health and safety is taken seriously in my business/team’ was rated as 89% positive.

- ‘My manager is flexible and supports my mental health and wellbeing needs’ was rated as 90% positive
- ‘I feel supported by CMTEDD during COVID-19 in respect to my mental health and wellbeing’ was rated as 82% positive.

These results show that CMTEDD has sustained the positive results of the ACTPS 2021 Employee Survey, with 84% of respondents agreeing that their workplace takes action to keep them healthy and safe and that their supervisor cares about their health and wellbeing.

A key focus of the reporting period has been the Implementation of our Mental Health Action Plan 2021-2023, and the establishment of the CMTEDD Mental Health Champions Network.

During the 2021-22 reporting period we:

- Officially launched the CMTEDD Mental Health Action Plan 2021-2023 and established the CMTEDD Mental Health Champions Network.
- Three new WHS -E-learnings were launched in 2021-22
 - Flexible work ergonomics: This e-learning is designed to provide education and instruction on best practice work ergonomics, to ensure CMTEDD workers have the knowledge and understanding to work flexibly across a variety of locations, including working from home. This training was shared with other ACTPS directorates.
 - How People Safety Works: This module supports and promotes awareness of PeopleSafety, CMTEDD’s WHS Management System and outlining the purpose of PeopleSafety, and how it works.
 - Occupational Violence eLearning: This e-learning is designed to increase understanding and awareness of occupational violence in our workplaces.
- In consultation with workers, reviewed WHS Work Group structures and held elections as required for HSRs.
- Participated in WHS audit programs, including:
 - Whole of Government COVID-19 Assurance Program
 - Workplace Safety and Industrial Relations Whole of Government Tier 2 WHS audits:
 - Plant and Equipment
 - Communication, Consultation and Reporting
 - Annual CMTEDD WHS Assurance Program, including the audits of eight Business Units for compliance with PeopleSafety, CMTEDD’s WHS Management System.
- Audit findings and recommendations for actions are monitored to completion by the Tier 1 WHS Committee, the Executive Management Group, and CMTEDD’s Audit and Risk Committee.

We also held the directorate’s Safety Awards. We received a total of 42 nominations for seven individual award categories. The Deputy Director-General Policy and Cabinet and the Under Treasurer presented the awards at a virtual awards ceremony, recognising the achievements of 18 CMTEDD staff who made a significant contribution to health and safety across CMTEDD. The following table details the award recipients.

Table 101: 2021 CMTEDD Safety Awards

Award	Recipient/s
Leadership	Winner: Kerrie Wilmot Highly commended: Kirsten Thompson
Health and Safety Representative	Winner: Sara McIntyre Highly Commended: Matt Haustead
Health and Wellbeing Initiative	Winner: Mental Health Action Plan Team-Kareena Arthy, Melanie Van Leeuwen, Raphaela Higginbotham, Vi Yeak
Solution to an Identified Hazard	Winner: Bradley Chesterfield & Thierry Nguyen Cuu Highly commended: Matthew Auhl
Excellence in Workplace Health and Safety Culture	Winner: Allison Lawrence & Kylie Cleary Highly Commended: Paige Ryan
Work Health and Safety Coordinator of the Year	Winner: Fiona Tandy Highly Commended: Terry Martens
Rehabilitation Case Manager of the Year Award	Winner: Stuart Grey Highly commended: Tesreena Sandhu

Injury prevention and health and wellbeing

CMTEDD promotes a culture where health, safety and wellbeing are a part of everyday business. In support of this we implemented a range of safety promotion, health and wellbeing, and early intervention and injury management initiatives, some of which are detailed below.

Ongoing response to COVID-19

Our work in 2021-22 included:

- Providing ongoing communications and up-to-date information via our COVID-19 Intranet Page to ensure workers are able to access timely and relevant information.
- Promoting our WHS Management System, PeopleSafety, as the established arrangements for the management of COVID-19 related WHS hazards and risks.
- Reviewing local risk management arrangements to identify and implement controls in the workplace to reduce the potential for exposure to COVID-19 to workers, clients, visitors and others.
- Developing and updating COVID-Safe plans, setting out the requirements for individual workplaces to ensure the ongoing safety of services accessed and delivered to the ACT Community.

- Using the Check-In CBR App.
- Developing and promoting a range of supports to identify and manage psychosocial hazards associated with the COVID-19 health emergency. This includes accounting for increased occupational violence and ensuring workers feel supported when working remotely.
- Promoting mental health and wellbeing resources to support staff and managers; and
- Addressing WHS in messaging to our executives and senior leaders to reinforce WHS roles and responsibilities and promote available resources.

Safety, health and wellbeing promotion

Our work in 2021-22 included:

- Developing and reporting against WHS key performance indicators and targets, which has enabled the prioritisation, and realisation of WHS performance improvements.
- Promoting tools and resources to support worker welfare, and developing specific guidance, tools and resources to provide a framework for assessing and controlling associated WHS risks.
- Promoting mental health and wellbeing via:
 - the CMTEDD Mental Health Champion;
 - the CMTEDD Mental Health Champions Network, which meets monthly;
 - Virtual Guided Mindfulness Series;
 - Monthly Wellbeing Webinar Series delivered by our Employee Assistance Program provider;
 - Offering and promoting Mental Health First Aid training;
 - Discounted gym memberships; and
 - Regular internal communication, including a dedicated health and wellbeing intranet page.
- Directorate participation in STEPtember: 248 CMTEDD staff recorded 65,133,656 steps, raising \$29,473.
- Providing ongoing support for flexible working arrangements and office relocations, while implementing COVID-Safe controls to ensure the ongoing safety and delivery of services to the community.
- Delivery of the CMTEDD Workplace influenza vaccination program, which vaccinated 1,254 workers onsite and provided a further 369 workers with vaccination vouchers to attend offsite clinics.
- Identifying and managing the increased risks of occupational violence, including the development of action plans to manage high risk areas.
- Promoting National Safe Work Month with activities held to assist in the promotion of safety, health and wellbeing at work.

Early intervention and injury management

Our work in 2021-22 included:

- Realignment of injury management and employee relations case management arrangements to support holistic case management, particularly with regards to psychosocial elements.
- Continuing to promote virtual or in person workstation assessments to identify and manage WHS issues for home based and office based workstation set ups.
- Provision of a virtual physiotherapy service to provide additional support to staff to identify and manage WHS issues arising from the rapid transition to remote work in response to COVID-19.
- Continuing to provide an early intervention physiotherapy program.
- Promoting Facilitated Discussion, an early intervention program to support the establishment of positive workplace relationships.
- Promotion of our Employee Assistance Program arrangements, including change to single provider, inclusion of additional offerings, enhanced arrangements to support and manage critical incidents.
- Offering and promoting Mental Health First Aid training.

Incident reporting and notices under the WHS Act

During 2021-22 there were 728 reported incidents across CMTEDD and of those 18 were reported to WorkSafe in accordance with Part 3 Section 38 of the WHS Act. This is an increase from the 524 incidents reported last year.

During the reporting period, CMTEDD was issued (under Part 10 of the Act) with two improvement notices:

- ACT Academy of Sport was issued with an improvement notice in April, requiring improvements to address psychosocial hazards related to complaints management. The notice has been complied with, and the matter has been closed.
- ACT Property Group was issued an improvement notice in June, in relation to inadequate training and policies to manage the WHS risks associated with mowing operations. The notice has been complied with, and the matter has been closed.

CMTEDD was not issued (under Part 10 of the Act) with any prohibition or non-disturbance notices during the reporting period, nor did the directorate 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 2021-22 CMTEDD had eight claims resulting in one or more weeks off work, three of which are for musculoskeletal disorders. CMTEDD achieved the targeted incidence rate for both *claims resulting in one or more weeks off work* and *claims for musculoskeletal disorders resulting in one or more weeks off work*.

Table 102: Target 1 – reduce the incidence rate of claims resulting in one or more weeks off work by at least 30 per cent*

Financial year	Number of new 5-day claims	Rate per 1000 employees	Directorate target	ACTPS number of new 5-day claims	Rate per 1000 employees	ACTPS Target
2012-13	16	7.47	4.63	274	13.42	12.08
2013-14	13	5.98	4.48	257	12.20	11.70
2014-15	18	7.63	4.34	228	10.49	11.33
2015-16	9	3.77	4.20	205	9.36	10.96
2016-17	17	7.01	4.05	243	10.91	10.58
2017-18	6	2.76	3.91	202	8.93	10.21
2018-19	8	3.49	3.77	201	8.50	9.84
2019-20	14	5.74	3.63	231	9.32	9.46
2020-21	7	2.68	3.48	325	9.32	9.09
2021-22	8	3.0	3.34	255	9.37	8.72

Figure 6: Bar chart for Target 1 – reduce the incidence rate of claims resulting in one or more weeks off work by at least 30 per cent*

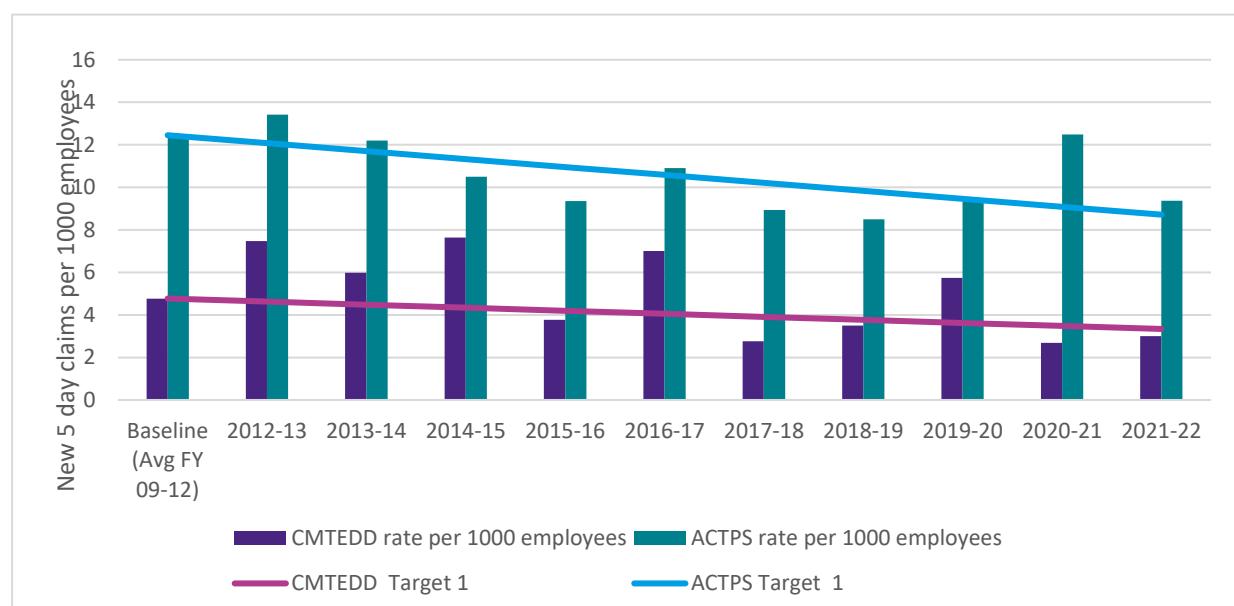
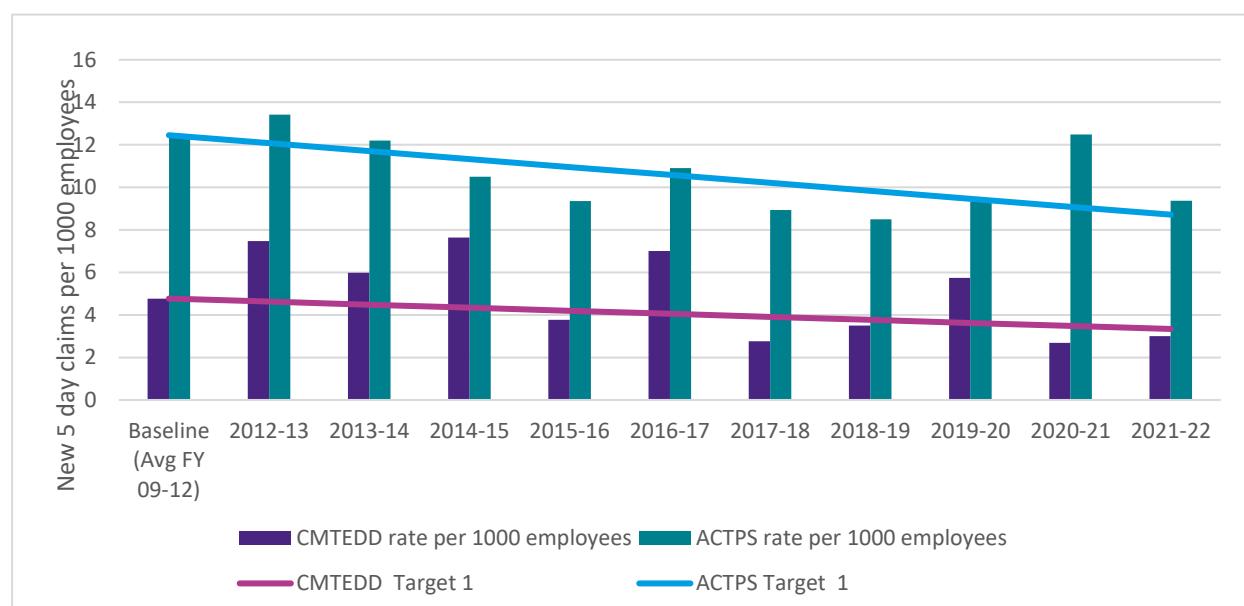


Table 103: Target 2 – reduce the incidence rate of claims for musculoskeletal disorders (MSD) by at least 30 per cent*

Financial year	Number of new 5-day MSD claims	Rate per 1000 employees	DIRECTORATE target	ACTPS number of new 5-day MSD claims	Rate per 1000 employees	ACTPS Target
2012-13	9	4.20	3.35	183	8.96	8.29
2013-14	6	2.76	3.25	175	8.31	8.03
2014-15	12	5.09	3.14	144	6.63	7.78
2015-16	6	2.51	3.04	146	6.67	7.52
2016-17	10	4.12	2.94	150	6.73	7.26
2017-18	5	2.30	2.83	128	5.66	7.01
2018-19	5	2.18	2.73	102	4.31	6.75
2019-20	8	3.28	2.63	126	5.09	6.49
2020-21	4	1.53	2.52	194	7.44	6.24
2021-22	3	1.1	2.42	118	4.3	5.98

Figure 7: Bar chart for Target 2 – reduce the incidence rate of claims for musculoskeletal disorders (MSD) by at least 30 per cent*



*Notes (for both tables and figures):

1. Dates are based on those claims received by the Insurer in each financial year.
2. Data is taken at 30 June in each of the years to allow for direct comparisons to be made between years.
3. The report includes accepted claims which result in one or more weeks off work.
4. Data includes claims up to 30 June 2022.

Human resources management

In 2021-22 CMTEDD's human resources priorities were guided by consolidating policy frameworks that have been implemented or modified in response to the ongoing impacts of COVID-19.

Culture, attraction and retention

Key initiatives to progress a positive culture, attract and retain staff during the reporting period included:

- Measuring and responding to staff engagement and wellbeing through the 2021 ACTPS Employee Survey and the 2022 CMTEDD Staff Survey. The 2022 CMTEDD Staff survey saw the highest ever participation for a CMTEDD survey and the highest level of employee engagement at 78 per cent.
- Launch of the CMTEDD Mental Health Action Plan 2021-2023.
- Workplace influenza vaccination program.
- COVID-19 leave to support employees manage the impact of COVID-19.
- Development of a new Diversity and Inclusion Strategy.
- Supporting the transition and implementation of flexible work arrangements.
- Development and implementation of the Aboriginal and Torres Strait Islander Employment Action and Retention Plan 2021-24, to support the attraction, retention, development and opportunities for Aboriginal and/or Torres Strait Islander employees.
- The CMTEDD Staff Awards, which saw the highest ever number of nominations and viewership, under a hybrid face-to-face and virtual ceremony. The Awards recognised four teams and 10 individuals in the categories of respect, integrity, collaboration, innovation, reconciliation and leadership.
- Celebrating the second anniversary of the directorate's Stretch Reconciliation Action Plan (RAP) 2020-2023 and the completion of more than two-thirds of our RAP deliverables.
- Providing a range of training and leadership-development opportunities to encourage staff retention.

Workforce planning and employment strategies

We continued to increase workforce diversity and build talent pipelines for the future. Specifically, we increased the number of School-based Apprentices on our CMTEDD Employment Pathway Program for Aboriginal and Torres Strait Islander People in 2022, and the number of business areas participating in this program.

We developed a Workforce Planning Resource Centre, containing tools and resources, to support managers and business areas undertake workforce planning activities.

Table 104: CMTEDD participants in targeted employment programs

Program name	Participants
ACTPS Graduate Program	18
CMTEDD Employment Pathway Program for Aboriginal and Torres Strait Islanders	10
ACTPS Vocational Employment Program for Aboriginal and Torres Strait Islanders	5 ¹

Notes:

1. All five Vocational Employment Program (VEP) participants completed the program as of 30 June 2022.

Capability

The focus of our capability-building in 2021-22 was to:

- Continue to develop and deliver essential learning for CMTEDD workers, and make learning accessible to a largely remote or hybrid workforce.
- Shift our learning operation to the new whole of government learning management system.
- Address learning development needs identified through business priorities, organisational strategies, and feedback from staff surveys.
- Improve reporting on training completions, to inform targeted promotion of specific learning modules.

Learning and development programs and activities

During 2021-22 our suite of e-learning modules grew, and most instructor-led training was delivered in a virtual format.

In 2021-22 there were over 9,200 module completions across 21 CMTEDD online courses. There were over 500 attendees at instructor-led training (mostly virtual) across 32 sessions for five courses organised by CMTEDD Corporate.

Additionally, over 600 CMTEDD employees participated in 77 whole of government training courses (34 e-learning and 43 instructor-led) via the ACTPS Training Calendar, with associated course fees of \$56,508. Business areas also provided targeted training for their teams to meet their unique business goals and priorities.

We have continued to provide investment in learning and development by providing studies assistance to support 51 employees undertake approved formal courses of study, with a total of \$118,898 provided in financial assistance to course costs.

Our learning areas included core learning such as induction, work health and safety, respect equity and diversity topics, domestic and family violence awareness, governance and compliance topics and supervisor skills. Additional webinars were also made available to staff to provide education in mental health and wellbeing and understanding

superannuation. Our staff also participated in a range of development opportunities including leadership development programs, coaching, as well as SES Masterclasses.

Staffing profile

The staff numbers in the tables below represent CMTEDD employees who received a payment on the last payday of 2021-22. The figures exclude board members and people on leave without pay. They also exclude ACT Insurance Authority and Cultural Facilities Corporation. Recruitment and separation rates are defined as commencing or departing the ACTPS respectively for permanent employees, and Executive Officers with long-term contracts. Internal transfers are not included.

Table 105: FTE (full-time equivalent) and headcount by business area

	FTE	Headcount
Graduate Program	18.0	18
Australian School Based Apprentices	3.3	10
Chief Minister Stream	1,415.3	1,488
Access Canberra	729.2	764
Corporate ²	86.8	90
Communications and Engagement	51.0	54
Economic Development ⁴	272.9	297
Office of Head of Service	3.0	3
Office of International Engagement	8.8	9
Policy and Cabinet	77.2	81
Strategic Finance	24.6	25
Workforce Capability and Governance	161.9	165
Treasury Stream	1,226.7	1,261
Digital, Data and Technology Solutions ¹	490.2	502
Economic and Financial	40.4	41
Finance Services ²	14.8	15
Finance and Budget	52.4	54
Infrastructure Finance and Reform	5.6	6

	FTE	Headcount
Office Of Deputy Under Treasurer, Economic, Revenue, Insurance, Property and Shared Services (ERIPS)	5.0	5
Office Of Deputy Under Treasurer, Budget, Procurement, Infrastructure and Finance (BPIF)	3.0	3
Office of Under Treasurer	4.6	5
Revenue Management	119.2	125
Procurement ACT	44.0	44
Property and Shared Services ³	447.6	461
Total for CMTEDD	2,663.2	2,777

Notes:

1. Staffing numbers for the Digital, Data and Technology Solutions Group are listed as one line item under Treasury stream, but this group includes staff with reporting lines through both the Chief Minister Stream and Treasury Stream.
2. Due to a restructure in September 2021 staffing numbers for Business Enablement Services are now included under Corporate with the exception of Finance functions, grouped under Finance Services which continues to report under Treasury Stream.
3. Due to a restructure in November 2021, staffing numbers for ACT Property Group and Government Office Projects now report under Property & Shared Services in the Treasury Stream.
4. National Arboretum Canberra & Stromlo Forrest Park and Venues Canberra now report under Economic Development in the Chief Minister Stream.

Table 106: FTE and headcount by gender

	Female	Male	Total
FTE by Gender	1,420.3	1,238.9	2,659.2
Headcount by Gender	1,501	1,272	2,773
Percentage (%) of Workforce	54.1	45.9	100.0

Table 107: Headcount by classification group and gender

Classification group	Female	Male	Total
Administration Officers	893	483	1,376
Executive Officers	43	49	92
General Services Officers & Equivalent	0	67	67
Information Technology Officers	37	130	167

Classification group	Female	Male	Total
Legal Officers	2	0	2
Professional Officers	7	22	29
Senior Officers	508	494	1,002
Statutory Officer Holders	0	2	2
Technical Officers	3	19	22
Trainees and Apprentices	8	6	14
Total	1,501	1,272	2,773

Table 108: Headcount by employment category and gender

Employment Category	Female	Male	Total
Casual	9	13	22
Permanent Full-time	1,101	1,043	2,144
Permanent Part-time	181	32	213
Temporary Full-time	186	176	362
Temporary Part-time	24	8	32
Total	1,501	1,272	2,773

Table 109: Headcount by diversity group

Diversity group	Headcount	Percentage (%) of Agency Workforce
Aboriginal and/or Torres Strait Islander	59	2.1
Culturally & Linguistically Diverse	683	24.6
People with Disability	121	4.4

Table 110: Headcount by age group and gender

Age Group	Female	Male	Total
Under 25	89	64	153
25-34	449	338	787
35-44	417	345	762
45-54	343	299	642

Age Group	Female	Male	Total
55 and over	203	226	429
Total	1,501	1,272	2,773

Table 111: Average length of service by gender

	Female	Male	Total
Average years of service	7.6	8.2	7.9

Table 112: Recruitment and separation rates

	Recruitment rate (%)	Separation rate (%)
CMTEDD	15.2	8.2

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Further information

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Ecologically sustainable development

Support to the Commissioner for Sustainability and Environment

In 2021-22, the directorate supported the Commissioner for Sustainability and the Environment as follows:

- The Environment Protection Authority (EPA) held regular meetings with the Commissioner for Sustainability and the Environment to discuss and progress environmental issues towards effective and environmentally beneficial outcomes.
- In decision-making processes and when providing advice, for example on development applications and environmental authorisations, the EPA worked to integrate environmental, economic, and social considerations conducive to the underlying objects and functions of the Commissioner for Sustainability and the Environment.
- The EPA actively supports the objects and functions of the Commissioner for Sustainability and the Environment through continuous improvements in the EPA regulatory responses aligned with the legislative mandate of the Commissioner for Sustainability and the Environment. For example, the EPA considered the Commissioner for Sustainability and the Environment's report into an individual's woodfire smoke complaints in reviewing its complaints handling procedures. The EPA also improved its actions around wood heaters through its annual review of policies and procedures by:
 - implementing an updated procedure that reduces the time officers are required to observe smoke from a residential chimney from 30 minutes to 10 minutes.
 - commencing a heightened regulatory education program through the distribution of updated information packs to all households who have been in receipt of a smoke complaint in the past two years. These included procedures on how to operate wood heaters and the requirement to only use seasoned wood.
 - undertaking an inspection program of all wood merchants in the ACT to ensure only seasoned firewood was sold. In addition, the EPA emailed information to wood merchants operating in the ACT, informing them of the requirement to ensure that only well-seasoned wood be sold. This information included an offer of brochures which could be supplied to customers.

Business area activities

CMTEDD has continued to implement its Emissions Pathway Plan. We regularly monitor progress against the activities via meetings and emission reports.

The Coordinator-General for Climate Action and the Office for Climate Action were established within CMTEDD in 2021 to oversee the delivery of major projects, coordinate activities across the ACT Government and identify ways to increase climate adaptation and resilience. CMTEDD co-led the delivery of key climate action initiatives with the

Environment, Planning and Sustainable Development Directorate (EPSDD), including the rollout of the Sustainable Household Scheme and co-design with industry on the future Big Canberra Battery. Further information can be found under Output 1.1 Government Policy and Reform in the Performance Analysis section.

In 2021-22 the directorate supported ecologically sustainable development through a range of initiatives, detailed in the following sections.

Improving energy efficiency in government and property services

In 2021-22 we continued to implement the whole of government Office Accommodation Strategy. The strategy provides a framework for achieving the government's sustainability outcomes within its stock of office accommodation. Buildings that are constructed and subleased under the 'Hub and Spoke' approach in the Accommodation Strategy will achieve at least a 4.5-star National Australian Built Environment Rating System (NABERS) rating. The subleasing of two new or refurbished office buildings and vacating of older office buildings ensures all ACT Government leased office accommodation achieves a NABERS rating of at least 4.5 stars.

We also improved energy efficiency through upgrades and inclusions to facilities, including:

- Installation of solar film on the Village Centre roof skylights at the National Arboretum Canberra to reduce sun glare and improve the building's energy performance.
- Installing additional solar photovoltaics capacity at Chifley community Hub (additional 13.32kW) and investigated new or additional solar at other buildings in the portfolio.
- Implementing continuous improvement of building performance through building management system tuning at 1 Moore Street, 255 Canberra Avenue, Callam Offices utilising the assisted building analytics tool.
- Upgrading the central BMS server located at 1 Moore Street to enable better building operation monitoring and identification of operational improvement opportunities.
- Collaborating with EPSDD to identify and shortlist suitable sites for installation of solar batteries as part of the Big Canberra Battery Project Phase 2.
- Receiving funding to replace diesel/fuel-based power tools with electric/battery tools for ACTPG managed trades maintenance services – 126 tools purchased.
- Entering continued management and engagement with building owners in relation to Green Leases for Winyu House, Cosmopolitan Centre, Bowes Place, Nature Conservation House, 220 London Circuit and 480 Northbourne Avenue. The new lease of the Canberra Nara Centre will have Green Lease provisions. These Green Leases allow for more sustainable management of these tenancies.
- Continued implementation of ecologically sustainable work practices at Venues Canberra's major sporting and entertainment venues. This includes the ongoing installation of LED lighting at EPIC, GIO Stadium and Manuka Oval as older-style lights require replacement.
- Decommissioning of a gas-powered heating system at Gorman House Arts Centre A Block, replaced with an energy efficient electric system.

- Completion of energy efficiency improvements at ACT Government-owned swimming pools, including:
 - Fine-tuning of the BMS hardware and software at Stromlo Leisure Centre to enable more efficient operation, and a more accurate baseline benchmarking.
 - Continuing the regular analytics monitoring work at Lakeside Leisure Centre to assist on the observation, investigation, and implementation of the operational opportunities to improve the overall energy efficiency.
 - Installation of a number of gas submeters to enable individual monitoring of the gas usage at different parts of the pool plant of Dickson Aquatic Centre. This will assist the development of the gas performance baseline and enable the detailed tracking on the gas consumption reduction after the pool blanket installation.

Priorities and activities planned for 2022-23 include:

- Installation of a 99.51kW Solar Photovoltaic system at 255 Canberra Avenue;
- Undertaking a detailed building simulation for North Building to enable more targeted building façade upgrade work to improve energy performance;
- Using available data to identify opportunities to improve building and facility energy performance through upgrades, adding solar, better building systems and other changes;
- Installation of pool blankets at the Lakeside Leisure Centre; and
- Continuing replacement of diesel/fuel powered power tools with electric based power tools.

Improving water efficiency

In 2021-22 our initiatives targeting water efficiency included:

- Continued use of rainwater recycling systems in our new government office buildings. This includes 40,000L at 220 London Circuit servicing toilets flushing, and 160,000 at 480 Northbourne Avenue servicing cisterns, urinals and HVAC cooling towers.
- Continued use of rainwater and non-potable water for irrigation of grounds at Venues Canberra's major sporting and entertainment venues.
- Continuation of the mulching program at the National Arboretum Canberra, which ensures optimal soil health conditions and reduces the reliance on supplementary watering. Over 2,440 cubic meters of mulch was installed in ten different forests. Additionally, two forests received irrigation system upgrades to ensure the appropriate mode of water delivery based on species requirements. This will reduce water consumption within these forests. Plans were furthered to extend the Arboretum's Smart Sensor Soil Moisture system, so that in 2022-23, we can refine our soil moisture data and provide more targeted watering windows to ensure a balance between tree growth and water conservation.

Waste, reuse and recycling

In 2021-22 we worked to reduce our waste by:

- Continuing to reduce the presence of single-use plastics at major events and community events managed and delivered by Events ACT. To achieve this reduction, working in collaboration with appointed food vendors, we eliminated the use of plastic and bio-plastic plates, straws, stirrers, bags and cutlery (other than plastic items that are exempt), and increased the number of drinking fountains and water stations available at events to refill reusable bottles.
- Reducing the presence of single-use plastics at the Territory's major venues of GIO Stadium, Manuka Oval and Exhibition Park in Canberra. Straws, sauce and condiment packets and plastic sleeves were eliminated in 2021-22. In the previous year, plastic cutlery, stirrers and sandwich containers were discontinued.
- Implementing recycling across all major sporting and entertainment venues, with organic waste from GIO Stadium going to a worm farm. All major venues are Accredited ACTSmart Business Recyclers.
- Recycling our ICT assets. When ICT assets reach the end of their useful life, refresh, disposal and recycling is facilitated through offerings to the market as arranged by our disposal broker. The return to government this year was \$573,941.

Reducing paper usage

We continue to reduce our paper usage via digital transformation through:

- Continued service delivery model changes driven by the impacts of COVID-19, which has seen Access Canberra rapidly expand its online self-service offerings. To protect the health and safety of our staff and the community, customers have been encouraged to take a digital-first approach to accessing services to reduce unnecessary travel to Service Centres.
- Supporting a 'paper-lite' culture through the increased use of electronic document and records management systems, and capitalising on their functionality to replace paper-based processes.
- Progressive implementation of new processes where the printer only prints when the staff member accesses the printer using their ACT Government pass or pin.
- Continued implementation of different digitalised customer services to replace paper-based processes, such as the OneGov Service Centre Website, the Shared Services Accounts Payable Invoice Automation System (APIAS), and ACT Revenue Office electronic rates notices.

Promoting sustainable transport

We continued to encourage business areas within the directorate to identify and implement fleet emissions reduction opportunities. This included:

- Replacing existing passenger vehicles with electric models (either battery EV or Plug in hybrids) upon end of lease where fit-for-purpose. Justification as to why an electric vehicle is not business fit for-purpose is required with each vehicle lease.
- Working closely with the EPSDD business area with responsibility for the ACT Government electric vehicle charger rollout to assist in making charging infrastructure available where electric vehicles are operated and proposed – new charging infrastructure was installed at the Mitchell Records Services building, at the Hume Motor Vehicle Inspection Station and at Callam Offices.
- The installation of charging stations at Mitchell Records Services will also allow for Access Canberra vehicles from the nearby Land, Planning and Building Services Shopfront to be transitioned to electric models, and the charging stations at Callam Offices will allow for the transition to electric of vehicles within the Digital, Data and Technology Solutions fleet. The additional charging station at the Hume MVIS is utilised by various Access Canberra traffic compliance functions.
- Making available sustainable transport options such as electric vehicles, public transport, and active travel options.

Sustainability in procurement

In 2021-22, the directorate launched the Procurement Charter of Values e-Learn Module and made it available to support all Territory officers who are undertaking or planning to undertake procurement activities. This Module provides a comprehensive overview of the Government Procurement (Charter of Procurement Values) Direction 2020 (the Direction) and the six Procurement Values in the Charter of Procurement Values. One of the Procurement Values is Environmental Responsibility, which reinforces the Territory's commitment to environmental responsibility and seeks to ensure procurement by government buyers has a positive impact on our physical environment and local and global ecosystems.

Supporting sustainable infrastructure

In 2021-22 the directorate's Infrastructure Finance and Reform business area worked to update the Capital Framework. This framework guides directorates in undertaking robust analysis of infrastructure projects to inform government investment decision making. The update includes strengthening analysis under the Government's Wellbeing Framework and sustainability goals and promoting the inclusion of funding for sustainability ratings into business cases, to accord with ecologically sustainable development principles.

Additionally, the Utilities Technical Regulation team in Access Canberra regulates licensed utilities (electricity and gas distribution and transmission, water, and sewerage) and unlicensed regulated utilities (including light rail, solar farms, and other large generators) in accordance with the *Utilities (Technical Regulation) Act 2014*.

Supporting innovation and investment in ecologically sustainable development

We supported innovation and investment in ecologically sustainable development initiatives by:

- Providing early-stage grant funding for innovative businesses including:
 - Powerhaus Zero-Carbon Tool – the tool turns the mandatory energy-efficiency star rating into practical, decision-oriented graphics, helping people build future-proof homes;
 - RediRobots – a robotic solution to assist textile recyclers in sorting and handling waste streams; and
 - Membrane Transport Engineers – advancing water separation technologies to turn agricultural wastewater into valuable assets and drought-proof Australian agriculture;
- Pursuing investment opportunities and supporting innovation and industry growth across the renewable energy sector in collaboration with EPSDD and the Office for Climate Action. Renewable energy is a key capability sector for the ACT.
- Continuing to support development for agri-technology and environmental sciences across research, teaching and industry in the ACT, through the translation and commercialisation of research via projects funded through the Priority Investment Program and Future Jobs Fund such as:
 - Launch of the Distributed Energy Resources Laboratory, to support growth opportunities in the renewable energy sector.
 - Enhancement of the Centre for Entrepreneurial Agri-Technology, to include an innovation hub for ACT based start-ups and agri-technology small to medium enterprises to facilitate regional collaboration and support Canberra Region agri-technology innovation.
 - Establishment of a cloud-based biodiversity and biosecurity analysis hub using a software and DNA analysis platform to unlock wider research opportunities and commercial applications. This collaboration involves Diversity Arrays Technology Pty Ltd, the Australian National University and the University of Canberra, building on Canberra's extensive knowledge base in biodiversity analysis, biosecurity, genomics and big data analysis.

Table 113: Sustainable development performance: Current and previous financial year¹

Indicator as at 30 June	Unit	Current FY	Previous FY	Percentage change (%)
Stationary energy usage²				
Electricity use	Kilowatt hours	12,355,033	12,030,475	2.4
Natural gas use (non-transport)	Megajoules	90,169,972	90,635,630	-0.5
Diesel (non-transport)	Kilolitres	1.2	1.5	-18.5
Transport fuel usage³				

Indicator as at 30 June	Unit	Current FY	Previous FY	Percentage change (%)
Electric vehicles	Number	15	13	15.4
Hybrid vehicles	Number	14	14	0.0
Hydrogen vehicles	Number	5	5	0.0
Total number of vehicles	Number	183	186	-1.6
Fuel use – Petrol	Kilolitres	22	35	-37.0
Fuel use – Diesel	Kilolitres	167	237	-29.6
Fuel use – Liquid Petroleum Gas (LPG)	Kilolitres	0	0	0.0
Fuel use – Compressed Natural Gas (CNG)	Gigajoules	0	0	0.0
Water usage⁴				
Water use	Kilolitres	140,934	194,617	-27.6
Resource efficiency and waste^{5, 6}				
Reams of paper purchased	Reams	4,247	6,242	-32.0
Recycled content of paper purchased	Percentage	86	81	6.2
Waste to landfill	Litres	2,900,476	3,131,998	-7.4
Co-mingled material recycled	Litres	1,114,636	1,352,062	-17.6
Paper & Cardboard recycled (incl. secure paper)	Litres	850,091	1,315,989	-35.4
Organic material recycled	Litres	204,089	77,423	163.6
Waste to landfill (Events ACT Actsmart Public Events)	Litres	9,688	42,800	-77.4
Material recycled (incl. comingle recycling,	Litres	7,872	43,080	-81.7

Indicator as at 30 June	Unit	Current FY	Previous FY	Percentage change (%)
paper and cardboard recycling, and organic recycling) (Events ACT Actsmart Public Events)				
Greenhouse gas emissions⁷				
Emissions from natural gas use (non-transport)	Tonnes CO2-e	4,646	4,670	-0.5
Emissions diesel use (non-transport)	Tonnes CO2-e	3.3	4.0	-17.0
Emissions from transport fuel use	Tonnes CO2-e	505	725	-30.3
Emissions from refrigerants	Tonnes CO2-e	15	10	46.3
Total emissions	Tonnes CO2-e	5,170	5,410	-4.4

Notes:

1. The directorate's data (for both years' measures except for paper usage) include the ACT Insurance Authority as the data cannot be readily separated. Current and previous year results have been rounded to the nearest whole number. The result for percentage change is calculated prior to rounding.
2. Please note that some data reported for FY 2020-21 in the table above may differ slightly from figures reported in the 2020-21 Annual Report. These are due to updates to agency occupancy and historical consumption data. Where actual data is not available, the Enterprise Sustainability Platform provides estimations using an accrual function. Accruals are calculated from the average annual daily consumption of the most current 12-month period applied for the number of days of missing data.
3. Energy, water, and transport fuel data was extracted from the Enterprise Sustainability Platform on 8 September 2022.
 - a. For analysis and reporting purposes the ESP dashboard reports 'accrued' data, which incorporates estimated missing data in the full year performance. Accruals are calculated from the average annual daily consumption of the most current 12-month period applied for the number of days of missing data.
 - b. Non-transport diesel was used for onsite generators at the National Arboretum Canberra and for events at Venues Canberra sites.
4. Fleet data was extracted from Fleet Intelligence on 5 July 2022.
 - a. Total number of vehicles refers to all leased vehicles via SG Fleet. Electric vehicle refers to fully electric vehicle or plug-in hybrid electric vehicle. A plug-in hybrid electric vehicle (also known as a range-extended vehicle) is fuelled by electricity as well as having either a petrol or diesel tank to extend the range of the vehicle for long trips. PHEVs are considered zero emissions vehicles (ZEVs) under the ACT Government Fleet Procurement and Management Policy and are counted as ZEVs in reporting.
 - b. Hybrid vehicles refer to petrol/electric hybrid vehicles (with internal combustion engine and an electric propulsion system/drivetrain).
 - c. As the majority of the CMTEDD fleet is operational vehicles (and largely utes and vans for which there are currently no zero-emission suitable options) any reduction in fleet numbers tends to occur within the smaller pool of passenger vehicles, of which approximately half are currently electric, hydrogen or traditional hybrid.

- d. Petrol use has decreased due to a number of factors, predominantly due to reduced use of vehicles during the 2021 COVID-19 lockdown, and continuing working from home arrangements within the ACT Government.
- 5. The reduced water consumption in 2021-22 was seen across almost all CMTEDD sites, with the most significant related to: inflated 2020-21 consumption at EPIC due to a water leak, as well as reduction in normal usage due to COVID restrictions, resulting in a significant comparative reduction at that site; the repair in July 2021 of a previously identified water leak at the Lakeside Leisure Centre; and the closure of the Gungahlin Leisure Centre's 50 metre pool for ongoing tiling issues for the whole of the 2021-22 year. The reduction was offset by increased usage at Stromlo Leisure Centre as the previously year's billing had partially been accounted under the construction company rather than CMTEDD; and increased consumption at the Canberra Olympic Pool, with the cause being investigated via installation of additional meters.
- 6. There was a reduction in the amount of paper purchased and waste and recycling generated in 2021-22.
 - a. Number of reams of paper purchased and recycling content is based on the whole of government paper reports provided by Procurement ACT. For 220 London Circuit paper usage is calculated based on the percentage split of paper consumed from the paper printing report.
 - b. Reduction in paper purchased was due to the directorate's continuing transition to a 'paper-lite' work environment and the majority of staff working from home. A portion of the paper reduction can also be attributed to higher purchases in June 2021 (last financial year) in the expectation and preparedness for an increased return to office in the following months. The purchase was prior to the lockdown in 2021 which saw the number of staff on site reduce.
 - c. Waste and recycling data was calculated on a basis of Total (L) = Capacity of bins (L) x number of bins x number of times emptied during the reporting year.
 - d. 2021-22 waste data was largely provided by billing data by business areas, or by the ACTsmart data provided as part of accreditation processes.
 - e. The reduction in comingled and paper/cardboard was to be expected as a result of the reduction in staff on-site at many CMTEDD locations due to flexible working arrangements. The smaller reduction in waste to landfill relates to the contractual arrangements for waste collection during the 2021 lockdown, where waste collection services did not stop. The increase in organics recycling is predominantly due to under-reporting in the previous year of a green waste collection at the National Arboretum Canberra (prunings etc that could not be chipped and reused onsite).
 - f. Waste and recycling data related to events held by Events ACT has further reduced significantly in 2021-22. For many events the traditional event format was not delivered due to COVID-19 and waste collection was reduced or not required for the reformatted event (e.g., Floriade, New Year's Eve, Australia Day Firework Spectacular).
- 7. Emissions reported for stationary energy and transport fuels include Scope 1 and Scope 2 emissions only.
 - a. Emissions reported for stationary energy and transport fuels include Scope 1 and Scope 2 emissions only. Scope 1 are direct emissions from sources owned and operated by the government including: emissions from transport fuel and natural gas use. Scope 2 are indirect emissions from mains electricity.
 - b. Emission factors used to calculate natural gas and fleet fuel are based on the latest National Greenhouse Accounts factors.
 - c. The ACT met its 100% renewable electricity target in 2019-20. As a result, the ACT Government reports zero greenhouse gas emissions from electricity use. The ACT Government is committed to maintaining 100% renewable electricity supply beyond 2020.
 - d. Emissions resulting from refrigerants was not reported in previous years. The comparative number has been included for completeness.

**Further
information**

Robert Wright, Executive Group Manager, Corporate
 (02) 6207 0569 Robert.Wright@act.gov.au

Other reporting

Financial management reporting

All Financial Management reporting is included in Volume 2 of CMTEDD'S Annual Report, including:

- Financial Management Analysis (Management Discussion and Analysis)
- Financial Statements
- Capital Works
- Asset Management
- Government Contracting
- Statement of Performance

Public land management plans

The Albert Hall precinct public land (Pd-Special Purpose Reserve) is managed by ACT Property Group as the custodian on behalf of the Territory. The Planning and Development (Albert Hall) Land Management Plan 2016 is available at
<https://legislation.act.gov.au/di/2016-78>.

Covert surveillance authorisations issued to ACT employers

The Workplace Privacy Act 2011 (Workplace Privacy Act) requires employers to apply to the Magistrates Court for authority to conduct any workplace covert surveillance.

In the financial year ending 30 June 2022 the Magistrates Court issued nil covert surveillance authorities under the Workplace Privacy Act.

Annexed annual reports

Public sector bodies required to have their annual report annexed to CMTEDD's report are listed below. Their reports are included in alphabetical order in the following annex.

- ACT Architects Board
- ACT Construction Occupations
- ACT Executive
- ACT Government Procurement Board
- Default Insurance Fund
- Director of Territory Records
- Environment Protection Authority
- Lifetime Care and Support Fund
- Motor Accident Injuries Commission
- Office of the Nominal Defendant of the ACT
- Public Sectors Workers Compensation Fund

Annexed reports

ACT Architects Board

Transmittal certificate



Ms Tara Cheyne MLA
Minister for Business and Better Regulation
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2021-22 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 Architects Board.

I certify that information in the following 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 ACT Architects Board has been included for the period 1 July 2021 to 30 June 2022.

I hereby certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006 (repealed)*, Part 2.3 (see section 113, *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. This report will be annexed to the 2021-22 Chief Minister, Treasury and Economic Development Annual Report.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Townsend'.

Ms Catherine Townsend
Chairperson, ACT Architects Board

A handwritten signature in black ink, appearing to read 'N.R. Lhuade'.

Mr Nick Lhuade
Registrar of Architects

08 August 2022

Compliance statement

The 2021-22 ACT Architects Board Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2022* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the ACT Legislation Register.

The Compliance statement indicates the subsections, under Parts 1 to 5 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 2021-22 ACT Architects Board Annual Report complies with all subsections of Part 1 under the Directions.

To meet Section 15 Feedback, Part 1 of the Directions, contact details for the ACT Architects Board are provided within the 2021-22 ACT Architects Board Annual Report to provide readers with the opportunity to provide feedback.

Part 2 Reporting entity annual report requirements

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

- A. Transmittal Certificate, see the previous page.
- B. Organisational Overview and Performance Analysis subsections, see the Organisational Overview and Performance section on the next page. As the ACT Architects Board sits within Access Canberra in CMTEDD, all other subsections in Section B, Part 2 of the Directions are contained within the CMTEDD Annual report.
- C. Financial Management reporting, inclusive of all subsections, see Volume 2 of the CMTEDD Annual Report.

Part 3 Reporting by exception

The ACT Architects Board has no information to report by exception under Part 3 of the Directions for the 2021-22 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

The ACT Architects Board has additional reporting requirements under section 67 of the *Architects Act 2004* and regulation 12 of the *Architects Regulation 2004*.

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 one place for all reporting entities as follows:

- Bushfire Risk Management, see the annual report of the Justice and Community Safety Directorate.
- Human Rights, see the annual report of the Justice and Community Safety Directorate.
- Legal Services Directions, see the annual report of the Justice and Community Safety Directorate.
- Public Sector Standards and Workforce Profile, see the annual State of the Service Report.
- Territory Records, see the CMTEDD Annual Report.

ACT Public Service directorate annual reports are found at the following web address:
http://www.cmd.act.gov.au/open_government/report/annual_reports

Organisational overview and performance

Registrar functions

The role of the Registrar is to manage the administration of the board and to maintain the register of Architects, as outlined under section 13 of the *Architects Act 2004* ('the Act').

ACT Architects Board

The ACT Architects Board ('the Board') is established under 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 architectural regulation, 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 architectural regulation.

- 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 that administer the state and territory legislation pertaining to architectural education and the registration of architects. The eight state and territory architect registration Boards are Nominated Bodies of the Architects Accreditation Council of Australia (AACA). The AACA was established by the Boards to ensure national consistency in the pathway that leads 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 architectural regulation for the purpose of migration to Australia under the Australian Government's Skilled Migration program.

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.

During 2021-22, the Board received three complaints about individuals and organisations offering architectural services without a registered nominee and advertising without details. The Board reviewed each complaint to establish whether non-compliance had occurred. Of the three complaints received, one was found to be in breach of the *Architects Act 2004*. The Architect Board wrote to the entity requesting necessary action to remove all public advertising. As a result of the Board's actions, compliance was achieved, and no further action was undertaken. The remaining two complaints were found not to be in breach of the *Architects Act 2004*, and were subsequently closed.

National engagement

In October and November 2021, the Registrar and Board Chair attended the AACA annual forum and Annual General Meeting via Zoom. These meetings were attended by Registrars, Board chairs and members from all Australian jurisdictions. These meetings provided an opportunity for Registrars and Board Chairs to share information about emerging issues in each jurisdiction and to look at ways to work together in the progression of architectural regulation across Australia.

Automatic Mutual Recognition of Architects

On 1 July 2021, the occupation of Architect was included in the commencement of an Automatic Mutual Recognition scheme through amendments made to the Commonwealth's *Mutual Recognition Act 1992*. Between 1 July 2021 – 30 June 2022, 23 architects notified of their intention to utilise the scheme.

Architects' registrations

Table 1: Registrations from 1 July 2021 to 30 June 2022

Type of registration	Number of registrations
New architects (including 21 through Mutual Recognition)	43
Re-issued	45
Renewed architects	331
Registered architects as at 30 June 2022	357
Registered architects as at 30 June 2021	391

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
- 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 three years.

Table 2: Membership of the Board and attendance for 2021-22 financial year

Members	Name	Meetings attended
Peak Body Representative	Catherine Townsend	11
Academic architect representative	Erin Hinton	9
Registered architect representative	Scott Hodgson	10
Legal representative	Maurice Falcetta	9
Community interests representative	Vacant*	n/a

*Note: The community interests representative position lapsed in February 2020 and remains vacant. Recruitment for this vacancy commenced in May 2022 with the position set to be appointed to the Architects Board in the 2022-23 financial year.

Board meetings

The Board is required to meet at least four times a year. During 2021-22 the Board met 11 times on the following dates:

Table 3: 2021-22 Architects Board meeting dates

Dates		
26 July 2021	23 August 2021	27 September 2021
18 October 2021	22 November 2021	16 December 2021
7 February 2022	21 March 2022	11 April 2022
16 May 2022	21 June 2021	

Remuneration

In accordance with the *Remuneration Tribunal Act 1995*, the remuneration rate for the chair of the Board is \$555 (per diem) and for a Member of the Board is \$480 (per diem).

Nick Lhuede, Registrar ACT Architects Board

Further information

(02) 6207 8606 Architectsboard@act.gov.au

ACT Construction Occupations

Transmittal certificate



Ms Tara Cheyne MLA
Minister for Business and Better Regulation
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2021-22 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 following 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 ACT Construction Occupations has been included for the period 1 July 2021 to 30 June 2022.

I hereby certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006 (repealed)*, Part 2.3 (see section 113, 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. This report will be annexed to the 2021-22 Chief Minister, Treasury and Economic Development Annual Report.

Yours sincerely

A handwritten signature in black ink that appears to read "N.R. Lhuede".

Mr Nick Lhuede
Construction Occupations Registrar

08 August 2022

Compliance statement

The 2021-22 ACT Construction Occupations Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2022* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to ACT Construction Occupations 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 2021-22 ACT Construction Occupations Annual Report complies with all subsections of Part 1 under the Directions.

To meet Section 15 Feedback, Part 1 of the Directions, contact details for ACT Construction Occupations are provided within the 2021-22 ACT Construction Occupations Annual Report to provide readers with the opportunity to provide feedback.

Part 2 Reporting entity annual report requirements

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

- A. Transmittal Certificate, see the certificate on the previous page.
- B. Organisational Overview and Performance Analysis subsections, see Organisational Overview and Performance on the next page. As ACT Construction Occupations sits within Access Canberra in CMTEDD, all other subsections in Section B, Part 2 of the Directions are contained within the CMTEDD Annual Report.
- C. Financial Management reporting, inclusive of all subsections, see Volume 2.1 of the CMTEDD Annual Report.

Part 3 Reporting by exception

ACT Construction Occupations has no information to report by exception under Part 3 of the Directions for the 2021-22 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

There are no specific annual report requirements for ACT Construction Occupations.

Part 5 Whole of government annual reporting

All subsections of Part 5 of the Directions apply to ACT Construction Occupations. Consistent with the Directions, the information satisfying these requirements is reported in the one place for all reporting entities as follows:

- Bushfire Risk Management, see the annual report of the Justice and Community Safety Directorate.
- Human Rights, see the annual report of the Justice and Community Safety Directorate.
- Legal Services Directions, see the annual report of the Justice and Community Safety Directorate.
- Public Sector Standards and Workforce Profile, see the annual State of the Service Report.
- Territory Records, see the CMTEDD Annual Report.

ACT Public Service directorate annual reports are found at the following web address:
http://www.cmd.act.gov.au/open_government/report/annual_reports.

Organisational overview

This annual report has been prepared according to the *Construction Occupations (Licensing) Act 2004* (s.112 Annual Report by Registrar) and the *Construction Occupations (Licensing) Regulation 2004* (s.44 Information in report to Minister).

Role and functions

The *Construction Occupations (Licensing) Act 2004* (COLA) is the principal legislation governing the responsibilities of construction occupation licensees including builders, plumbers, electricians, and building surveyors in the ACT. It also includes disciplinary and complaints processes for construction practitioners (including in relation to work undertaken under ‘operational Acts’ such as the *Building Act 2004*, the *Electricity Safety Act 1971* and the *Gas Safety Act 2000*).

The Construction Occupations Registrar (‘the Registrar’) is appointed under section 103 of the COLA with their functions articulated under section 104.

The Registrar sits within Access Canberra, part of the Chief Minister, Treasury and Economic Development Directorate.

Table 1: Registrar’s roles and functions

WHAT WE DO		
Decide applications for licences	Keep registers of construction occupations licensees	Monitor compliance
Respond to complaints	Take consistent regulatory action	Empower community and hold industry to account

Issue Certificates of Occupancy and use	Register building approvals issued by private certifiers
---	--

Strategic priorities of the Registrar 2021-22

The Registrar's strategic priorities for 2021-22 were rapid regulatory response, citizen protection and industry engagement. These priorities reflect the key role Access Canberra plays in supporting a safe and liveable city. Consistent with Access Canberra's Accountability Commitment and compliance frameworks, the 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.

Table 2: Strategic priorities in 2021-22

STRATEGIC PRIORITIES 2021-22		
Rapid regulatory response	Citizen protection	Industry engagement

Functional areas

The work of the Registrar is undertaken by the functional areas in the Construction, Utilities and Environment Protection Branch of Access Canberra as identified below.

Table 3: Functional areas in 2021-22

Construction Occupations Registrar				
Executive Branch Manager – Construction, Utilities and Environment Protection				
Compliance Assessment Medium to High Rise Building	Compliance Assessment Low Rise Buildings and Energy Efficiency	Rapid Regulatory Response	Compliance Monitoring and Inspections	Building Investigation
Lease Compliance and Occupational Licensing	Builder and Building Surveyor Licensing	Strategic Business and Coordination	Plumbing and Gas Inspectorate	Electrical Inspectorate

Building activity in the ACT – An overview

Table 4: Building activity overview

Activity type	Number
Building approval registrations processed	4,777
Certificates of Occupancy and Use issued	3,651

Activity type	Number
Certificates of Electrical Safety received	44,642
Plumbing, Drainage, and Gas Certificates/Plans/Backflows processed	27,021

Building Approvals

Building approval may be required when building, altering, adding to, or demolishing a building. Approval must be obtained before any building work begins. Building approvals are issued by class of building type.

In 2021-22, there were 4,777 building approvals issued.

Certificates of Occupancy and Use

For most new building work, including new buildings or additions to existing buildings, a Certificate of Occupancy and Use (COU) is required before the building, or new part of the building can be lawfully occupied. The COU specifies the class of building, which indicates the type of occupancy and uses that apply to the building.

In 2021-22, there were 3,651 COUs issued.

Certificates of Electrical Safety

Electricians must submit a Certificate of Electrical Safety to the Registrar and the landowner within fourteen (14) days of completing electrical wiring work. The Electrical Inspectorate is responsible for inspecting all new electrical installations in the ACT.

In 2021-22, there were 44,642 Certificates of Electrical Safety submitted to the Registrar.

Plumbing, Drainage, and Gas Certificates, Plans and Backflows

Table 5 provides details of plumbing and gas approval and certificates issued in 2021-22.

Work As Executed Plans

Plumbers and drainers must notify the Registrar when work is ready for inspection by submitting a Work as Executed plan. Work as Executed plans show the final configuration of a plumbing and drainage system and replace the relevant interim drainage plan.

Commercial Works

Commercial plans certified by a plumbing plan certifier are required to be submitted to Access Canberra for all commercial plumbing and drainage work and for pipes linked to a water service of 50mm or greater in diameter. Commercial, industrial and public buildings and all housing (except single residential buildings) are considered to be commercial work

Interim Drainage Plans

Plumbers and Drainers are required to submit an Interim Plan when intending to do plumbing/drainage work in relation to a new Single Residential Property. These plans assist the Access Canberra Plumbing Inspector when conducting early stage inspections, and are replaced by Work as Executed Plans.

Gasfitting Compliance Certificates

Gasfitters are required to notify the Registrar before commencing work. Gasfitters must submit compliance certificates to the Registrar on completion of all gasfitting work. Gasfitters and gas appliance workers must also inspect and test appliances immediately after completing appliance work, to ensure they operate as per manufacturer's instructions and specification.

Minor Works

The plan approval system does not apply to minor plumbing or drainage work (replacement and repairs up to a value of \$1,000).

Minor works must be carried out by a licensed plumber and drainer and only a Hydraulic certificate of compliance is required.

Backflow Prevention devices

Where a testable backflow prevention device is installed, the specific testing and reporting requirements have to be met before booking a final inspection. These devices need to be tested annually to ensure they continue to operate as required.

Table 5: Plumbing, Drainage and Gas Certificates, Plans and Backflows

Type	Number
Work as Executed plans	5,048
Commercial Plans Registered	2,327
Interim Plans Registered	2,455
Plumbing/Drainage Permits	4,438
Gas Permits/ Gas Compliance Certificates	1,199
Minor Works	4,916
Backflow Prevention devices entered	6,638

Performance – proactive programs

Overview

A core function of the Registrar is to monitor and determine levels of compliance with the requirements of legislation, licences, and other statutory instruments, with a view to minimising incidents of non-compliance and reducing their impacts.

The manner in which the regulatory function of the Registrar is undertaken may differ across the construction occupations. For example, Private Building surveyors are responsible for issuing approvals for building work, conducting certification inspections during construction, and issuing the certificate of completion once the building work has been satisfactorily completed. The Registrar, through delegated Inspectors undertakes targeted compliance audits of a proportion of building works.

The Electrical Inspectorate, as delegates of the Registrar, inspects all new electrical installations and undertakes targeted inspections of other electrical work.

The Plumbing and Gas Inspectorate (also delegates of the Registrar) are required to pass all sanitation and drainage works with other works subject to targeted inspections.

Inspections/audits undertaken during 2021-22, compared with 2020-21, are in Table 6 and the results including variations are discussed further below.

Table 6: Inspections/audits conducted in 2020-21 and 2021-22

Inspection/audit	2020-21	2021-22
Construction	2,063	1,048
Electrical	27,934	30,552
Plumbing	14,116	20,190
Gas	1,860	2,823

Construction inspection

Proactive inspections undertaken by Access Canberra seek to ensure appropriate compliance levels in the work undertaken by builders and building surveyors and protect the community by ensuring that licensees are meeting their legislative obligations. To ensure that buildings have been built in accordance with the legislative requirements, the team conducted audits/inspections of building work across the Territory.

The focus of the audit program is to identify systemic errors or departures from administrative and legislative/code requirements, provide feedback and education to industry on areas of non-compliance, and recommend areas for improvement. The program ensures that a continuing presence and engagement with industry is visible and maintained for the duration of the year.

In 2021-22, Access Canberra employed technical specialists including structural engineers and building surveyors. The purpose of this was to increase Access Canberra's focus on the

building quality of more complex buildings. As part of improvements to our operations, the Construction Audit Team was restructured into two teams:

- Compliance Assessment Medium to High Rise Buildings Team (CAMHR); and
- Compliance Assessment Low Rise Buildings & Energy Efficiency Team.

The aim of the CAMHR team is to focus on compliance issues relating to multi-unit developments.

In 2021-22, the Compliance Assessment Medium to High Rise Buildings Team and the Compliance Assessment Low Rise Buildings & Energy Efficiency Team together performed 1,048 audits compared with 2,063 in 2020-21.

The variation in the construction inspection/audit numbers between 2020-21 and 2021-22 reflects COVID-19 operational constraints and the resultant pivot to an audit focus on different elements of the construction process during 2020-21. In 2020-21, Construction Audit teams carried out a total of 963 rapid COVID-19 reconnaissance audits. In 2021-22, the impact of COVID-19 was reduced allowing Access Canberra to focus on more complex on-site audits.

The areas of focus are identified in Table 7.

Table 7: Areas of focus, Construction Audit in 2021-22

Type of audit	Number of audits
Onsite audits TOTAL	510
Onsite Construction Audits	478
Building Approval Onsite Energy audits	32
Administrative audits TOTAL	538
Single Dwelling Housing Code, General Audit, & General BCA Audit	218
BCA Energy audits	36
Sale of Premises Energy	9
Cost of Work Application	2
Class 2 – 9 Min doc assessments	125
Class 2-9 Structural/architectural assessments	86
Class 2 COU checks	17
Other audits (other specific audits, licence audit etc.)	45
Audits TOTAL (onsite and administrative)	1,048

Plumbing and gas inspections

The Plumbing and Gas Inspectorate inspects mandatory installations to ensure compliance with the *Water and Sewerage Act 2000* and the *Gas Safety Act 2000* and their associated Regulations and Instruments and the Australian Standards. The Inspectorate also educates the industry, the community, and stakeholders in the plumbing and gas fitting communities on the ACT's regulatory regimes.

The inspections undertaken included assessing whether drainage systems, stacks, ties, and sanitary and water systems meet compliance requirements.

In 2021-22, the Plumbing and Gas Inspectorate conducted 23,013 inspections, compared with 15,976 in 2020-21.

The large variation in the plumbing and gas inspections between 2020-21 and 2021-22 is reflective of an upgrade to data collection processes to more accurately capture multiple inspections relating to blocks of land which contain more than one dwelling or unit. For example; apartment buildings or multi-tenancy commercial buildings where each unit has its own system and fixtures which must be separately inspected. While these systems have always been separately inspected, the 2021-22 figure properly captures these additional inspections.

Electrical inspections

The Electrical Inspectorate is responsible for the regulation of licensed electricians and the auditing of their work. The Inspectorate's responsibilities include inspecting new electrical installations, auditing certificates of electrical safety for compliance, electrical product safety, providing advice and assistance to other directorates, and investigation of electric shock incidents.

In 2021-22, the Electrical Inspectorate conducted 30,552 audits of certificates of electrical safety, compared with 27,934 in 2020-21. The increase in electrical inspections between 2020-21 and 2021-22 is in part, reflective of an increase in the number of solar installations in the period.

The electrical Inspectorate also responded to 46 reports of electrical shocks and tingles, with no electrocutions reported.

Licensing

Licensing plays a key role in proactive and reactive construction regulation in the ACT. Occupational discipline against licensees is part of the regulatory toolkit with occupational disciplinary action being published on the Build, Buy and Renovate website (www.planning.act.gov.au/build-buy-renovate/home). The proactive and reactive licencing action forms part of delivering on the Construction Occupation Registrar's Strategic Priorities of an empowered community and accountable industry. Licences are required for the following occupations:

- Builders, including owner-builders
- Electricians

- Plumbers, drainers, and gasfitters
- Building surveyors (private certifiers)
- Building assessors
- Gas appliance workers
- Works assessors
- Plumbing plan certifiers.

Table 8 and Table 9 contain the number of current and new licences issued in 2021-22, and the total number of active licences for the occupation identified. Overall, the number of new and existing licences have not varied significantly from the previous year.

Table 8: New Builder licences issued, and total licences by Class under COLA in 2021-22

Class	Total new builder licences	Total active licences
Class A	147	1,273
Class B	33	916
Class C	143	1,530
Class D	18	255
Owner-Builder	207	608
Total	548	4,582

Table 9: New licences, and total licences for other occupations under COLA in 2021-22

Construction Occupation	Total new licences	Total active licences
Electrician	723	5,151
Gas Appliance Worker	2	171
Gasfitter	133	1,712
Plumber	162	2,248
Drainer	143	1,348
Plumbing Plan Certifier	3	20
Building Assessor	8	59
Building Surveyor	12	97
Works Assessor	0	2
Total	1,186	10,808

Performance – reactive compliance and regulatory actions

Response to complaints

The Registrar acts on complaints made about construction occupations licensees, including former licensees.

Access Canberra records ‘incidents’ when a member of the public makes contact about a matter - this may be an inquiry, or a complaint. Where a complaint is made, a case will be opened. However, there may be multiple complaints relating to a single case, for example where several complaints are received about a single site or building.

In 2021-22, the Registrar received 326 building complaints relating to 252 new or ongoing investigations, compared with 420 complaints relating to 387 new and ongoing investigations in 2020-21. While this reflects a decrease in complaints, it is not attributed to any specific matters and reflects an acceptable level of variation from year to year.

During this reporting period, 267 building investigations were resolved and closed. This included investigations that were ongoing from prior reporting periods.

Regulatory actions

The Registrar takes regulatory action against construction practitioners in line with the Access Canberra Accountability Commitment framework to protect the community. Cooperative compliance is the most effective regulatory tool. Most of the construction industry continues to comply with minimum compliance requirements.

Enforcement actions are being taken where required. These can include:

- Issuing a rectification order requiring the practitioner to take action to rectify their work, or demolish a building and undertake work, or start or finish work.
- Issuing demerit points against a construction licensee.
- Occupational discipline under section 44 of the COLA regulation
- Directing the licensee to undertake building work.
- Issuing a stop notice prohibiting the carrying out work.
- Issuing an infringement notice for failing to comply with an order or direction.

Table 10: Regulatory enforcement in 2021-22

Type of notice	Number issued
Notice of Intention to issue a Rectification Order	9
Rectification Order	7
Emergency Rectification Order	1
Demerit points	71

Type of notice	Number issued
Direction to undertake building work	4
Stop work notice	66
Infringement Notice	7

Registers

In accordance with Part 9 of the COLA, specific information is made public when disciplinary action has been taken against a construction occupation licensee under the Act. The Disciplinary Register is a list of licensed professionals in the building industry who have incurred suspensions, cancellations, or occupational disciplinary action in the last ten years.

The [disciplinary register](#) is accessible to the public and is updated when disciplinary action or suspension has been taken against a licensee.

A full list of public registers can be found at www.accesscanberra.act.gov.au/s/public-registers. These registers list construction occupations licensees and other professionals in a range of sectors.

Nick Lhuede, Registrar ACT Construction Occupations

Further information

(02) 6207 8606 Strategiccompliance@act.gov.au

ACT Executive

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.

Overview

During the reporting period the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) was responsible for the administration of the ACT Executive budget appropriation. The ACT Executive financial results, including asset management, and the Management Discussion and Analysis are reported in Volume 2.2 of the 2021-22 CMTEDD Annual Report.

Table 1: Barr Ministry (as at 30 June 2022)

Minister	Portfolios
Andrew Barr	Chief Minister Treasurer Minister for Climate Action Minister for Economic Development Minister for Tourism
Yvette Berry	Deputy Chief Minister Minister for Early Childhood Development Minister for Education and Youth Affairs Minister for Housing and Suburban Development Minister for Women Minister for the Prevention of Domestic and Family Violence Minister for Sport and Recreation
Mick Gentleman	Manager of Government Business Minister for Planning and Land Management Minister for Police and Emergency Services Minister for Corrections Minister for Industrial Relations and Workplace Safety
Shane Rattenbury	Attorney-General Minister for Consumer Affairs Minister for Water, Energy and Emissions Reduction Minister for Gaming

Minister	Portfolios
Rachel Stephen-Smith	Minister for Health Minister for Families and Community Services Minister for Aboriginal and Torres Strait Islander Affairs
Chris Steel	Minister for Transport and City Services Minister for Skills Special Minister of State
Tara Cheyne	Assistant Minister for Economic Development Minister for the Arts Minister for Business and Better Regulation Minister for Human Rights Minister for Multicultural Affairs
Rebecca Vassarotti	Minister for the Environment Minister for Heritage Minister for Homelessness and Housing Services Minister for Sustainable Building and Construction
Emma Davidson	Assistant Minister for Families and Community Services Minister for Veterans and Seniors Minister for Disability Minister for Justice Health Minister for Mental Health

Staff

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

Table 2: Staff employed at 30 June 2022

Classification	Staff FTE	Staff headcount	Female FTE	Male FTE	Female headcount	Male headcount
Executive Chief of Staff	0.9	1	0	0.9	0	1
Chief Adviser	3	3	1	2	1	2
Senior Adviser L2	13.1	14	6.4	6.7	7	7
Senior Adviser L1	16.2	17	11.2	5	12	5
Adviser L2	9.6	10	4	5.6	4	6
Adviser L1	19.8	23	14.2	5.6	17	6

Classification	Staff FTE	Staff headcount	Female FTE	Male FTE	Female headcount	Male headcount
Total	62.6	68	36.8	25.8	41	27

Table 3: Gender breakdown at 30 June 2022

LAMS – ACT Executive	Female	Male
FTE by Gender	36.8	25.8
Percentage (%) of Workforce	58.8	41.2
Headcount by Gender	41	27
Percentage (%) of Workforce	60.3	39.7

Other reporting

In the reporting period, CMTEDD provided the ACT Executive with financial management and associated reporting services. CMTEDD also provided payroll services through Shared Services.

The Office of the Legislative Assembly controlled accommodation and building security. OLA 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 2021-22 Office of the Legislative Assembly Annual Report. OLA managed emergency management and shared management of business continuity arrangements with CMTEDD.

CMTEDD provided the ACT Executive with corporate, administrative and financial support, including protocol matters, awards, functions and events.

The ACT Government Solicitor's Office provided the ACT Executive's legal services and reviewed any issues to ensure compliance with the Model Litigant Guidelines.

Freedom of Information

During the reporting period the ACT Executive received two Freedom of Information access requests. One request was decided within the FOI processing timeframe, with full access provided within the scope of the request. The second request was received at the end of 2021-22 and was yet to be finalised as of 30 June 2021. There were no applications for Ombudsman review and no requests to amend personal information.

Availability of open access information

During 2021-22 the ACT Executive published 33 open access information documents on ministerial diaries, and ministerial staff travel and hospitality expenses. Ministers' open access information is published at <https://www.act.gov.au/open-access/ministers-information>.

Robert Wright, Executive Group Manager, Corporate

Further information

(02) 6207 0569 Robert.Wright@act.gov.au

ACT Government Procurement Board

Transmittal Certificate



Mr Chris Steel MLA
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2021-22 Government Procurement 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 Government Procurement Board.

I certify that information in the following 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 Government Procurement Board has been included for the period 1 July 2021 to 30 June 2022.

I hereby certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006 (repealed)*, Part 2.3 (see section 113, 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. This report will be annexed to the 2021-22 Chief Minister, Treasury and Economic Development Annual Report.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Bettina Konti'.

Bettina Konti
Chair
Government Procurement Board

26 July 2022

Compliance statement

The 2021-22 ACT Government Procurement Board Annual Report must comply with the *2021-21 Annual Reports (Government Agencies) Directions 2022* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under Parts 1 to 6 of the Directions, that are applicable to the ACT Government Procurement 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 2021-22 ACT Government Procurement Board Annual Report complies with all subsections of Part 1 under the Directions.

To meet Section 15 Feedback, Part 1 of the Directions, contact details for the ACT Government Procurement Board are provided within the 2021-22 ACT Government Procurement Board Annual Report to provide readers with the opportunity to provide feedback.

Part 2 Reporting entity annual report requirements

The requirements within Part 2 of the Directions are mandatory for all reporting entities and the ACT Government Procurement Board complies with all subsections. The information that satisfies the requirements of Part 2 is found in the 2021-22 ACT Government Procurement Board Annual Report as follows:

- A. Transmittal Certificate, see the previous page.
- B. Organisational Overview and Performance, see the Organisational Overview and Performance section.
- C. Financial Management Reporting – the ACT Government Procurement Board has no information to report under this section.

Part 3 Reporting by exception

The ACT Government Procurement Board has no information to report by exception under Part 3 of the Directions for the 2021-22 reporting year.

Part 4 Annual Report Requirements for Specific Entities

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

Part 5 Whole of government annual reporting

All subsections of Part 5 of the Directions apply to the ACT Government Procurement Board. Consistent with the Directions, the information satisfying these requirements is reported in one place for all reporting entities as follows:

- Bushfire Risk Management, see the annual report of the Justice and Community Safety Directorate.
- Human Rights, see the annual report of the Justice and Community Safety Directorate.
- Legal Services Directions, see the annual report of the Justice and Community Safety Directorate.
- Public Sector Standards and Workforce Profile, see the annual State of the Service Report.
- Territory Records, see the CMTEDD Annual Report.

ACT Public Service directorate annual reports are found at the following web address:
http://www.cmd.act.gov.au/open_government/report/annual_reports

Part 6 State of the Service Report

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

Organisational overview and performance

Organisational overview

The ACT Government Procurement Board (the Board) is established by the *Government Procurement Act 2001* (the Act). The functions of the board under the Act are:

- To review, and give advice to Territory entities on, procurement issues.
- To review, and give advice on:
 - Procurement proposals and activities referred to the Board by a Minister or responsible chief executive officer; or
 - The procurement proposals for procurement matters declared by the Minister.
- To review procurement proposals of Territory entities in accordance with the regulations.
- To consider, advise on and, if appropriate, endorse procurement practices and methods for use by Territory entities.
- To provide advice to the Minister on any issue relevant to the procurement activities of Territory entities or the operation of this Act.
- To exercise any other function given to the Board under this Act or any other Territory law.

The Chair of the Board on 30 June 2022 is Ms Bettina Konti, Deputy Director-General and Chief Digital Officer, CMTEDD. The position of Chair, like all Board memberships, is part-time. Ms Konti was appointed by the Special Minister of State under the Act. The Chair reports

directly to the Special Minister of State, the responsible Minister under the Act, in relation to her role on the Board.

The ACT Government has a policy of achieving and maintaining 50 per cent representation of women on its boards and committees. The Office for Women (Community Services Directorate) is consulted each time a Board vacancy is filled. The Offices of Disability, Aboriginal and Torres Strait Islander Affairs, Multicultural Affairs and LGBTIQ Affairs are also consulted each time a Board vacancy is filled.

In 2022-23, the Board will continue to provide strategic procurement advice and endorse procurement practices and methods for use by Territory entities.

Internal accountability

Membership of the Board

Section 11 of the 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.
- Four non-public employee members.

The Chair of the Board at 30 June 2022 is Ms Bettina Konti.

Table 1: Membership of the Board for 2021-22 financial year

Name	Role	Meetings attended	Notes
Ms Bettina Konti Chair Public Employee Member	Chief Digital Officer, CMTEDD	40/44	
Mr Geoffrey Rutledge Deputy Chair Public Employee Member	Deputy Director-General –Environment, Water and Emissions Reduction Environment, Planning and Sustainable Development Directorate	37/44	
Mr Damon Hall Public Employee Member	Executive Group Manager, Project Development and Support Major Projects Canberra	40/43	Mr Hall was re-appointed to the Board on 9 July 2021 and due to the timing of the Instrument was

Name	Role	Meetings attended	Notes
			not a member of the Board for the first meeting of the financial year (6 July 2021).
Ms Anne Maree Sabellico Public Employee Member	Deputy Director-General, Reform Community Services Directorate	24/27	First meeting was 2 November 2021
Ms Meghan Oldfield Public Employee Member	A/g Chief Operating Officer Transport Canberra and City Services	24/27	First meeting was 2 November 2021
Ms Suzy Nethercott-Watson Non-Public Employee Member		41/44	
Ms Susan Hall Non-Public Employee Member		42/44	
Mr Mathew Baldwin Non-Public Employee Member		43/44	
Ms Madeline Taylor Non-Public Employee Member		40/44	

Conflict of interest

The Board has instituted arrangements to manage declarations of conflicts of interest to recognize 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.
- Prior to the commencement of all meetings, members are also invited to state any declarations of interest that may arise due to the business to be considered at the meeting.
- Members with a financial conflict of interest in a matter are not involved in the discussion or endorsement relating to that matter. For declarations of interest that are non-financial, Board consensus is reached as to whether the member who declared the interest partakes in the discussion or endorsement of the proposal.

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).

There were 29 declarations of a potential conflict of interest recorded during 2021-22 financial year, of which 24 disclosures were made by Public Employee Members and five were made by Non-Public Employee Members. For openness and transparency, Public Employee Members may declare a potential conflict of interest when a procurement proposal relates to their directorate even though they may not have a direct involvement with the proposal.

Remuneration

Public Employee Members of the Board do not receive any remuneration for their participation.

The remuneration for Non-Public Employee Members of the board is determined from time to time by the ACT Remuneration Tribunal. Currently, Non-Public Employee Members are paid \$27,170 per annum. The latest determination can be viewed at:

https://www.remunerationtribunal.act.gov.au/_data/assets/pdf_file/0006/1924170/Determination-13-of-2021-PTPOH.pdf

Support staffing and financial resources

The Board is supported by a Secretariat, resourced by Procurement ACT.

Consideration of proposals

The Board considered 90 procurement proposals in 2021-22 financial year, and 13 presentations and updates. Of the 90 proposals presented for endorsement by the Board:

- 44: single pass proposals (procurement review, includes variations) and
- 46: two pass proposals (strategic review and procurement review).

Table 2: Board deliberations in comparison with previous years

Name	2017-18	2018-19	2019-20	2020-21	2021-22
Total board meetings	28 ¹	35 ²	33 ³	41 ⁴	44 ⁵

Business meetings	1	1	1	1	1
Proposal meetings	28 ¹	34	32	40 ⁴	44
Proposals considered					90
Presentations	68	73	69	97	13
Estimated value of proposals (\$ million)	1,848	1,790	3,313	2,138	2,566

Notes:

1. This includes two meetings held electronically via email.
2. This includes six meetings held electronically via email.
3. This includes one meeting held electronically via email. From 31 March 2020 to 30 June 2020, the Board met virtually using an electronic meeting application. Proponents have been able to continue to meet with the Board via the electronic meeting application.
4. This includes two meetings held electronically via email. The Board has continued to meet virtually in 2020-21 using an electronic meeting application. Proponents have been able to continue to meet with the Board via the electronic meeting application.
5. This includes two meetings held electronically via email. The Board has continued to meet virtually in 2021-22 using an electronic meeting application. Proponents have been able to continue to meet with the Board via the electronic meeting application.

When comparing 2021-22 to 2020-21, there has been an increase in the estimated value of proposals by approximately \$428 million and an increase of two proposals being considered. This is due to the Board considering more higher value procurements in 2021-22 than the procurements considered in 2020-21.

Table 3: Summary of proposals considered by the Board in the 2021-22 financial year

Procurement method	Number	Percentage (%) of number	Estimated value (\$M)	Percentage (%) of value
Public tender	63	61	2,226	87
Variations	16	17	221	9
Single select tender	9	9	72	3
Select tender	1	1	0	0
Presentation and updates	14	14	47	2

Table 4: Breakdown of procurement proposals and presentations/updates by directorate

Directorate	Number	Percentage (%) of number	Estimated value (\$M)	Percentage (%) of value
ACT Health Directorate	2	2	50	1.9
ACT Insurance Authority	1	1	2	0.1

Directorate	Number	Percentage (%) of number	Estimated value (\$M)	Percentage (%) of value
Canberra Health Services	8	8	91	3.5
Canberra Institute of Technology	2	2	7	0.3
Chief Minister, Treasury and Economic Development Directorate	32	31	401	15.6
City Renewal Authority	6	6	18	0.7
Community Services Directorate	5	5	106	4.1
Cultural Facilities Corporation	1	1	3	0.1
Education Directorate	8	8	260	10.1
Environmental Planning and Sustainable Development Directorate	5	5	24	0.9
Justice and Community Safety Directorate	1	1	0	0.0
Legal Aid ACT	1	1	4	0.2
Major Projects Canberra*	6	6	348	13.6
Suburban Land Agency	4	4	241	9.4
Transport Canberra and City Services Directorate	21	20	1,012	39.4

*Note: Under the [Administrative Arrangements 2020 \(No 2\)](#), Major Projects Canberra is responsible for the delivery of designated [major capital works projects](#) and the delivery of physical capital works projects in coordination with government agencies.

In 2021-22 the Board has included in its focus the implementation of the Government Procurement (Ethical Treatment of Workers Evaluation) Direction 2021 which commenced on 1 February 2022. The requirements of the Direction apply to all procurements:

- To which a Secure Local Jobs Code applies
- That has a total estimated value of \$200,000 or more

- Which is conducted by public tender

The Direction requires supplier behaviour and business practices align to the Fair and Safe Conditions for Workers Procurement Value and, also ensures suppliers remain compliant with their obligations under the Secure Local Jobs Code.

In response to COVID-19 the Board moved its meetings to online phone and video formats, and scheduled additional meetings as required to support the ongoing operations of government during the pandemic.

Bettina Konti, Chair, ACT Government Procurement Board

(02) 6207 2242 Bettina.Konti@act.gov.au

Further Information

Secretariat, Government Procurement Board

(02) 6207 9000 GovernmentProcurementBoard@act.gov.au

Default Insurance Fund

Transmittal certificate



Default Insurance Fund

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

Dear Minister

2021-22 Default Insurance Fund 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 Reports (Government Agencies) Directions 2022*.

It has been prepared in conformity with other legislation applicable to the preparation of the annual report by the Default Insurance Fund (DIF).

I certify that information in the following 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 DIF has been included for the period 1 July 2021 to 30 June 2022.

I hereby certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006 (repealed)*, Part 2.3 (see section 113, *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. This report will be annexed to the 2021-22 Chief Minister, Treasury and Economic Development Annual Report.

Yours sincerely

Stuart Hocking
Under Treasurer
Chief Minister, Treasury and Economic Development Directorate
29 September 2022

Compliance statement

The 2021-22 Default Insurance Fund Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2022* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the Default Insurance 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 2021-22 Default Insurance Fund Annual Report complies with all subsections of Part 1 under the Directions.

To meet Section 15 Feedback, Part 1 of the Directions, contact details for the Default Insurance Fund are provided within the 2021-22 Default Insurance Fund Annual Report to provide readers with the opportunity to provide feedback.

Part 2 Reporting entity annual report requirements

The requirements within Part 2 of the Directions are mandatory for all reporting entities and the 2021-22 Default Insurance Fund Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the 2021-22 Default Insurance Fund Annual Report as follows:

- A. Transmittal certificate, see the previous page.
- B. Organisational Overview and Performance Analysis, see Organisational Overview and Performance on the next page. The following subsections, contained within the 2021-22 ACT Insurance Authority Annual Report, apply to the Default Insurance Fund:
 - Risk Management
 - Internal Audit
 - Fraud Prevention
 - Community Engagement and Support
 - Aboriginal and Torres Strait Islander Reporting
 - Work Health and Safety
 - Human Resource Management
 - Ecologically Sustainable Development.
- C. Financial Management reporting, see the Financial Management Reporting section of this report.

For the remaining subsections see Volume 2.2 of the 2021-22 CMTEDD Annual Report.

Part 3 Reporting by exception

The Default Insurance Fund has no information to report by exception under Part 3 of the Directions for the 2021-22 reporting period.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the 2022 Directions is not applicable to the Default Insurance Fund.

Part 5 Whole of government annual reporting

All subsections of Part 5 of the Directions apply to the Default Insurance Fund. Consistent with the Directions, the information satisfying these requirements is reported in one place for all reporting entities as follows:

- Bushfire Risk Management, see the annual report of the Justice and Community Safety Directorate.
- Human Rights, see the annual report of the Justice and Community Safety Directorate.
- Legal Services Directions, see the annual report of the Justice and Community Safety Directorate.
- Public Sector Standards and Workforce Profile, see the annual State of the Service Report.
- Territory Records, see the CMTEDD Annual 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.

Organisational overview and performance

Organisational 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 from 1 July 2006. It provides a safety net to meet the cost of workers' compensation claims made by workers in circumstances where:

- An employer does not have a workers' compensation insurance policy and cannot meet the claim costs payable under the Workers Compensation Act;
- An employer's insurance company is wound up under the Corporations Act 2001 (Cth) 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).

The General Manager for the ACT Insurance Authority (the Authority) is the appointed Fund Manager.

The Fund meets the cost of workers' compensation settlements and any common law judgments including the payment of weekly compensation, medical expenses and rehabilitation costs. Funds required to satisfy the cost of claims and other relevant expenses are not guaranteed by the ACT Government. Part 8.2 of the Workers Compensation Act allows the Fund Manager to impose contributions and supplementary contributions on approved insurers and self-insurers to meet the cost of claims.

The Fund's administrative operations are subject to the same governance controls in relation to risk management, fraud prevention and records management as the Authority. The reporting on these operations is included in the relevant sections of the Authority's Annual Report.

The Authority also oversees workplace health and safety and associated risk management, accommodation, facilities management and workplace environmental management for the Fund. Reporting for these issues is contained in the Authority's Annual Report.

Internal Accountability

The Default Insurance Fund Advisory Committee is established under Schedule 3 of the Workers Compensation Act. Its 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 Fund.

The Committee consists of the Executive Group Manager, Workplace Safety and Industrial Relations (Chair), the Fund Manager and three members appointed by the Minister.

Table 1: Fund Advisory Committee membership 2020-21

Name	Member details
Michael Young	Executive Group Manager, Workplace Safety and Industrial Relations (Chair)
Belinda Farrelly	The Australian National University (Employer Representative)
Sharlene Watson	QBE Insurance (Insurer Representative)
Rosalind Read	Construction, Forestry, Maritime, Mining and Energy Union (CFMEU) (Employee Representative)
Penny Shields	Fund Manager

The Committee met on four occasions during 2021-22. 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.

Performance Analysis

The Fund engages Taylor Fry Consulting Actuaries to estimate the provision for claims payable (liability) and related claims expenses. Actuarial assumptions are based on past claims experience, risk exposure and projections of economic variables.

Uninsured Employer Fund (UEF)

This component of the Fund currently administers claims that have arisen when a worker has been injured and the employer did not 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 a 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 condition where possible. Claims are managed pursuant to the Workers Compensation 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.

Table 2: Uninsured Employer Fund claims

	Number
Total claims opened during the reporting period	11
Total claims closed during the reporting period	6
Total claims re-opened during the reporting period	4
Current open claims	53

Revenue

Section 168A of the Workers Compensation Act requires the Fund Manager to undertake a review of the UEF each year to determine the appropriate levy on approved insurers and self-insurers.

In determining an appropriate levy for 2021-22, the Fund Manager took into consideration a range of issues including a sensitivity analysis of the volatility of the UEF, the potential for an increase in claims costs, and claim numbers in the current and future insurance years.

The Fund Manager imposed contributions from insurers and self-insurers equal to 2.8 per cent of the gross written premiums resulting in \$6.920 million in levy revenue.

Expenses

The expenses for UEF during the year resulting \$4.670 million, which includes \$4.347 million in claims expense and \$0.323 million in supplies and services. The claims expense consisted of \$2.678 million in settlements, compensation payments and other claims costs, along with an increase in the provision for claims payable of \$1.669 million as the result of the 2021-22 actuarial valuation.

Balance Sheet

As at 30 June 2022, the UEF held total assets of \$34.446 million consisting of \$32.305 million in cash and cash equivalents and receivables of \$2.141 million comprising current receivables of \$0.976 million and non-current receivables of \$1.165 million. The UEF's liabilities total \$36.750 million, which includes \$0.192 million in payables, along with \$4.544 million of current provision of claims payable and \$32.014 million of non-current provision of claims payable.

Collapsed Insurer Fund (CIF)

This component of the Fund currently administers claims that have arisen from a previously approved workers' compensation insurer that has been wound up or is in 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 condition where possible. Claims are managed pursuant to the Workers Compensation 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 2022 there was one open claim against NEM and two open claims against HIH. The Fund Manager is the Fund's representative on the Committee of inspection for the HIH liquidation.

Table 3: Collapsed Insurer Fund claims

	Number
Total claims opened during the reporting period	0
Total claims re-opened during the reporting period	0
Total claims closed during the reporting period	0
Current open claims	3

Revenue

The CIF is not levying insurers or self-insurers for the CIF Fund 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. The CIF collected \$0.080 million in interest from its investment during the reporting period.

Expenses

The total expenses incurred by the CIF during the year was a credit of \$0.245 million, consisting of \$0.009 million in supplies and services and a credit of \$0.254 million in claims expense. The claims expense consisted of \$0.025 million in compensation and a decrease of \$0.279 million as a release from the provision for claims payable as the result of the 2021-22 actuarial valuation.

Balance Sheet

As at 30 June 2022, the CIF had cash and cash equivalents totalling \$9.089 million with an estimated outstanding claims provision of \$0.850 million. The CIF Fund's total equity as at 30 June 2022 is \$8.237 million.

Scrutiny

There were no inquiries or reviews from the ACT Audit Office, the ACT Ombudsman, ACT Integrity Commission or any Legislative Assembly Committees in 2021-22. The only scrutiny from the Audit Office during the reporting period was the audit of the 2020-21 Financial Statements.

Freedom of Information

The *Freedom of Information Act 2016* (FOI Act) gives individuals the legal right to:

- Access government information unless access to the information would, on balance, be contrary to the public interest;
- Ask for personal information to be changed if it is incomplete, out-of-date, incorrect or misleading; and
- Appeal a decision about access to a document, or a decision in relation to a request to amend or annotate a personal record.

In accordance with Section 96 of the FOI Act the Fund is required to report on the operation of the FOI Act in relation to the Fund for the reporting year. The Fund did not receive any requests for access to any information under the FOI Act during 2021-22.

Further information relating to FOI including how to make an FOI application, what details you need to make an application and contact details for the CMTEDD Information Officer can be found on CMTEDD's website <https://www.cmtedd.act.gov.au/functions/foi>. There are also details of requests received by the directorate listed on the Freedom of Information Disclosure Log for CMTEDD.

Financial management reporting

Government contracting

The Fund engages consultants to perform specialised actuarial and legal services. 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 are reviewed by Procurement ACT, and if necessary, by the Government Procurement Board consistent with the provisions of the *Government Procurement Regulation 2007*. The Fund ensures all contractors comply with their employee and industrial relations obligations.

The Fund engaged Taylor Fry Consulting Actuaries through a competitive procurement process as per the procurement guidelines and entered a contract for actuarial services for three financial years with a total contract price of \$99,000. The contract has been notified to Procurement ACT and published in the [Tender ACT](#) webpage,

The Fund Manager also initiated a process through ACT Government Solicitor to enable the Fund to access the Territory Legal Services Panel.

Penny Shields, General Manager, ACT Insurance Authority

Further information

(02) 6207 0268 ACTInsuranceAuthority@act.gov.au

Director of Territory Records

Transmittal certificate



Chris Steel MLA
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2021-22 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 following 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 Director of Territory Records has been included for the period 1 July 2021 to 30 June 2022.

I hereby certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006 (repealed)*, Part 2.3 (see section 113, 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. This report will be annexed to the 2021-22 Chief Minister, Treasury and Economic Development Annual Report.

Yours sincerely

A handwritten signature in black ink.

Danielle Wickman
Executive Branch Manager and Director of Territory Records
Territory Records Office

26 August 2022

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

Compliance statement

The 2021-22 Director of Territory Records Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2022* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the Director of Territory Records 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 record keeping associated with annual reports. The 2021-22 Director of Territory Records Annual Report complies with all subsections of Part 1 under the Directions.

To meet Section 15 Feedback, Part 1 of the Directions, contact details for the Director of Territory Records are provided within the 2021-22 Director of Territory Records Annual Report to provide readers with the opportunity to provide feedback.

Part 2 Reporting entity annual report requirements

The requirements within Part 2 of the Directions are mandatory for all reporting entities and the Director of Territory Records Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the 2021-22 Director of Territory Records Annual Report as follows:

- A. Transmittal Certificate, see the previous page.
- B. Organisational Overview and Performance Analysis subsections, see the Organisational Overview and Performance section. All remaining subsections are contained within the CMTEDD Annual Report.
- C. 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 no information to report by exception under Part 3 of the Directions for the 2021-22 reporting year.

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 one place for all reporting entities as follows:

- Bushfire Risk Management, see the annual report of the Justice and Community Safety Directorate.
- Human Rights, see the annual report of the Justice and Community Safety Directorate.
- Legal Services Directions, see the annual report of the Justice and Community Safety Directorate.
- Public Sector Standards and Workforce Profile, see the annual State of the Service Report.
- Territory Records, see the CMTEDD Annual Report.

ACT Public Service directorate annual reports are found at the following web address:
http://www.cmd.act.gov.au/open_government/report/annual_reports.

Organisational overview and performance

The Territory Records Office supports the Director of Territory Records to lead the ACT Public Service (ACTPS) on records management policy, strategy and practice. The *Territory Records Act 2002* provides for the Director to develop recordkeeping standards and tools for ACT Government agencies, oversee the disposal of government records and assist members of the public to access ACT Government archives.

The main purposes of 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.
- 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:

- Develop and approve standards and codes for records management by agencies.
- Examine the operation of agency records management programs.
- Encourage the development of records management training for staff.
- Encourage consistency in the preparation of tools to assist in the awareness of and access to records.

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 CMTEDD. The Office is made up of 6.6 full time equivalent 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 2 of 2021 – 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 Act establishes the Territory Records Advisory Council to advise the Director, particularly in relation to the development of standards and guidelines, 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. 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 13 of 2021 – Part Time Public Office Holders*.

The activities of the Council are funded from within the Territory Records Office's budget. Financial oversight, including risk management, audit and fraud control arrangements, are managed within CMTEDD's control systems. The ACT Public Service code of conduct applies to Territory Records Advisory Council members. The Council has also established Terms of Reference that derive from its responsibilities under the Act, and 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 2020–21 as follows:

- Meeting 1 of 2021-22, 9 September 2021, online.
- Meeting 2 of 2021-22, 11 November 2021, 220 London Circuit and online.
- Meeting 3 of 2021-22, 10 February 2022, online.
- Meeting 4 of 2022-22, 5 May 2022, 220 London Circuit and online.

Membership of the Council and attendance during the 2021-22 financial year is detailed in the following table.

Table 1: Membership of the Territory Records Advisory Council during the year and the number of meetings each member attended

Name of member	Role	Meetings attended
Ms Liesl Centenera (Chair)	Public administration, governance, public accountability	4/4

Name of member	Role	Meetings attended
Mr Adrian Cunningham (Deputy Chair)	Records management and archives	4/4
Ms Arden Jones	History and heritage	2/2
Ms Lorien Mader	Records management and archives	1/4
Dr Terhi Nurmikko-Fuller	History and heritage	3/4
Ms Narelle Rivers	Aboriginal and Torres Strait Islander heritage	0/4
Dr Roslyn Russell	History and heritage	1/1
Mr Geoffrey Rutledge	ACT Government agencies	1/1
Dr Annette Weier	ACT Government agencies	1/2
Mr Keith Young	Public administration, governance, public accountability	3/4
Ms Danielle Wickman	Director of Territory Records	4/4

Notes:

1. Dr Weier was appointed to the Council in November 2021 following the expiration of Mr Rutledge's term of appointment.
2. Ms Jones was appointed to the Council in November 2021 following the expiration of Dr Russell's term of appointment.

During the year the Council welcomed two new members, Dr Annette Weier and Ms Arden Jones. Dr Weier was appointed to represent ACT Government agencies, following the expiration of Mr Geoffrey Rutledge's appointment. Dr Weier is the Chief Executive Officer of the Independent Competition and Regulatory Commission (ICRC). Dr Weier has extensive regulatory and risk management expertise, including through her more than 20 years of experience in federal, state and territory public service.

The Council's second new member, Ms Jones, was appointed to represent history and heritage interests, following the expiration of Dr Roslyn Russell's appointment. Ms Jones is a qualified landscape architect, and has contributed extensively to the planning and design of sites and spaces within Canberra and the surrounding region. She has won a number of awards, including the Australian Institute of Landscape Architects 2014 Design Award for the Forde Heritage Trail.

The Council farewelled Dr Roslyn Russell and Mr Geoffrey Rutledge. During their time on the Council the Territory Records Office has progressed some significant changes including the review of the Standard for Records and Information Governance, the move of the ArchivesACT Reading Room from Woden to Fyshwick, and substantial work to assist ACT Government agencies to address hard copy record backlogs during large-scale office relocations.

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 2021-22 the Council considered and advised on matters such as the review of the Standard for Records and Information Governance and its relationship to data management frameworks, and the ACT Auditor-General's Digital Records Management report. The Council reviewed its Terms of Reference, and assisted the Office in its strategic planning to progress best practice information governance across the ACTPS and increase opportunities for the Canberra community to access ACT Government records. Members considered regular updates on the Office's significant projects and stakeholder engagement activities, and saw a demonstration of ACT Memory, which provides searchable information about publicly available ACT government archives, prior to its public launch.

The Territory Records Act gives the Council particular responsibility for 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 2021-22 Council considered two new or revised schedules. This is consistent with the number of schedules considered in 2020-21.

Council members continued their interest in the Office's work to increase maturity in records and information management across the ACT Public Service and in connecting the community with ACT Government records. Council took a particular interest in the intersection between the Office's advice on records and information governance and the emerging ACT Government data management framework.

An important aspect of Council's role is to advise the Director on matters relating to public access to ACT Government archives. The Council's meeting agenda includes a standing item on decisions to restrict archives from public access under section 28 of the Territory Records Act. The Director made eight section 28 declarations during 2021-22. These declarations related to the protection of personal privacy and legal professional privilege in records that had been requested for public access.

Members were pleased that ArchivesACT, the Office's public archives service, was able to launch ACT Memory as part of the Canberra and Region Heritage Festival in April 2022. The ACT Memory database provides searchable information about publicly available ACT government archives. Members also supported the Office's preparations for the return of the Chief Minister's Governance Lecture, after COVID-related disruptions in 2020 and 2021.

Since 2018-19, Council members have conducted an annual survey to complete a self-assessment of the Council's performance and its satisfaction with the support provided by the Territory Records Office. Results of the 2021-22 survey indicate that members continue to be satisfied with the operation, goals and actions of the Council and their roles within it. Results also indicate the skills and backgrounds in Council membership are more diverse when compared to previous years. In past surveys Members have indicated that they would value more opportunities to help shape the Office's strategic direction. In response, the Director, Council members and Territory Records Office staff held a joint meeting to discuss

the Office's direction and priorities. These discussions have informed the TRO's business planning for the 2022-23 financial year.

Performance overview and highlights for 2021-22

Seven TRO staff	Four TRAC meetings	One Standard reviewed	Five Advises released	122 Agency questions
Nine Directorate maturity assessments	One Records Disposal Schedule finalised		166 Public research requests	
12,826 Descriptions in ACT Memory	Eight Section 28 declarations	90* Attendees at public events		12 Finds of the Month

* Estimate only

The Year in snapshot

During 2021-22, we continued to support the ACTPS records management community to transition to whole of government digital recordkeeping, including by supporting and responding to the Auditor-General's review of the rollout of electronic document and records management (EDRMS) capability across government. We increased our participation in Information Awareness Month in May as a platform to improve ACTPS staff knowledge about records and information governance. We continued to monitor recordkeeping capability across the ACTPS through our annual maturity assessment, and refined our processes to improve the clarity of reporting. In addition, we improved our engagement with the community by bringing the wealth of the ACT Government's archival record to a wider audience through the launch of ACT Memory.

The Office's core functions are guided by the Territory Records Act. We are both an information governance advisor to government and an archives service provider to the community. To fulfil the role set out for us under the Territory Records Act, we aim to:

- Increase opportunities for the community to access records and information.
- Influence and embed good archives, records and information management principles and practices into ACT Government business.

Impact of COVID-19

While the COVID-19 pandemic continued to impact the Office's ability to pursue its key aims during 2021-22, these effects have reduced with time. Staff have transitioned back to the office on a part-time basis for most of the year, apart from periods of lockdown, and we have been able to resume some significant public-facing pieces of work. This has meant a flurry of events in the first half of 2022 to make up for lost time. Our Reading Room has

remained open for most of 2021-22, with COVID-safe arrangements in place to protect our staff, researchers and the community.

Improving government recordkeeping capability

The Territory Records Office has taken the lead in driving the take-up of EDRMS capability in the ACTPS since the commencement of our pilot whole-of-government project in 2016. Following the success of the pilot, the Office secured funding in the 2018-19 budget to increase access to EDRMS services across government and to assist agencies to transition from paper records systems in the context of large-scale office relocations. The bulk of that work has been the responsibility of Shared Services, and TRO staff have been pleased and proud to work alongside our colleagues in the Shared Services Digital Records Support team and elsewhere across government to help make joined-up digital recordkeeping a normal part of business. Over the last four years the Office has provided substantial support and guidance to improve the governance of digital records systems, and our collective success in making improvements was borne out in the findings of the Auditor-General's Report No 11/2021, Digital Records Management.

EDRMS technology is one of many possible approaches to digital records management. We continue to engage with our colleagues both within government and in the records and archives profession to understand and influence the ways in which emerging technologies can support more streamlined recordkeeping approaches. We have engaged with our Digital, Data and Technology Solutions colleagues on initiatives such as data management training and data catalogues, approaches to Open Access Information sharing, and improvements to managing user accounts. Similarly, we are part of ongoing discussions with our peers in government archives and records institutions in other jurisdictions to understand and advise on the potential and limitations of using Microsoft Office 365 products in recordkeeping contexts.

During the reporting year we strengthened our annual records management maturity assessment, with better instructions, clearer assessment criteria and improved evidence requirements to obtain results that more clearly reflect the recordkeeping landscape in directorates. Results against our 4-point maturity model show that ACT Government directorates remain at the 'Essential' level of maturity. An assessment at the 'Essential' level indicates that agencies can meet minimum requirements for records management. The Office's Standard for Records and Information Governance indicates agencies should be striving to perform at the 'Proactive' level or above. Proactive performance indicates records and information governance is well established and continually improving, with these governance considerations routinely integrated into business decisions. The Office will be using these results to assist agencies to plan records management activities that can help them improve their maturity to a 'Proactive' level.

As part of our focus on capability improvement, we have committed to using Information Awareness Month (IAM) as a platform for highlighting the importance of records and information governance and promoting skills development for records managers and others across the ACTPS. IAM, held in May each year, is a well-established event across the data, records, information, library and archives professional communities. In 2022 the Office took a lead role in coordinating and supporting ACT Government records managers, along with

our colleagues in Digital Records Support and Physical Records Support, to hold events aligned with the theme of ‘Building Trust in Information’. This year we saw an increase in participation from records managers, and an increased number of events, including EDRMS training and Q&A sessions in the City, Dickson and Woden office blocks.

Also under the IAM banner the Office invited digital humanities lecturer and Territory Records Advisory Council member Dr Terhi Nurmikko-Fuller to present a lunchtime talk entitled “#BeFAIRandCARE: Knowing Data Principles”. Dr Nurmikko-Fuller explored the FAIR and CARE data management principles and what they might mean for data, records and archives management. We were grateful for her expertise and enthusiasm as she guided the participants through principles around knowledge discovery and integration, sharing and use of data, and the role of data in advancing indigenous innovation and self-determination.

The Office has completed a review of our Standard for Records and Information and Data and its associated guidelines, taking into account changes in the ACT Government information governance environment over the last five years. The review revealed that the Standard has remained largely fit for purpose, and it has not been changed substantially. However, it has now been updated and renamed the Standard for Records and Information Governance, to reflect the introduction of the ACTPS Data Governance and Management Policy Framework, which did not exist when the Standard was last revised. The updated TRO Standard now includes additional information about the relationship between records, information and data, forming stronger links to ACTPS data governance resources. The standard is notified on the Legislation Register at:

<https://www.legislation.act.gov.au/ni/2022-117/>.

Another core part of our business is to maintain the framework in which agencies can accountably dispose of records that do not have significant ongoing value to government or the community. We do this work primarily through the authorisation of records disposal schedules, which set out the minimum retention requirements for the records that arise from all areas of government business. The Territory Records Advisory Council has an important role in advising on community expectations for records retention and disposal. During 2021-22 we substantially revised the disposal schedule for corrective services records, in partnership with ACT Corrective Services, publishing it on the ACT’s Legislation Register after consideration by the Council. Work on a revised schedule for student management records and records on damaged and obsolete media had been reviewed by the Council but was not finalised at the end of the reporting year. Carefully considered arrangements for the disposal of government records are important for supporting both the preservation of archival records and the efficient functioning of government.

Improving information access

Our public-facing services and events have come back onstream, catching up on some of the lost opportunities imposed by lockdown periods and other COVID-19 restrictions. While complying with COVID-19 safety measures, the Office was pleased to resume face-to-face events such as the launch of ACT Memory, and preparations for a delayed Chief Minister’s Governance Lecture. Our efforts online have kept the public interested in ACT Government archives. Our regular Find of the Month, which seeks to bring some of the well-remembered or long-forgotten stories in ACT Government archives to a wider audience, continues to be

one of the most popular pages on our website. This year we drew attention to Canberra's Riverside Hostel, the Canberra Fire Brigade Occurrence registers, alcohol control, and the hidden gems in Canberra industrial lease files. We paid special tribute at his passing to local historian Alan Foskett, with a Find of the Month acknowledging his histories of the Molonglo internment and workers' camps.

In November 2022 we were fortunate to welcome an Australian school-based apprentice through the 2021-22 CMTEDD Aboriginal and Torres Strait Islander Employment Pathway Program. Our team member has recommenced work previously undertaken by our Jobs for Canberrans recruit, to index historical ACT Government photographs. The work has enabled us to significantly increase the number of photograph descriptions that are searchable on ACT Memory, with over 7,000 photographs now indexed.

The launch of ACT Memory in April 2022 made it possible for researchers and interested members of the community to search independently for the details of 12,000 archival records that are available for public access. Our first release of data in ACT Memory includes information about files relating to ACT arts, sports and festivals, heritage matters, conservation and wildlife, and energy policy. Also available are full digital copies of the Fire Brigade Occurrence Books dating between 1924 and 1969. The bulk of the data available in ACT Memory provides details of the historic departments and agencies that have made up the ACT Government since self-government. This information will help to make records easier to search and understand as the database grows. These administrative histories also provide important context for the records in the database. ArchivesACT plans to progressively increase the range of records that are searchable in the database. ACT Memory will also increasingly become the home of digitised historical records, reducing the need for researchers to visit in person to inspect records, and allowing ArchivesACT to share these documents with the whole community.

Our support for public access to information also takes other forms. We continue to help agencies to apply Creative Commons licensing to their publications, and we also maintain our role in managing the ACT Government's license agreements to support the use of non-government intellectual property. In addition, we have an ongoing role in maintaining the ACT Government's Open Access Portal, to support compliance with the open access provisions of the *Freedom of Information Act 2016*. This includes assisting the Chief Minister to make his annual statement under section 95 of the Territory Records Act about improving the public accessibility of government information.

Outlook

Over 2021-22 we commenced our plan of action to help build whole of government recordkeeping capability. Delays in recruitment have meant that we are not as well advanced on this program as we had previously envisaged. That means that we are continuing some of the priorities we embarked on last year, and the coming year will see us focusing on:

- Harvesting positive case studies and promulgating the contribution good records and information governance makes to ACT Government priorities.

- Using maturity assessment results to establish strategic targets for capability development.
- Streamlining recordkeeping induction content across government.
- Responding to the Auditor-General’s report on Digital Records Management, including by establishing clear advice on digitisation processes for hardcopy records.

Our goal in this work is to help ACT Government agencies make records management an essential and seamless part of the way they do business. We will continue to pursue new initiatives to improve ACT Government human and technical capability to manage and engage with records and information in an evolving digital context.

Whole of government reporting on Territory Records

The ACT Government’s Annual Report Directions require information about reporting entities’ records management arrangements to be consolidated in the Director of Territory Records’ Annual Report. The reporting requirements and reporting entities responses are set out below.

Reporting entities must provide a statement that:

- Provides the date at which the most recent Records Management Program was approved by the reporting entity’s Principal Officer and submitted to the Director of Territory Records.
- Provides details of how the public can inspect the Records Management Program as required by section 21(1) of the Territory Records Act.
- Outlines the arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.
- Outlines the areas on which the reporting entity intends to focus in the coming reporting period to improve its records management capabilities and makes comment on progress committed to in the previous reporting period.
- For directorates—indicates whether a recordkeeping maturity assessment has been completed in conjunction with the Territory Records Office during the reporting period.

Records Management Programs

Table 2: Details of Records Management Programs (RMPs) by reporting entity

Entity	RMP approved on this date	RMP under review, completion scheduled on this date	RMP being developed, completion scheduled on this date	The RMP of this directorate has been adopted	Maturity assessment completed
ACT Health	March 2022				Yes

Entity	RMP approved on this date	RMP under review, completion scheduled on this date	RMP being developed, completion scheduled on this date	The RMP of this directorate has been adopted	Maturity assessment completed
Canberra Health Services	March 2022				Yes
Chief Minister Treasury and Economic Development	October 2016	October 2022			Yes
ACT Insurance Authority				CMTEDD	n/a
Building and Construction Industry Fund Training Authority				CMTEDD	n/a
Cultural Facilities Corporation	November 2015	2022			n/a
Gambling and Racing Commission				CMTEDD	n/a
Independent Competition and Regulatory Commission	July 2018				n/a
Long Service Leave Authority	June 2016	November 2022			n/a
Community Services	June 2018	October 2022			Yes
Education Directorate	November 2020				Yes
ACT Teacher Quality Institute	September 2016	September 2022			n/a

Entity	RMP approved on this date	RMP under review, completion scheduled on this date	RMP being developed, completion scheduled on this date	The RMP of this directorate has been adopted	Maturity assessment completed
Canberra Institute of Technology	October 2017	August 2022			n/a
Environment, Planning and Sustainable Development	2021				Yes
City Renewal Authority				ESPDD	n/a
Commissioner for Sustainability and the Environment				EPSDD	n/a
Suburban Land Agency				EPSDD	n/a
Justice and Community Safety	April 2018	December 2022			Yes
Director of Public Prosecutions	August 2019				n/a
Human Rights Commission				JACS	n/a
Inspector of Correctional Services				JACS	n/a
Legal Aid Commission				JACS	n/a
Public Trustee and Guardian				JACS	n/a
Transport Canberra and City Services	April 2017	Quarter 3 2022			Yes

Entity	RMP approved on this date	RMP under review, completion scheduled on this date	RMP being developed, completion scheduled on this date	The RMP of this directorate has been adopted	Maturity assessment completed
Major Projects Canberra	May 2022				Yes
WorkSafe ACT	January 2021				No

Table 3: How to access the Records Management Program (RMP) for each entity

Entity	Records Management Program access
ACT Health	The public can inspect the RMP by writing to the ACT Health Principal Records Officer at ACTHealthCIO@act.gov.au .
Canberra Health Services	The public can inspect CHS Records Management Program for Clinical Records by searching for “records management” on the public facing website. Policies and guidelines search - Canberra Health Services (act.gov.au) Records-Management-Program-for-Clinical-Records-2022.pdf (act.gov.au)
Chief Minister, Treasury and Economic Development	The public can inspect the current Records Management Program on the ACT Government Open Access webpage at www.act.gov.au/open-access .
The Australian Capital Territory Insurance Authority (ACTIA)	The public can inspect the RMP by submitting a request to the Records Manager through the Authority’s website http://apps.treasury.act.gov.au/insurance-and-risk-management or email ACTIAInsuranceAndRiskManagement@act.gov.au . The Program can also be found on the ACT Government Open Access webpage at www.act.gov.au/open-access
Cultural Facilities Corporation	The public can inspect the Records Management Program by viewing it on the ACT Government Open Access website at https://www.act.gov.au/open-access or 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

Entity	Records Management Program access
Independent Competition and Regulatory Commission	The public can inspect the Records Management Program by downloading it from our website at www.icrc.act.gov.au .
Long Service Leave Authority	The public can inspect the Records Management Program by requesting a copy of the Program from the Long Service Leave Authority.
Community Services	The public can inspect the Records Management Program by viewing it on the Directorate's website at www.communityservices.act.gov.au/about_us/records-management-policy
Education	The public can inspect the current Records Management Program by viewing it on the Education website at: https://www.education.act.gov.au/__data/assets/pdf_file/0008/1757420/ACT-Education-Records-Management-Program-RMP-DG-Signed.PDF
ACT Teacher Quality Institute	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 .
Canberra Institute of Technology	The current Records Management Program is a publicly accessible document and can be viewed on the CIT website at: https://cit.edu.au/__data/assets/pdf_file/0006/251727/CIT_Records_Management_Program.pdf
Environment, Planning and Sustainable Development	The public can inspect the Records Management Program by visiting EPSDD's website https://www.planning.act.gov.au/about-us/management-of-records , or contacting the Information Governance team - EPSD.InfoGovernance@act.gov.au
Justice and Community Safety	The public can inspect the current Records Management Program by viewing it on the JACS website: https://justice.act.gov.au/jacs-records-information-and-data-management-program .
Director of Public Prosecutions	If you require further information regarding the Records Management Program, please contact 6207 5399 or email dppcorporate@act.gov.au .
Legal Aid Commission	The public can inspect the Records Management Program by accessing it through Open Access or on the

Entity	Records Management Program access
	Legal Aid ACT external website at https://legalaidact.org.au/node/236
Transport Canberra and City Services	The public can inspect the Records Management Program at https://www.cityservices.act.gov.au/
Major Projects Canberra	The public can inspect the Records Management Program by contacting the Records/Information Manager to request access
WorkSafe ACT	The public can inspect the Records Management Program by emailing worksafe@act.gov.au to request a copy

Aboriginal and Torres Strait Islander Heritage

ACT Government agencies report that records management programs, policies 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. Some reporting entities also provide additional information about arrangements to protect records relevant to Aboriginal and Torres Strait Islander identity and heritage.

ACT Health

The reviewed and updated Health Directorate policy and procedures will include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage. The Directorate and Canberra Health Services can confirm that a file will contain information associated with Aboriginal or Torres Strait Islander heritage on the electronic file creation form. When an existing file contains this type of information, it is identified during the routine review of files when returned to offsite storage. Additionally, staff can notify the Records Management area at any time if a record contains this information for inclusion in the metadata for that record.

Canberra Health Services

The CHS Clinical 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. Aboriginal or Torres Strait Islander status is a mandatory data element recorded for all patients registered in the ACT Patient Administration System

Chief Minister, Treasury and Economic Development Directorate

Records management procedures have been created and are available to all staff on the CMTEDD Intranet. The Directorate also refers to policies, standards and factsheets as

developed by the Territory Records Office. The Chief Minister, Treasury and Economic Development Directorate 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 Directorate's Records Manager ensures that established links are captured via metadata within the Directorate's recordkeeping systems (HPE Content Manager and Objective) as records are identified.

Cultural Facilities Corporation

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 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.

Independent Competition and Regulatory Commission

Records management procedures have been created and are available to all staff in the Independent Competition and Regulatory Commission. The Commission has adopted practices which meet the document retention and disposal requirements and the file registry requirements of the ACT Government. The Commission's records management practices are embedded in the Commission's business continuity plan, risk management plan, internet policy and administrative procedures. Due to the nature of our work, the Commission does not hold any records relating to Aboriginal or Torres Strait Islander heritage. If this were to change in the future, the Commission would modify its policy and procedures to include specific arrangements for preserving any records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

Long Service Leave Authority

Records Management Procedures have been created and are available to all staff via accessing the Authority's common drive.

Community Services Directorate

The Community Services 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 (HPCM9) and are preserved in secure but readily accessible facilities.

Education

The Education Directorate 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. Detailed guidance, instructions and training has been developed as part of the Education Directorate Records Management Program.

ACT Teacher Quality Institute

Records management procedures have been created and are available to all staff in the ACT Teacher Quality Institute via the Teacher Quality Institute shared digital work space.

Teacher Quality Institute'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. Teachers or pre-service teachers may identify as an Aboriginal and/or Torres Strait person when they apply to be included on the teacher or pre-service teacher register. They may include previous names or subsequently change their name. Staff are advised that records relating to people who identify as an Aboriginal and/or Torres Strait Islander person must be preserved.

Canberra Institute of Technology

CIT'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.

All records identified for disposal are actively reviewed prior to destruction to ensure that records that establish links in this regard that should otherwise be retained are properly identified.

Environment, Planning and Sustainable Development Directorate

The Environment, Planning and Sustainable Development Directorate's policies 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.

EPSDD holds 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 follows the guidance outlined in the Territory Records (Records and Information Governance) Standard 2022 (No 1), ensuring the principles of open and accountable government are upheld, and the way in which Territory records are managed, preserved, and accessed meets compliance requirements and community expectations.

When managing requests for access from individuals seeking connection to their Aboriginal or Torres Strait Islander heritage, appropriate care is taken to identify those records that could be considered sensitive in nature. Directorate staff are advised to contact the EPSDD Information Governance team to discuss any records requiring special consideration or protection to ensure appropriate arrangements are put in place.

EPSDD is in the process of reviewing its records management procedures to support the RMP, including the procedures for managing sensitive records. These procedures are anticipated to be completed during the 2022-23 reporting period.

City Renewal Authority

When managing requests for access from individuals seeking connection to their Aboriginal or Torres Strait Islander heritage, appropriate care is taken to identify those records that could be considered sensitive in nature. Authority staff are advised to contact the Authority's Business Operations Manager or the EPSDD Information Governance team to discuss any records requiring special consideration or protection to ensure appropriate arrangements are put in place.

Commissioner for Sustainability and the Environment

The Office of the Commissioner for Sustainability and the Environment demonstrates commitment to best practice records management through the adoption of Objective, an EDRMS that has been identified as compliant under the Territory Records Act 2002 (the Act) and through the provision of general and tailored instruction on recordkeeping requirements. Records management procedures are available to all staff of the Office via EPSDD's website.

The EPSDD Information Governance team provides corporate support to the Office, assists in recordkeeping business improvement and compliance under the Act, and delivers records management training when required. During 2021-22 staff participated in several training sessions including introduction to records management and Objective eLearning. The Information Governance team also assists in recordkeeping business improvement and compliance under the Act.

The Office is continuing to implement its records plan to assist staff in becoming 'paper-lite'. This is being achieved through developing more online content from the Office and staff printing fewer documents in the office.

Suburban Land Agency

The Agency has policies and procedures that include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

When managing requests for access from individuals seeking connection to their Aboriginal or Torres Strait Islander heritage, appropriate care is taken to identify those records that could be considered sensitive in nature.

The Agency 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 Agency's follows the guidance outlined in the Territory Records (Records and Information Governance) Standard 2022 (No 1), ensuring the principles of open and accountable government are upheld, and the way in which Territory

records are managed, preserved and accessed meets compliance requirements and community expectations.

Agency staff are advised to contact the Corporate Services team or the EPSDD Director of Information Governance to discuss any records requiring special consideration or protection to ensure appropriate arrangements are put in place.

Justice and Community Safety

The Justice and Community Safety 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. Staff are instructed to contact the records management team for further advice on the identification and preservation of records that contain name and family information that could be used to help people establish links with their Aboriginal and Torres Strait Islander heritage.

Director of Public Prosecutions

The Office of the Director of Public Prosecutions 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 office is working on improving the process for established links via its internal case management system CASES.

Human Rights Commission

The Commission'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 Commission's cultural safety charter guides the way the Commission serves Aboriginal and Torres Strait Islander clients. The charter was developed under the guidance of a reference group of strong leaders and service users from the Aboriginal and Torres Strait Islander communities; and the Commission continues to meet with the reference group to guide the ongoing implementation of the charter.

Under the charter, the Commission defines cultural safety as providing clients, staff and colleagues with a safe, nurturing and positive environment where people are respected, and cultural rights and spiritual values accepted by Aboriginal and Torres Strait Island peoples are supported by the Commission's values, processes and policies.

One of the charter's priorities is to provide safe services for Aboriginal and Torres Strait Islander clients. The Commission is committed to continually improving in this area; and recognises that the cultural safety of its services is defined by those who receive or use the services.

Legal Aid Commission

Records management procedures have been created and are available to all staff in the Legal Aid Commission (ACT) via the Intranet.

The Records Management system used in the Legal Aid Commission (ACT) establishes records for archiving and destruction.

The Practice Management system records information at creation that allows for suitable and appropriate destruction and preservation of records in accordance with legislated schedules. Sentencing is undertaken and formal approval granted by the CEO before any records are destroyed.

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. Records of clients who identify as Aboriginal or Torres Strait Island peoples are determined at creation from information provided by the client. These records are retained in perpetuity.

Records identified for archiving are audited prior to proceeding to storage.

Major Projects Canberra

The Major Projects Canberra (MPC) policy and procedures includes specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

MPC staff will be asked to inform the Records Manager if a record establishes links with Aboriginal or Torres Strait Islander heritage, ensure the links are noted in Objective, and awareness and instructions are provided as part of MPC's training program.

WorkSafe ACT

The WorkSafe ACT Records Management Policy provide the basis for how the agency and its staff propose to adhere to legislation and better practice requirements for records, information and data. The Records Management Policy and Records Management Program are accessible by all WorkSafe ACT staff and include specific arrangements for preserving records containing information that may allow people to establish links with their Aboriginal or Torres Strait Islander heritage.

Records management capabilities

ACT Health

The Health Directorate has been implementing digital recordkeeping utilising the whole of government Objective ECM EDRMS solution. A significant portion of Health Directorate staff have been trained in Objective and are transitioned to digital recordkeeping using Objective. As part of the transition staff are trained in the use of Objective and encouraged to complete the ACTPS Recordkeeping and FOI general awareness online training. The transition to full digital recordkeeping for the Health Directorate is anticipated to be completed in the next financial year and progress to business as usual. The Health Directorate has an ongoing records disposal program for Health and Canberra Health Services paper file holdings. The disposal program is supported by digitisation capability designed to deliver digital preservation of long term value records.

Canberra Health Services

The CHS digitisation program utilises the InfoMedix Clinical Patient Folder (CPF) application as the primary system for the management of CHS clinical records and scans on average 600,000 pages of clinical records per month. CPF was rolled out to Calvary Public Hospital Bruce in October 2021 to support the transition to a fully digital health record in the future. The management of inactive decentralised hard copy clinical records is ongoing with several Clinical areas progressing with physical record sentencing or back-scanning projects.

The Digital Solutions Division of ACT Health is currently running a major project to implement the Epic Digital Health Record (DHR) across Canberra's public health services including all CHS facilities and Calvary Public Hospital Bruce by the end of 2022.

The DHR project is not just an IT project but is a clinical transformation project that will change the way public health care is delivered in the ACT. Epic is a global software system that will benefit patients, staff and the community by supporting the delivery of excellent healthcare in a safe and efficient way.

The DHR implementation will involve direct entry of clinical documentation into the DHR system and while it will not eliminate paper clinical records altogether, it will significantly reduce the volume of paper based clinical record documentation that will need to be scanned into CPF. After DHR go live CPF will continue to be maintained as the archival storage system for the historical CHS clinical records.

Chief Minister, Treasury and Economic Development Directorate

Chief Minister, Treasury and Economic Development Directorate has a central full-time Records Manager. Two full-time staff are engaged by Access Canberra for maintaining records management processes within Access Canberra. At the start of 2022, a full-time Digital Information Officer and a full-time Senior Records Officer were both appointed to the Records Management team.

All Directorate 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. Records management training continues to be actively promoted and delivered, with digital recordkeeping requirements a focus. Delivery of records management training during directorate induction is being reviewed.

A review of the CMTEDD Digital Records Management Strategy has also commenced to ensure it reflects the changing needs of the Directorate's digital recordkeeping circumstances.

CMTEDD is committed to sentencing and disposing of records that are no longer required for business, legislative or other reasons. In 2022-23 CMTEDD will commence a project to clear Winyu House of physical files, in addition to supporting the Whole of Government sentencing project.

ACT Insurance Authority

The ACT Insurance Authority utilises the Chief Minister, Treasury and Economic Development Directorate Records Management Program.

Digital Recordkeeping requirements have been a focus with the Digital Information Officer commencing implementation of the change plan outlined in Chief Minister, Treasury and Economic Development Directorate Digital Records Management Strategy (2020). As a result, a review of the Strategy has commenced to reflect the changing needs of the Directorate's digital recordkeeping circumstances.

Additionally, the Authority recruited, through the Jobs for Canberraans Program, two temporary staff to assist in the development of digital recordkeeping systems and records management processes during 2020-21.

Records management training continues to be actively promoted and delivered, via a mix of face-to-face and digital delivery consistent with business needs and flexible working arrangements. Delivery of records management training during directorate induction is being reviewed.

Training is provided to all new staff via the ACT Insurance Authority induction process and through e-learning available via the Chief Minister, Treasury and Economic Development Directorate training portal, with refresher training available as required. Additional training is provided whenever the Records Management Program changes.

The activity of arranging for records to be archived is conducted by trained staff, as necessary.

Cultural Facilities Corporation

CFC staff members have been advised of their responsibilities to make full and accurate records of their activities; to ensure that such records are incorporated into the CFC's recordkeeping system; and to comply with all Records management procedures. Records management training and support services are available to CFC staff members.

During 2021-22, the CFC proposed a digital plan to improve its overall records management by prioritising the digitisation of records and migrating these records to HPE Content Manager/WIRE platforms. Implementation of this plan will lead to improved recordkeeping practices and greater accessibility to records in the future. The CFC sought and received practical advice from the Territory Records Office and ACT Record Services in the first stages of undertaking this work.

Specific records management work undertaken include:

- Canberra Theatre Centre progressed with migration of past show records to HPE Content Manager/WIRE platforms; and
- ACT Historic Places continued accessioning and cataloguing of the Calthorpes' House collection and in addition newly acquired material was documented into the Calthorpes House Research & Exhibition Collection. A large number of Mugga-Mugga collection documents were digitised throughout the year.

Digital records management is included in the CFC's Business and Strategic Plans to ensure implementation across the CFC.

ACT Historic Places commenced digitising research and heritage management reports associated with the initial opening of Lanyon Homestead as a historic site museum; and also continued the cataloguing of the Calthorpes' House collection.

Independent Competition and Regulatory Commission

The Commission implemented Objective as its Electronic Document and Records Management System (EDRMS) in August 2019, which addressed potential risks identified in our 2019 Risk Assessment and further strengthened our compliance with the *ACT Territory Records Act 2002*. All staff received in house training from Digital Records Support to adopt Objective and transfer existing records.

The Commission's Objective Administrator, who is also the Commission's Records Manager, provides ongoing training and support to staff. New employees receive initial training through the Commission's induction process. All staff receive ongoing training through online e-learning, staff meetings, and on-the-job training.

All staff are aware of their legislative responsibilities for record keeping. The Objective Administrator oversees the creation of all new files to ensure they have been named appropriately and have the correct disposal schedule applied. The Objective Administrator has reviewed and updated the disposal settings for all migrated files and performs regular audits on the file structure to ensure documents are saved in the correct place and with the required security settings.

In the Commission's 2020-21 annual report, the Commission noted that it planned to develop a guideline outlining the Commission's naming conventions and information on applying the correct disposal schedule. Due to a heavy regulatory workload and resource constraints in 2021-22, the guideline is still in development and is planned to be completed in 2022-23. On completion, training will be provided to all staff.

The Commission's Office and Induction Manual describes the key elements of record keeping. The manual is part of our Records Management Program.

Long Service Leave Authority

In accordance with 2020-21 Annual Report, the Authority has:

- backed up its records on a daily basis;
- stored records in a secured location as part of the Authority's business contingency plan and risk management practice; and
- provided training and resources to staff on records management to ensure compliance with the records keeping policy issued by the Territory Records Office.

To improve record management capability, the Authority is looking into Infrastructure as a Service options for storing electronic records rather than the current physical server arrangements. The Network Drive Transition project has recently commenced and is due for

completion in the first half of 2022-23 financial year. The Authority has engaged a consultant to assist in the delivery of this project.

Community Services Directorate

The Directorate continues to digitise active case files and files that may be relevant to royal commission enquiries.

Through 2021-22, the Directorate has consolidated the use of digital records as the primary record keeping function in the Directorate.

The Directorate has been preparing records for a migration to the Whole of Government Electronic Document and Record Management System (EDRMS), which is scheduled for early in 2022-23.

The Directorate has developed a range of training packages for Records Management practices and HPCM9.

Education

The Education Directorate is continuing to strengthen digital recordkeeping to support collaboration in line with whole of government practices to support an activity-based workplace. Business process improvements and training will continue to be conducted by the Directorate's Records Management team, leveraging the Shared Service Records Team and the Territory Records Office expertise.

ACT Teacher Quality Institute

Teacher Quality Institute (TQI) is using Content Manager as its Electronic Document and Records Management System (EDRMS). TQI has recently upgraded the EDRMS to version 10.01. Institute staff manage the registration and associated records of teachers, employers, and other entities within TQI's key business system, Microsoft Dynamics CRM. Teachers can maintain their own contact, professional learning and employment information via the TQI Portal. This information is saved to the key business system.

TQI provides staff training as part of the induction process. Refresher training is available. Additional training occurs as required to communicate records management changes. The TQI Records Management team was established in 2021 to: progress the review of the Records Management Program; to help embed sound records management practices into TQI's operations; and to provide ongoing training and support to TQI staff. The Chief Executive Officer has scheduled regular 'records management' time each month. Staff can opt in or out of spending this time on records management. However, the setting aside a specific time further embeds the culture of sound records management into the culture of the organisation.

TQI has three staff with specific records management responsibilities.

- Assistant Director, Professional Registration Services
- Assistant Director, Strategic Data and Digital Services
- Project Officer, Records Management

Canberra Institute of Technology

As in the 2020-2021 Annual Report all staff are responsible for records management as part of their day-to-day work and broader responsibilities as CIT employees. Records management training continues to be available and actively promoted across CIT and is provided on an as needs basis as part of the Institute's Corporate Services and risk management framework. New staff receive training on records management via the induction process and through local area training.

CIT's Records Management area has a full-time Senior Manager, one full-time Records Manager and two full-time Records Management Officers. The team works collaboratively across CIT's business areas to ensure that all staff have access to the knowledge, tools and system support to ensure records management practices (including storage, accessibility, assessing record values and records disposals) meet the legislative standards and requirements.

Through the Connect to Ability Program CIT has partnered with Nexus Human Services, the ACT Education Directorate and the Australian Training Company to successfully win a Future Skills for Future Jobs grant to offer ASbA traineeships to college students that have been diagnosed with a disability. CIT is acting as a workplace host for eight participants in the program working one day a week as part of the digitisation team within the Records Management Unit. The students have primarily been digitising paper-based records.

CIT utilises an electronic document and records management system (EDRMS) for records administration, which facilitates records management compliance. The HPE Content Manager application is deployed in this regard across CIT.

Environment, Planning and Sustainable Development

EPSDD demonstrates its commitment to best practice records management through the adoption of Objective ECM, an Electronic Document and Records Management System (EDRMS) that has been identified as compliant with the *Territory Records Act 2002*, and through the provision of general guidance and training on recordkeeping requirements.

The EPSDD Information Governance team comprises seven staff (ongoing and non-ongoing) whose primary function is the management of Directorate information, processing of Freedom of Information and other information access applications, and helpdesk support for Objective. The team also looks after the privacy function and some data management.

During 2020-21 the EPSDD *Information Governance Strategic Plan 2020-2023* was approved. The strategic plan is a roadmap focussing on improving information management maturity across the Directorate, enhancing the management of digital and physical records and restructuring Objective to better align with how staff work. The implementation of the plan continued throughout 2021-22, with ongoing improvements to the security and integrity of the Objective EDRMS. A review of the RMP and its supporting procedures is currently underway and is anticipated to be completed during the 2022-23 reporting period, along with improvements to processing of access applications and an increased focus on managing proactive document release.

All staff new to EPSDD are required to complete online introductory records management training. Staff can then request further tailored training from the Information Governance team as required. Records management procedures are available to all EPSDD staff via the Directorate's website, staff intranet and Objective.

City Renewal Authority

Under a service level agreement, EPSDD provides records management training (including workshops and refresher sessions) to Authority staff. The Authority encourages staff to complete records management training via the Whole of Government MyLearning platform.

Commissioner for Sustainability and the Environment

The EPSDD Information Governance team provides corporate support to the Office, assists in recordkeeping business improvement and compliance under the Act, and delivers records management training when required. During 2021-22 staff participated in several training sessions including introduction to records management and Objective eLearning. The Information Governance team also assists in recordkeeping business improvement and compliance under the Act.

The Office is continuing to implement its records plan to assist staff in becoming 'paper-lite'. This is being achieved through developing more online content from the Office and staff printing fewer documents in the office.

Suburban Land Agency

Under a service level agreement, EPSDD provides support and advice to Agency staff aiming for continuous business improvement for records and information compliance under the Act. The Corporate Services team attend regular meetings with the EPSDD Information and Knowledge team to instigate business improvement in recordkeeping and compliance under the Act.

The Agency, supported by the EPSDD Information Governance team, regularly communicate to staff the importance of good recordkeeping practices and the ongoing development of Agency specific guidance materials.

The Agency is aligned to the EPSDD Information and Knowledge Management Three Year Strategic Plan 2020-2023 (Strategic Plan) designed to continually focus on best practice, governance and enhancing the management of digital and physical records and information that the Agency is required to retain under the Act. The Agency will be an active participant in the EPSDD lead Project Steering Committee to support implementation of the Strategic Plan

Justice and Community Safety Directorate

The Justice and Community Safety Directorate undertook a range of records management initiatives during 2021-22. This included the successful migration of the Directorate's standalone instance of Content Manager (aka TRIM) onto the whole of Government Electronic Document and Records Management System (EDRMS) in support of the

ACT Public Service digital recordkeeping strategy. It is expected that the Directorate will continue to rollout the EDRMS to the remaining business areas that are to complete the transition to full digital recordkeeping this coming financial year.

During 2021-22, ACT Corrective Services engaged an external vendor to commence an extensive digitisation project to support timely and effective access to critical information. This followed the redevelopment of the Corrective Services Record Disposal Schedule in 2021, which has allowed a significant volume of material to be sentenced and approved for destruction where appropriate. This work will remain ongoing in 2022-23.

Finally, the Directorate completed a project to reduce onsite physical record holdings to support business units transitioning into new accommodation in 2022.

EDRMS and Records Management training options continue to be run each month to educate staff on their recordkeeping responsibilities. Opportunities to continue to promote good recordkeeping practices, whilst embracing new technology (i.e., Yammer), will be explored throughout 2022-23.

Director of Public Prosecutions

The Office of the Director of Public Prosecutions continues to work on improving and revitalising its records management structure and capabilities.

The Office has improved the Integration with the ACT Courts and Tribunal Case Management System with its internal case management system, CASES. Along with further integration with the AFP Case Management System PROMIS this has allowed the quick and accurate exchange of information relevant to the administration of justice within the ACT, thus has enhanced work efficiency within the Office.

The Office is embracing a more paperless work environment for its employees. It is expected that the Office will move towards adopting an Integrated Document Management System for its records and document management.

Human Rights Commission

Throughout the reporting period, the Commission continued to use its Resolve database, the major repository of records regarding clients, stakeholders and the community. Resolve provides the Commission with the ability to create and manage records which are more detailed than its previous database. It also provides more timely access to records for staff.

Legal Aid Commission

Training provided to staff includes:

- Induction
- Operational training
- Operational Manuals
- ‘How to’ guides

One Records Management Officer exists in the Commission and provides training and support to staff to undertake appropriate record keeping.

The Records Management Officer will continue to undertake auditing of the Records Management systems and archiving processes and provide ongoing training and support as identified.

Public Trustee and Guardian

PTG is progressing to incorporate its current client records into its Electronic Document and Records Management System (EDRMS). This will enable greater compliance with the Territory Records Act, appropriate retention and easier access to records.

During the year PTG developed a Document Naming Convention to be applied to documents enabling simpler data take-up in and from the EDRMS. Staff are being progressively trained in the use and application of the Convention.

PTG endeavours to provide all of its staff with appropriate training in records management. During the year PTG's Guardianship and Financial Management Services Units prepared for conversion of records to the EDRMS with the Guardianship Unit due for changeover within the next month.

EZYSCAN software has been acquired to enable the rapid take-up of documents which will in time allow the naming convention to be automatically applied to documents on scanning.

This will ultimately remove all of the arduous tasks associated with paper filing and will enable access to documents at remote locations and enhance business continuity during emergencies.

Transport Canberra and City Services Directorate

TCCS has undertaken a comprehensive review and update of its Records Management Program and the Records Management Policy and Procedure. The review addressed the findings of an internal audit into TCCS records management, and the recently updated Standard for Records and Information issued by the Territory Records Office.

Review of the RMP has also considered the requirements of Section 16 of the Territory Records Act relating to approved records management programs.

Establishment of a contemporary and comprehensive Records Management Program demonstrates the Directorate's commitment to a culture of best practice records and information management. It also supports the Directorate's business needs, government accountability, legal and regulatory obligations, community expectations and historical purposes. The RMP also complements a range of other TCCS policies, particularly the Privacy Policy and Open Access policy.

A training package has been developed for release and implementation of the new Records Management Program and Policy.

TCCS Electronic Document Records Management System

TCCS uses Objective as its approved Electronic Document Records Management System (EDRMS). Since adopting the EDRMS in late 2018-19, TCCS has successfully migrated 90 per cent of its business units onto the system and has 1,015 system users. The remaining migrations will be undertaken during 2022-23.

EDRMS user training is currently undertaken on an ad hoc basis, and for all new users. Training is provided either face to face or virtually to suit staff requirements. The TCCS Records Management Policy and Procedure reinforce the requirement for EDRMS user training.

Records Management Capabilities

Embedding the new Records Management Program, Records Management Policy and Procedure will significantly contribute to records management capability across TCCS. Records management training aligned with the new Program and Policy will be rolled out in 2022-23 for all staff and contractors. An eLearning module is also being developed, providing an alternative to face-to-face training.

The records management team facilitated 10 group training sessions, both via MS Teams and face-to-face, throughout the year. One on one training was also undertaken for all new users.

The records management team will be undertaking further professional development training during 2022-23.

Major Projects Canberra

Major Projects Canberra (MPC) intends to improve its Records Management capabilities across the organisation and within the current projects currently underway. In 2021-22 the Records Management Program was approved along with the MPC Procedure – Records Management and the MPC Core Process – Managing Records. Other initiatives include:

- completion of the Electronic Document Records Management System (Objective) Rollout Project across MPC (due for completion August 2022);
- Review Objective structures which were in place prior to the Objective Rollout Project;
- Records and Information Management training/refresher course/s;
- reviewing the MPC induction package to ensure onboarding of new staff includes information and resources covering Records/Information Management; and
- professional development of records staff.

WorkSafe ACT

WorkSafe ACT has continued actioning items identified in the Records Management Framework, which acknowledged the seven principles to assist with open and accountable governance to ensure records are managed and preserved to meet business requirements and community expectations.

All WorkSafe ACT staff have undertaken General Awareness Record Keeping, Freedom of Information and General Awareness Information Privacy eLearning. All new staff will now complete these eLearning modules as part of their induction process.

WorkSafe ACT has employed an EDRMS Administrator and Records Officer to assist in meeting its obligations under the Territory Records Act 2002 and will provide opportunities to further expand skills in this area.

A training program has been developed and implemented to ensure all staff receive initial and ongoing training in the use of the endorsed EDRMS called Objective.

A review of Objective and the records within it has been conducted to ensure all the relevant metadata, including the keywords and disposal schedule, has been captured. Workflows and enhancements have been developed and implemented to provide greater consistency around the information and data captured, and to ensure records are easily located when required.

WorkSafe ACT remains committed to ensuring best practice records management and will continue to strengthen records management practices and procedures in 2022-23 by further developing the actions identified in the Records Management Framework.

Further information

Danielle Wickman, Executive Branch Manager,
Director of Territory Records, Territory Records Office

(02) 6207 0194 Dani.Wickman@act.gov.au

Environment Protection Authority

Transmittal certificate



Ms Tara Cheyne MLA
Minister for Business and Better Regulation
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2021-22 Environment Protection Authority 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 Environment Protection Authority.

I certify that information in the following 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 Environment Protection Authority has been included for the period 1 July 2021 to 30 June 2022.

I hereby certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006 (repealed)*, Part 2.3 (see section 113, 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. This report will be annexed to the 2021-22 Chief Minister, Treasury and Economic Development Annual Report.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Su Wild-River'.

Dr Su Wild-River
Environment Protection Authority

2 August 2022

Compliance statement

The 2021-22 Environment Protection Authority Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2022* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the Environment Protection Authority 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 2021-22 Environment Protection Authority Annual Report complies with all subsections of Part 1 under the Directions.

To meet Section 15 Feedback, Part 1 of the Directions, contact details are provided within the 2021-22 Environment Protection Authority Annual Report to provide readers with the opportunity to provide feedback.

Part 2 Reporting entity annual report requirements

The requirements within Part 2 of the Directions are mandatory for all reporting entities and the 2021-22 Environment Protection Authority Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the 2021-22 Environment Protection Authority Annual Report as follows:

- A. Transmittal Certificate, see previous page.
- B. Organisational Overview and Performance Analysis subsections, see Organisational Overview and Performance on the next page. As the Office of the Environment Protection Authority sits within Access Canberra in CMTEDD, all other subsections in Section B, Part 2 of the Directions are contained within the CMTEDD Annual Report.
- C. Financial Management Reporting, inclusive of all subsections, see Volume 2 of the CMTEDD Annual Report.

Part 3 Reporting by exception

The Environment Protection Authority has no information to report by exception under Part 3 of the Directions for the 2021-22 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

There are no specific annual report requirements for the Environment Protection Authority.

Part 5 Whole of government annual reporting

All subsections of Part 5 of the Directions apply to the Environment Protection Authority. Consistent with the Directions, the information satisfying these requirements is reported in the one place for all reporting entities as follows:

- Bushfire Risk Management, see the annual report of the Justice and Community Safety Directorate.
- Human Rights, see the annual report of the Justice and Community Safety Directorate.
- Legal Services Directions, see the annual report of the Justice and Community Safety Directorate.
- Public Sector Standards and Workforce Profile, see the annual State of the Service Report.
- Territory Records, see the CMTEDD Annual Report.

ACT Public Service directorate annual reports are found at the following web address:
http://www.cmd.act.gov.au/open_government/report/annual_reports

Organisational overview and performance

Organisational overview

The Environment Protection Authority ('the Authority') is a statutory public servant position established by the *Environment Protection Act 1997*. The Office of the Environment Protection Authority ('the EPA') within Access Canberra supports the Authority to carry out its functions.

There was a change in the role of Senior Director for the EPA during 2021-22. Ms Narelle Sargent led the EPA from November 2017 to January 2022. Her key contributions were to oversee an increase in compliance actions, and in particular the EPA's first enforceable undertaking. Ms Sargent is acknowledged and thanked for her strong contributions leading the EPA and contributing to improved environmental protection outcomes in the ACT.

Following a subsequent recruitment process, Dr Su Wild-River was appointed as the Senior Director for the EPA and commenced in the role in May 2022.

Several of the indicators reported here show an increasing intensity of assessment and compliance work faced by the EPA related to increasing development and population growth in the ACT. There are also many new and emerging environmental risk trends, such as increased focus on per-and poly-fluoroalkyl substance management. The need to match the resulting increased workload with appropriate resourcing has been recognised by several parties, including the ACT Standing Committee on Environment, Climate Change and Biodiversity which has recommended that the ACT Government ensure the EPA's resources are in line with increasing development and population growth.

To meet these increased demands, Access Canberra will work with the ACT Government in 2022-23 to ensure appropriate resourcing levels for the EPA so it can continue to deliver positive environmental protection outcomes for the ACT.

Legislative framework and functions

The Authority administers the following legislation:

- Environment Protection Act 1997
- Environment Protection Regulation 2005
- Water Resources Act 2007
- Water Resource Regulation 2007.

The EPA is the primary environmental regulator for the ACT.

Our mission is to protect the health and well-being of the environment and our community.

Overview of functions

Environment Protection Act 1997

The *Environment Protection Act 1997* and the *Environment Protection Regulation 2005* provide for the protection of the environment prevent harm to human health and for related purposes.

The objects of the *Environment Protection Act 1997* are 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.
- Encourage responsibility by the whole community for their actions to protect the environment and human health – general environmental duty of care.

Water Resources Act 2007

The *Water Resources Act 2007* and the *Water Resources Regulation 2007* provides for sustainable management of the water resources of the Territory, and for other purposes.

The objects of the *Water Resources Act 2007* 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.
- Ensure that the water resources are able to meet the reasonably foreseeable needs of future generations.

Compliance framework

The EPA carries out proactive and reactive activities, with resources allocated based on the level of risk and harm posed to the environment and/or human health. Compliance activities are conducted in accordance with the Environment Regulation and Protection Compliance Guidelines. This forms part of the Access Canberra Accountability Framework, which can be accessed via www.accesscanberra.act.gov.au.

Where an issue is identified, the EPA seeks to resolve the matter before it leads to an adverse impact on human health and/or the environment.

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 public in relation to EPA legislation is available via the Access Canberra website. Information is also routinely shared through social media, radio and print platforms informing the community of their environmental obligations, while also providing important updates which may influence better environmental decision making by persons.

This annual report summarises the activities and performance of the EPA in 2021-22.

Performance analysis

Environmental Authorisations

An Environmental Authorisation (Authorisation) is a form of licence granted under section 49 of the *Environment Protection Act 1997*. An Authorisation sets out the conditions under which activities with a significant potential to cause environmental harm may be conducted. Authorisations granted for an unlimited period are reviewed regularly on a risk-based assessment of the activity and the authorisation holder.

In 2021-22, a total of 22 Authorisations were granted, 34 Authorisations were terminated (of which 21 were ceased), and 13 expired, bringing the total number of Authorisations administered to 294 (refer to Table 1). During this period, 72 authorisations were reviewed and 32 varied.

Table 1: Number of Environmental Authorisations (EAs) issued per activity

Activity (Schedule 1 Class A)	New EAs issued in 2019-20	New EAs issued in 2020-21	New EAs issued in 2021-22	EAs administered
Controlled burns	0	0	0	2
Commercial incineration	0	0	0	1
Composting	0	0	0	2

Activity (Schedule 1 Class A)	New EAs issued in 2019-20	New EAs issued in 2020-21	New EAs issued in 2021-22	EAs administered
Material crushing, grinding, or separating	0	0	0	8
Commercial production of alcoholic beverages	2	2	0	2
Crematorium	0	1	0	2
Extraction of material from a waterway	0	2	0	2
Extraction of material from Land	0	0	0	1
Keeping poultry	0	0	0	1
Commercial landfills	0	0	0	2
Logging	0	0	0	1
Milk production	0	0	0	1
Motor sports	2	1	0	5
Concert Venue	1	1	0	2
Outdoor concerts	3	3	5	5
Commercial use of agricultural and veterinary chemicals	10	11	10	142
Petroleum storage	4	1	0	71
Road building material production	0	1	0	3

Activity (Schedule 1 Class A)	New EAs issued in 2019-20	New EAs issued in 2020-21	New EAs issued in 2021-22	EAs administered
Production of concrete	1	0	0	11
Sewage treatment	0	0	0	4
Placement of soil on land	3	4	7	13
Operation of waste transfer	1	0	0	1
Transportation within the ACT of regulated waste	0	1	0	15
Transport of Controlled Waste	0	1	0	5
Sterilisation of clinical waste	0	0	0	1
Timber milling	0	0	0	1
Operation of a Firearm Shooting Range	0	0	0	5
Total	27	29	22	309*

*Note: There are 294 Environmental Authorisations, some of which are for multiple activities, so the total by activity type is 309.

Environmental Protection Agreements

Section 38 of the *Environment Protection Act 1997* provides for the EPA to enter into Environmental Protection Agreements (Agreements) generally for the purpose of the Act. This section also allows Agreements to be used instead of an Authorisation where people are conducting certain activities that cause a moderately significant risk of environmental harm (listed in Schedule 1 Class B of the *Environment Protection Act 1997* – see also subsection 42(2) of the Act). Agreements are designed to assist businesses to manage their environmental performance.

In 2021-22, the EPA entered into 30 Agreements, bringing the number of Agreements administered to 123 (refer to Table 2).

Table 2: Number of Environmental Protection Agreements issued per activity

Activity (Schedule 1 Class B)	2019-20	2020-21	2021-22	Total current Agreements
Land development/construction	38	39	30	106
Landfill gas management	1	0	0	1
Municipal services	0	1	0	1
E-Waste Dismantling and Storage	0	0	0	1
Wastewater reuse	0	0	0	0
Contaminated sites	3	2	0	14
Total	42	42	30	123

Erosion and sediment control plans

A condition of an Agreement is the endorsement of an erosion and sediment control plan by the EPA prior to works commencing. During 2020-21 (refer to Table 3) the EPA:

- Received and endorsed 114 erosion and sediment control plans.
- Conducted 891 inspections of development sites.

There was an increase in the number of erosion and sediment control plans received and endorsed due to an increase in development approvals for sites which triggered the requirement for plans to be submitted. There was a decrease in the number of inspections conducted as a result of lockdowns related to the COVID-19 public health emergency. The EPA considered the control plans and other site-based factors in applying a risk-based framework to identify sites with highest sedimentation risks and developers with previous compliance issues and target them for additional inspections. This approach aimed to ensure that erosion and sediment control plans were up to date and reflected actual works on the ground, and site managers understood risks of non-compliance, to minimise sedimentation impacts and COVID-19 risks.

Table 3: Erosion and sediment control plans

Activity	2019-20	2020-21	2021-22
No. of plans endorsed	72	79	114
Inspections of development sites	1,426	1,226	891

Contamination

Contaminated land notifications

During 2021-22, the EPA received four contaminated land notifications under section 23A of the *Environment Protection Act 1997*. The number of notifications is significantly lower than 15 in the previous year and indicates that a lower number of sites met the statutory notification criteria for risk posed by contamination than in the previous year. This may have been a factor of less urban infill occurring. The notifications related to asbestos, hydrocarbon, and per and poly fluoroalkyl substance impacts to soil and groundwater at the notified sites. There have been 133 notifications since the contaminated land provisions were enacted in 1999.

Contaminated sites

During 2021-22 the EPA (refer to Table 4):

- Reviewed and endorsed nine independent contaminated land audits into site suitability by EPA approved auditors. These primarily related to the development of the Stage 1 light rail corridor, greenfield and brownfield developments. These sites were potentially impacted by contamination from former sewage treatment ponds, fuel storage uncontrolled fill sites and historic sheep dips.
- Reviewed and endorsed 43 contaminated land environmental assessment reports into the suitability of sites for their proposed uses.
- Carried out 54 inspections of known, or potentially contaminated sites to review whether activities had the appropriate approval and whether re-development activities were underway or complete. This number was down from previous years because administrative processes were re-designed to confirm compliance through direct correspondence with industry. The change was made to achieve public health safety outcomes in light of the COVID-19 public health emergency.

The EPA will revert to its previous inspection regime as COVID-19 restrictions and associated impacts allow.

Table 4: Contaminated sites

Activity	2019-20	2020-21	2021-22
Audits reviewed and endorsed	14	15	9
Environmental assessment reports reviewed and endorsed	69	41	43
Inspections of contaminated sites	599	717	54

Register of contaminated sites

As of 30 June 2022, there are 242 contaminated sites recorded on the Register. This is a cumulative total, which has increased from the 184 that were on the Register in the previous year. Registration is required for sites that have been subject to a statutory environmental audit through the planning approval process. The change indicates that the EPA required that a higher number of sites which were submitted for development assessment underwent contaminated site audits. The condition requiring a contaminated site audit is applied based on a risk assessment which considers the types of activities which are likely to have caused contamination. The information on the Register is publicly available on the Access Canberra website and can also 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. It ensures persons with an interest in the land have access to records held by the EPA. The information is also provided under licence agreement to utility providers, their contractors, and other areas of the ACT Government for their operational requirements for installation and maintenance of infrastructure.

During 2021-22, the EPA received and responded to 511 Contaminated Land Search enquiries (refer to Table 5).

Table 5: Contaminated Land Searches and data

Activity	2019-20	2020-21	2021-22
Licence Agreements	1	0	0
Contaminated Land Searches	612	599	511

Reuse approvals

Reuse involves the re-application of soil which has a level of contamination that does not pose (subject to appropriate management) a risk to human health or the environment for a particular land use. Applications for reuse are undertaken by suitably qualified environmental consultants and are subject to rigorous assessment in accordance with EPA adopted guidance and criteria.

During 2021-22, the EPA received, assessed and approved 34 applications for the reuse of approximately 71,385 cubic metres of low-level contaminated soil (refer to Table 6). The reduction in soil reuse approvals is because the commencement of operations at Mugga 2 Quarry (M2Q). Soil that was disposed of at M2Q does not need a reuse approval and is assessed separately against the criteria contained in its environmental authorisation.

Table 6: Reuse Approvals

Activity	2019-20	2020-21	2021-22
Applications for reuse approved	79	76	34
Cubic metres of soil reused	153,268	162,235	71,385

Controlled waste movements

In 2021-22, a total of 36 Consignment Authorisations were issued for the movement of a controlled waste into the ACT. Consignment Authorisations were issued primarily for the transport of clinical waste, asbestos, oily water, and polychlorinated biphenyl free oil from other jurisdictions, which resulted in 626 controlled waste movements into the ACT (refer to Table 7).

During the same period, 1,303 controlled waste movements out of the ACT were notified and monitored by the EPA (refer to Table 7).

Table 7: Controlled waste movements

Activity	2019-20	2020-21	2021-22
Consignment authorisations	55	58	36
Controlled waste movements into the ACT	855	625*	626
Controlled waste movements out of the ACT	1,395	1,027	1,303

*Note: Number is reflective of total waste transport certificates received at the time of this report.

Planning and development

During 2021-22, the EPA reviewed 410 Development Applications referred from the Planning and Land Authority, 336 from the National Capital Authority and 723 other planning documents. This work aims to prevent pollution by ensuring that emissions that could cause environmental are identified and addressed at the design stage.

Complaint handling

During 2021-22, the Complaints Management Team (CMT) within Access Canberra received 3,411 complaints related to EPA matters, of which 2,708 (or 79 per cent) related to noise. This is a 35 per cent increase in the number of complaints. This is understood to be linked to a significant increase in people working from home during the year as a result of the COVID-19 public health emergency. That appears to have increased noise complaints in categories such as construction, mechanical plant and equipment as shown in Table 9.

The EPA has reviewed its regulatory approach for managing noise complaints with increased education and engagement, such as updating the complaints page on the Access Canberra website, providing tips for having a conversation with your neighbour, using the Conflict Resolution Services and referring to the noise portal.

Table 8 provide a percentage breakdown of categories of EPA complaints received by the CMT for the past three financial years.

Table 8: Categories of EPA complaints received by CMT for 2019-20, 2020-21 and 2021-22*

Category	2019-20	%	2020-21	%	2021-22	%
Noise pollution	1,883	75	2,028	82	2,708	79
Air pollution	427	17	307	12	446	13
Waterways pollution	83	3	49	2	83	2
Land contamination	39	2	56	2	83	2
Light pollution	76	3	34	1	39	1
Authorised activity	0	0	0	0	0	0
Tree protection	0	0	0	0	0	0
No value	6	0	15	1	52	2
Total	2,514	100	2,511	100	3,411	100

Figure 1: Bar chart representation of categories of EPA complaints received by CMT for 2019-20, 2020-21 and 2021-22*



* Notes (for both Table 10 and Figure 1): Data represents a snapshot in time and some matters may be reclassified following more detailed consideration. This may result in small discrepancies from figures reported in the previous year.

Table 9 shows noise complaints by category for comparison between 2019-20, 2020-21 and 2021-22.

Table 9: Noise complaints by category for 2019-20, 2020-21 and 2021-22

Category	2019-20	Percentage	2020-21	Percentage	2021-22	Percentage
Amplified	863	46	973	47	1,275	47
Construction	445	24	455	22	619	23
Mechanical plants and equipment	174	9	232	11	341	13
Vehicles*	121	6	108	5	150	6
People*	90	5	132	6	145	5
Gym equipment	106	6	66	3	19	1

Category	2019-20	Percentage	2020-21	Percentage	2021-22	Percentage
Alarms	44	2	29	1	63	2
Garden work	24	1	35	2	43	2
Waste collection	12	1	14	1	26	1
PA system	4	0	3	0	4	0
No value	0	0	3	0	23	1
Total noise pollution	1,883	100	2,050	100	2,708	100

*Note (Table 9): noise categories are not regulated under the EP Act.

Figure 2: Bar chart representation of noise complaints by category for 2019-20, 2020-21, and 2021-22



Notes (for both Table 9 and Figure 2):

* n/a - Air Conditioner/fan/heater was combined with mechanical plants and equipment from 2019-20.

** Numbers reported are accurate at the time of the report, however, can change over time due to investigation and re-categorisation of ongoing matters. This may result in changes to previous years' figures.

Enforcement actions

Individuals or businesses may incur penalties such as Infringement Notices, Environment Protection Orders, or prosecution for breaches of the *Environment Protection Act 1997*.

During 2021-22, the EPA undertook 16 enforcement actions (refer to Table 10 and Table 11). The EPA continues to take appropriate regulatory action to protect the environment and our community where appropriate. Increased compliance activities help to reinforce legislative obligations and provides a strong general and specific deterrent. The EPA will continue to strengthen awareness of its role, identified environmental issues and its compliance activities in 2022-23.

Table 10: Enforcement actions under the *Environment Protection Act 1997*

Enforcement action	2019-20	2020-21	2021-22
Infringement notices	15	12	10
Environment Protection Orders	4	8	6
Prosecution	0	0	0

Table 11: Overview of enforcement actions under the *Environment Protection Act 1997* in 2021-22

Offence	Penalty (\$)/ action	Location of offence	Number
Infringement notices	7,625		10
Areas near development to be kept clear	500	Red Hill	
Erosion and Sediment Control	875	Red Hill	
Areas near development to be kept clear	500	Wright	
Erosion and Sediment Control	875	Wright	
Areas near development to be kept clear	500	Denman Prospect	

Offence	Penalty (\$)/ action	Location of offence	Number
Areas near development to be kept clear	500	Red Hill	
Erosion and Sediment Control	875	Red Hill	
Discharge of stormwater into receiving waters	1,000	Dickson	
Offence to make noise louder than noise standard	1,000	Braddon	
Offence to make noise louder than noise standard	1,000	Coombs	
Orders			6
Excessive Noise	Rectify works	Amaroo	
Excessive Noise	Rectify works	Nicholls	
Unauthorised Waterway work	Rectify works	Majura	
Excessive Noise	Rectify works	Moncrieff	
Excessive Noise	Rectify works	Red Hill	
Unauthorised Placement of Soil	Comply with Environmental Authorisation	Tennant	
Prosecutions			Nil

Note that no enforcement actions from the previous financial year led to prosecutions during 2021-22.

Beneficial outcomes have resulted from a \$200,000 enforceable undertaking reported in 2020-21. The payments were split between the Ginninderry Conservation Trust which received \$150,000 and the Ginninderra Catchment Group which was handed \$50,000. Outcomes achieved in 2021-22 have included improved data on water quality, stream stability, invasive species incursions, changes in cover and species diversity. Habitat improvements have been achieved via control of a weed of national significance and declared pest plants, and improved fish populations in farm dams targeted for restoration works.

Australian Government commitments

Air Quality Monitoring Report

The EPA produces an annual Air Quality Monitoring Report as part of its compliance with the Ambient Air Quality National Environment Protection Measure (NEPM). Canberra's air quality dramatically improved in 2021 compared to 2019 and 2020 due to the absence of bushfires and reduction of dust storms. There were no exceedances of the national standards for carbon monoxide, nitrogen dioxide and ozone at any of the ACT's monitoring stations. Without the impacts from prolonged drought and unprecedented bushfires, the daily PM₁₀ standard was not exceeded in 2021. Annual average levels for particulate matters (PM₁₀ and PM_{2.5}) were at some of the lowest levels experienced in the past 10 years. PM_{2.5} was the only pollutant that exceeded the national standard. This was exceeded for 5 days in 2021, which were related to controlled burns in NSW and wood heater emissions in the ACT and occurred between late April and early July.

The Report can be accessed via the Access Canberra website (www.accesscanberra.act.gov.au/s/article/air-pollution-tab-related-resources).

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 this is the NPI National Environment Protection Measure, which was originally made in 1998 and varied in November 2008. Section 159A of the Environment Protection Act establishes reporting requirements for industrial facilities in the ACT. During 2021-22, the EPA received and validated 21 NPI facility reports. Associated training, compliance audit and intergovernmental liaison was also undertaken during this period.

Per and poly-fluoroalkyl substances

In February 2018, all jurisdictions in Australia adopted the framework for per- and poly-fluoroalkyl substances (PFAS) management through the Intergovernmental Agreement on a National Framework for Responding to PFAS Contamination (February 2018) (IGA). The IGA is underpinned by the PFAS National Environment Management Plan (NEMP), first developed in February 2018, and updated on 3 March 2020 with the NEMP version 2.

The EPA has developed an ACT PFAS Action Plan in accordance with the IGA and NEMP. The Action Plan includes activities such as the development of a PFAS inventory and a monitoring and sampling program. The Action Plan can be accessed via the Access Canberra website (www.accesscanberra.act.gov.au) by searching for "PFAS".

Controlled waste

Controlled waste is the most hazardous category of waste and includes wastes that exhibit toxicity, chemical or biological reactivity, environmental persistence, or the ability to bio-accumulate or enter the food chain. These wastes need to be carefully managed and are closely regulated because of their potential to adversely impact human health and the

environment. Some controlled wastes, such as tyres, are not strictly hazardous but they may also need special management.

The EPA has a statutory duty to protect the environment from the effects of controlled waste. Its powers range from requiring organisations to submit controlled waste data reports to enforcing the relevant provisions of the Environment Protection Act and other relevant legislation.

The National Environment Protection (Movement of Controlled Waste between States and Territories) Measure 1998 is an intergovernmental agreement made on 1 May 1992 to assist in achieving desired environmental outcomes. It provides a basis for ensuring that controlled wastes which are moved between States and Territories are properly identified, transported, and otherwise handled in ways which are consistent with environmentally sound practices for the management of these wastes.

This NEPM provides a national framework for developing and integrating State and Territory systems for the management of the movement of controlled wastes between States and Territories originating from commercial, trade industrial or business activities. The desired environmental outcomes of this NEPM are to minimise the potential for adverse impacts associated with the movement of controlled waste on the environment and human health.

Water Resources Act

The *Water Resources Act 2007* 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.

Under the *Water Resources Act 2007*, 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).

Water Access Entitlements and Licences

The EPA administers 247 licences comprising: 191 Licences to Take Water, 1 Recharge Licence, 1 Exemption, 48 Drillers Licences, 6 Bore Work Licences and 4 Waterway Works Licences. It also administers 318 Water Access Entitlements.

During 2021-22, there were 191 active Licences to Take Water, with 9 new licences issued and no licences expired or were cancelled. Table 12 indicates licensing activity by number of new licences and entitlements issued compared to the previous two financial years.

Table 12: Number of licences per type issued under the *Water Resources Act 2007*

Licence type	2019-20	2020-21	2021-22
Bore Works	3	4	5
Drillers	16	8	0
Waterways Works	1	0	1

Take Water (new)	3	5	9
Water Access Entitlements	2	4	2

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. Water use by licence holders (including Icon Water) was below the volume of water held in entitlements and there were no detections of non-compliance with licence conditions.

Metering of water use

All licenced water use in the ACT is metered and the inspection regime aims to have each meter inspected at least once every three years. Table 13 lists the number of meter inspections performed and the type of meter inspected in 2019-20, 2020-21, and 2021-22.

For transparency and to assist compliance, the ACT identifies meter 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 by contacting the EPA by emailing environment.protection@act.gov.au.

The ACT's metering requirements, which have been in place since 2003, meet the Murray Darling Basin Compliance Compact (which was introduced in 2018). ACT licences have conditions mandating the installation of a meter as well as requiring meter maintenance and data reporting. The ACT EPA Water Meter Installation, Maintenance and Replacement Guideline 2015 details metering standards that apply to various scenarios and aligns with the Compliance Compact and other states.

In 2021-22, there were 316 meters in use.

The decrease in the number of meters was a result of changed data management process, which excluded the meters listed as "inactive" or "removed" in the 2021-22 data.

Table 13: Details of ACT non-utility network water meter fleet and inspections in 2019-20, 2020-21 and 2021-22

Activity type	2019-20			2020-21			2021-22		
	Total	Ground water	Surface water	Total	Ground water	Surface water	Total	Ground water	Surface water
Licences	181	n/a	n/a	182	n/a	n/a	191	n/a	n/a
Meters	331	199	132	316	196	120	316	185	131
Meter inspections	22	16	6	1	0	1	10	6	4
New meters	0	1	0	0	0	0	1	1	0

Su Wild-River, Environment Protection Authority,

Further information

(02) 13 22 81

Environment.Protection@act.gov.au

www.accesscanberra.act.gov.au

Lifetime Care and Support Fund

Transmittal certificate



ACT
Government

**Lifetime Care and
Support Scheme**

220 London Circuit
Canberra City ACT 2601
Ph: 13 22 81
email: ltcss@act.gov.au

Mr Chris Steel MLA
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2021-22 Lifetime Care and Support Fund 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 Lifetime Care and Support Fund.

I certify that information in the following 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 Fund has been included for the period 1 July 2021 to 30 June 2022.

I hereby certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006 (repealed)*, Part 2.3 (see section 113, 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. This report will be annexed to the 2021-22 Chief Minister, Treasury and Economic Development Annual Report.

Yours sincerely

A handwritten signature in black ink.

Lisa Holmes
Acting Lifetime Care and Support Commissioner of the ACT

24 August 2022

Compliance Statement

The 2021-22 Lifetime Care and Support Fund (LTCS Fund) Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2022* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The Compliance Statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the LTCS 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 2021-22 LTCS Fund Annual Report complies with all subsections of Part 1 under the Directions.

To meet Section 15 Feedback, Part 1 of the Directions, contact details for the LTCS Fund are provided within the 2021-22 LTCS Fund Annual Report to provide readers with the opportunity to provide feedback.

Part 2 Reporting entity Annual Report Requirements

The requirements within Part 2 of the Directions are mandatory for all reporting entities and the LTCS Fund Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the LTCS Fund Annual Report as follows:

- A. Transmittal Certificate, see previous page.
- B. Organisational Overview and Performance Analysis, see Organisational Overview and Performance on the following pages. The following subsections, contained within the 2021-22 CMTEDD Annual Report, apply to the LTCS Fund:
 - Scrutiny
 - Risk Management
 - Internal Audit
 - Fraud Prevention
 - Freedom of Information
 - Community Engagement and Support
 - Aboriginal and Torres Strait Islander Reporting
 - Work Health and Safety
 - Human Resources Management
 - Ecologically Sustainable Development
- C. Financial Management Reporting, all subsections, see Volume 2.2 of the 2021-22 CMTEDD Annual report.

Part 3 Reporting by Exception

The LTCS Fund has no information to report by exception under Part 3 of the Directions for the 2021-22 reporting year.

Part 4 Directorate and Public Sector Body Specific Annual Report Requirements

Part 4 of the 2022 Directions is not applicable to the LTCS Fund except Care and Carer Support Agencies. This is reported under Organisational Overview and Performance.

Part 5 Whole of Government Annual Reporting

Consistent with Part 5 of the Directions, the information satisfying the requirements is reported in the one place for all reporting entities as follows:

- Bushfire Risk Management, see the annual report of the Justice and Community Safety Directorate.
- Human Rights, see the annual report of the Justice and Community Safety Directorate.
- Legal Services Directions, see the annual report of the Justice and Community Safety Directorate.
- Public Sector Standards and Workforce Profile, see the annual State of the Service Report.
- Territory Records, see the CMTEDD Annual Report.

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

Organisational Overview and Performance

Organisational Overview

The Lifetime Care and Support Scheme (LTCS Scheme) is established under the *Lifetime Care and Support (Catastrophic Injuries) Act 2014* (LTCS Act) and provides reasonable and necessary ongoing 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 (ACT). The types of injuries covered by the Scheme are injuries that involve a spinal cord injury, traumatic brain injury, amputation, burns, permanent blindness or any other injury mentioned in the LTCS guidelines (more information can be found at <http://www.treasury.act.gov.au/lcss>).

The LTCS Scheme covers pedestrians, cyclists, and people travelling on, or in motor bikes and motor vehicles as long as there is at least one registrable motor vehicle involved in a motor accident that occurred on or after 1 July 2014, regardless of who is at fault for the accident. The Scheme also applies to catastrophic private sector work injuries that occurred from 1 July 2016.

As the LTCS Scheme is designed specifically for catastrophically injured people, participants will receive all their treatment and care needs under this scheme and not any other personal injury scheme under which they might have a claim / application (i.e. Compulsory Third-party Insurance, Motor Accident Injuries Scheme or private sector workers' compensation scheme). As a no-fault scheme, the LTCS Scheme reduces stress on those injured and their families associated with litigating claims to meet ongoing treatment costs. It ensures early access to medical and rehabilitation care. Further, as treatment and care are ongoing, those injured do not have to worry about 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
- Home and transport modification.

For motor accident injuries the LTCS Scheme is funded by a levy on Motor Accident Injuries insurance policies. Private sector work injuries are funded through a separate levy collected from workers' compensation insurers and self-insurers. The financial operations of the LTCS Scheme 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 ACT. The position of the Executive Branch Manager, Insurance Branch, Economic and Financial Group (EFG), CMTEDD was appointed by the Minister as the LTCS Commissioner for a period of three years commencing 16 September 2019. The position of the Executive Group Manager of EFG was appointed by the Minister as the Acting LTCS Commissioner when the LTCS Commissioner is unavailable. During the reporting period, the acting arrangements were activated between July 2021 to June 2022. Further, an acting Executive Branch Manager was appointed to assist the acting LTCS Commissioner in the daily operations of the LTCS Commission.

The functions of the LTCS Commissioner are supported by the Insurance Branch of EFG within CMTEDD.

The NSW Government provides operational support for the ACT Scheme. The NSW LTCS Authority (LTCSA) provides coordinated lifetime care and support services on behalf of the LTCS Commissioner to participants in the ACT Scheme. This arrangement commenced on 1 September 2015 and gives effect to the Intergovernmental Agreement signed by the ACT Government with NSW in February 2015.

LTCS Commissioner Responsibilities

Under the provisions of the LTCS Act, some of the key responsibilities of the LTCS Commissioner are to:

- Provide an indemnity and insurance scheme to respond to and pay assessed treatment and care needs for eligible participants.
- Determine the LTCS levy amount separately for both the motor vehicle and work injuries streams.
- Issue and monitor guidelines for the LTCS Scheme.
- Assess applications for eligibility for Scheme participation.
- Monitor the reasonable and necessary treatment and care needs of participants.

Highlights

The key priorities for the LTCS Commissioner during the 2021-22 financial year were to:

- Administer the LTCS Scheme in accordance with the requirements of the LTCS Act and Guidelines.
- Collect feedback from participants on their expectations and experience with the LTCS Scheme.
- Continue to improve procedures for the efficient and effective delivery of the LTCS Scheme in consultation with our service partners – the NSW LTCSA.
- Develop a framework for future funding requirements and levy setting.
- 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 both motor vehicle and work injuries for 2022-23 (see Performance analysis, indicator (a) for further information on the levies).
- Commissioned and received the seventh LTCS participant feedback report on the administration and effectiveness of LTCS Scheme services provided to participants, including insights on how aspects of service delivery may be further enhanced (see Performance analysis, indicator (b) for further information on the survey and its findings).
- Engaged the Scheme actuary to develop a framework to inform future funding decisions to address the Fund’s deficit position, with the framework to be progressively implemented over time.
- Invested an additional \$12 million of funds not required in the short-term in accordance with the approved LTCS Fund investment strategy. In 2021-22 investments incurred a loss of 6.15% (2020-21: gain 14.3%) due to decreased market valuations as a result of increasing financial market volatility, increasing inflation and interest rates and a moderating growth outlook.

Our participants

Applications to the Scheme

The LTCS Commissioner accepted six motor accident injury applicants and no work injury applicants as interim participants in the Scheme since 1 July 2021. The associated expenses for all six new participants are reflected in the LTCS Fund’s financial statements for 2021-22.

Currently there are six notifications of severe injuries that occurred prior to 30 June 2022 that may give rise to applications to join the Scheme.

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 cannot 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.

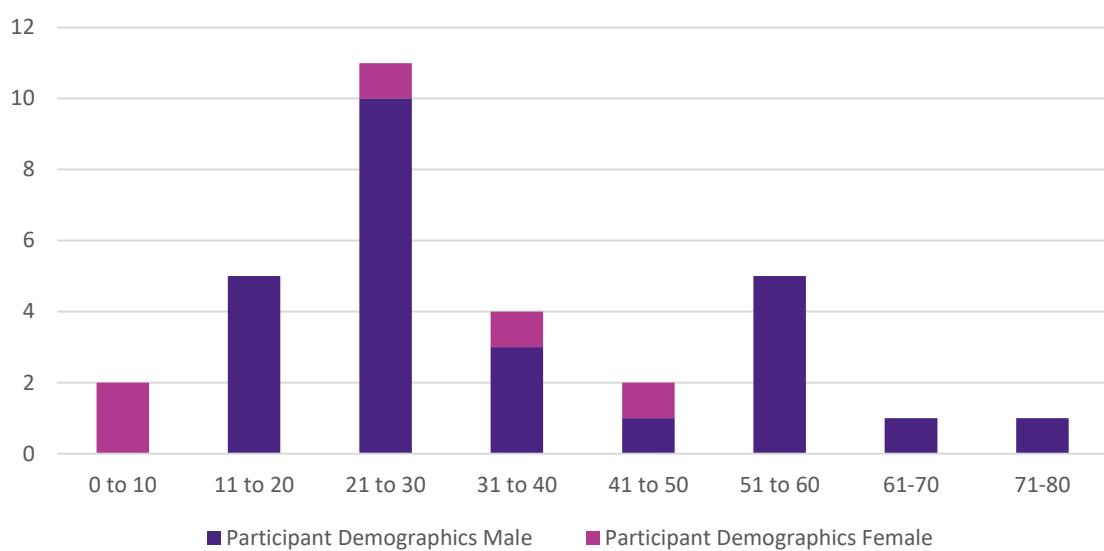
If it is assessed that the injured person is likely to meet the eligibility criteria beyond two years, the person is accepted into the scheme for life.

During 2021-22, six interim participants were assessed and accepted for lifetime participation in the LTCS Scheme. Since the LTCS Scheme commenced in July 2014, 31 participants have been accepted into the Scheme (including one person whose interim participation has lapsed). As at 30 June 2022 there are currently 30 participants (26 motor accident injury participants, four work injury participants) who are receiving coordinated treatment and care benefits through the Scheme.

Of the 30 participants, 18 are lifetime participants (14 motor injury participants and four work injury participants) and 12 are interim participants (all 12 being motor injury participants).

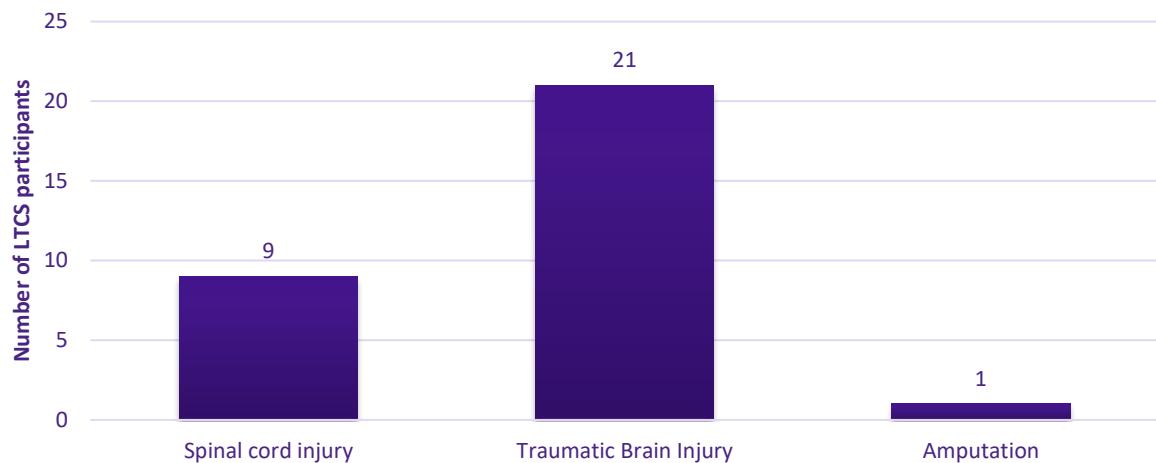
The LTCS Scheme continues to have a relatively young profile with the average age of participants currently 33 years, slightly higher than last year. Of the 30 participants in the scheme as at 30 June 2022 two participants are under 10 years of age. Male participants comprise 87 per cent of all participants in the scheme.

Figure 1: Participant demographics



* Note: The above graph has 31 Scheme participants (including one person whose interim participation has lapsed). The scheme covers five types of catastrophic injuries – traumatic brain injury, spinal cord injury, amputations, burns and vision loss. Of the accidents since 1 July 2021, all six of the injuries were traumatic brain injuries. In total 21 participants (68 per cent) have been accepted into the Scheme as a result of a traumatic brain injury. One participant was accepted for an amputation and nine participants were accepted into the Scheme as a result of a spinal cord injury. Three participants that were accepted into the Scheme for a spinal cord injury also sustained a traumatic brain injury.

Figure 2: Participant injury type



* Note: The above graph has 31 Scheme participants (lapsed participant has spinal cord injury).

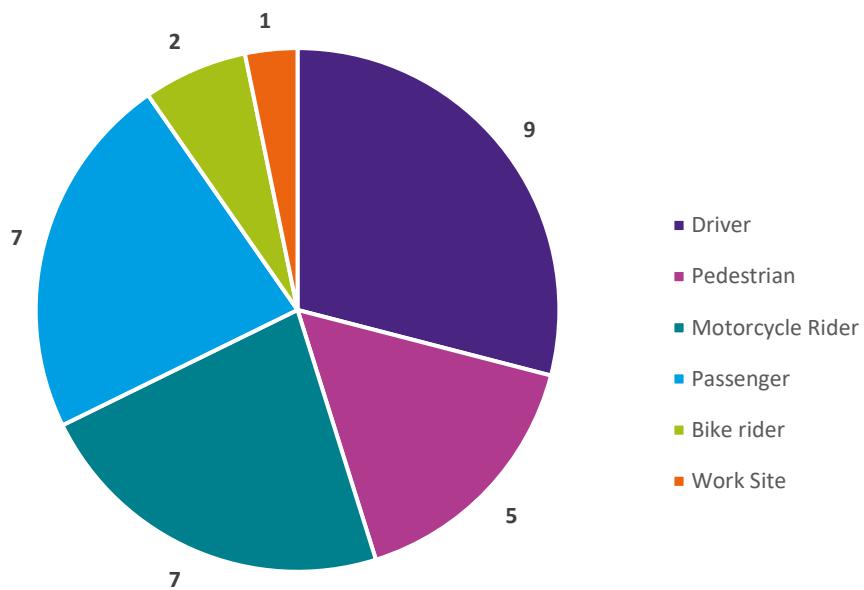
Circumstances of accident

Of the scheme participants who have been injured in an accident involving a motor vehicle (including the work injury category):

- Seven were passengers (23 per cent);
- Five were pedestrians (17 per cent);
- Two were riding bicycles (7 per cent); and
- 16 were drivers (53 per cent), including seven motorcycle riders (23 per cent).

Of the four work injury participants, three were injured in a work motor vehicle accident and one was injured on a work site.

Figure 3: Participant's role in accident



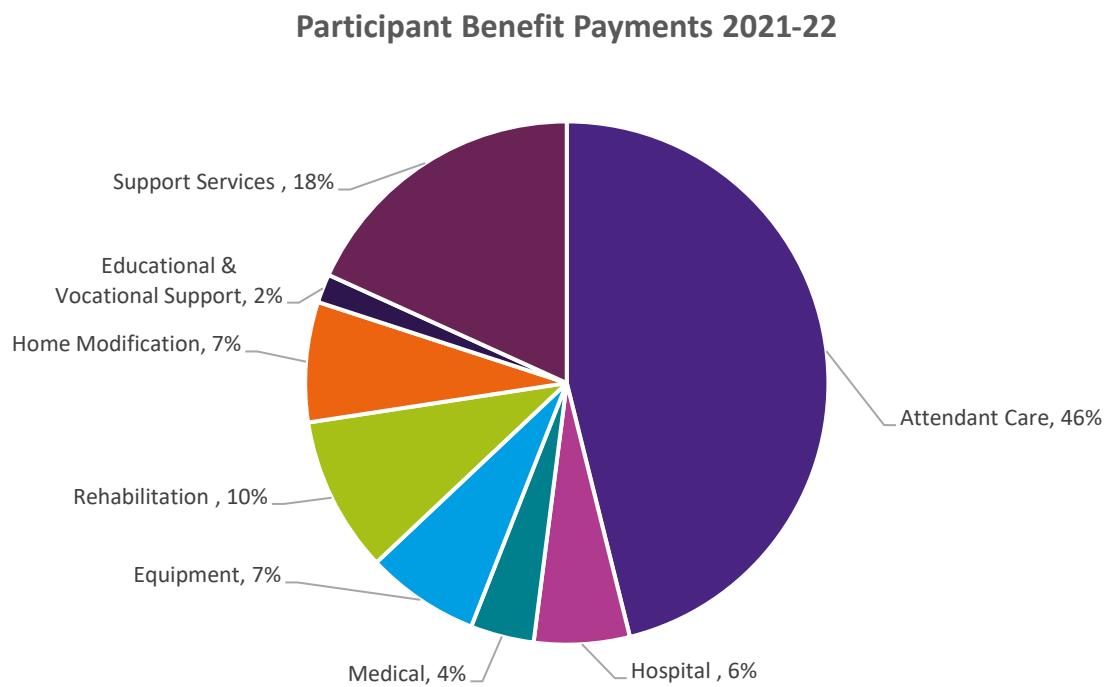
* The above graph has 31 Scheme participants (including one person whose interim participation has lapsed).

Provided Treatment, Rehabilitation and Care

In 2021-22, the LTCS Scheme spent a total of \$4.687 million on services for participants (up by 23 per cent compared with the previous year). Despite the number of new participants accepted in the financial year, hospital expenses accounted for a small proportion (6 per cent) of participant expenses. Attendant care services (46 per cent) was the largest category of participant expenses reflecting the severity and the complex high care needs of some of the Scheme's participants.

The second highest expense category related to support services (18 per cent), which comprises mainly case management fees and travel expenses for participants and service providers to access and provide medical review and treatment. Rehabilitation (10 per cent), Equipment (seven per cent), and Home Modifications (seven per cent) were the next largest expense categories which saw marginally increased shares of total expenditure.

Figure 4: Participant benefit payments 2021-22



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 LTCS Scheme coordinator. The participant is also supported by a case manager to help plan and source services as 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 LTCS Scheme directly to the supplier of the services.

Care and Carer Support

The *Carers Recognition Act 2021* provides for the recognition of carers and created an obligation on a public sector entity to promote the care relationship principles from 10 December 2021. The LTCS Scheme recognises the valuable social and economic contribution that carers make to the community and acknowledges the important role and support carers provide to Scheme participants in their journey through their recovery, rehabilitation and return to full community living. Importantly, the Scheme provides paid carers where needed throughout the participant's journey. This supports family relationships.

Carers are formally recognised under the Scheme as 'nominated representatives' and are routinely consulted in the development of care needs assessment plans for Scheme

participants. Carers are also invited to participate in annual research surveys on their experience of the Scheme and different aspects of the support delivered by the LTCS Scheme.

Participants' experiences of the LTCS Scheme support for recovery and rehabilitation

Participant research surveys each year seek feedback on different aspects of the support delivered by the LTCS Scheme and are a performance indicator for the Scheme. This year's survey built on those of previous years and sought feedback from participants and their nominated representatives on three key outcome areas. First, how participants viewed the effectiveness and efficiency with the way that Scheme benefits are delivered and whether and how the Scheme is meeting their recovery goals. Secondly, how Scheme participants perceived their progress in terms of the stage of their recovery or rehabilitation and whether the scheme is responsive to their needs. Thirdly, how participants and their carers are supported by the allied health team framework – i.e. case manager and single point of contact (SPOC) who coordinate and deliver Scheme services to them.

The survey involved the largest number of participants to date (71 per cent of selected participants were interviewed) and reported a high level of overall satisfaction with how the Scheme meets their needs and with the Scheme-funded services and equipment.

Participants and their family carers expressed gratitude for the Scheme-funded services, equipment and supports and noted the enormity of the financial burden that had been averted by being in the Scheme. Against that background, participants offered a range of responses when asked what they thought of the LTCS Scheme:

"It is a very good Scheme; it is crucial for people in my position. I don't know how to explain it, but it is definitely a crucial scheme."

"I don't have a bad thing to say about them. They've given me everything I need. They are bloody good."

"I don't know what we would have done without them. Nothing was too much trouble. Amazing, and the turn around on approvals was within days."

"The Scheme is excellent. We've been well and truly supported throughout the process. They know [participant] and what [they] need and they take an interest."

Respondents indicated that goal development and service planning had been done very well and their goals were met as a result. Almost all had goals set as part of a MyPlan.

Participants largely attributed the progress with their recovery to the provision of LTCS-funded services and equipment, including case management, confirming that the Scheme is effective in meeting their needs and that they felt well-supported by the Scheme-funded services and the model of care offered by the Scheme. However, participants who received

services which included equipment (e.g. wheelchair replacement or repairs) and home/vehicle modifications indicated that there had been delays in some cases exceeding six months. Reassuringly, all participants either had their problems sorted or expected them to be resolved.

Respondents all indicated they were satisfied with their case management services, including that the case manager '*Suggests services that I may need*', '*Understands what is important to me in recovery*', '*Involves me in decisions about my treatment rehabilitation and care*' and '*Treats me as an individual*' and also that '*Getting a good case manager*' was important, given their critical role in coordination and delivery of Scheme benefits. Case managers were also seen to increase the efficiency and effectiveness of the scheme by their expertise navigating the health system and knowledge of relevant specialists, as allied health and specialist service providers can be difficult to source in the ACT. While respondents reported positive working relationships overall with their single point of contact (SPOCs)¹ a suggested improvement was for SPOCs to increase contact frequency to maintain a relationship with the participant and their family carer that is independent of the case manager. This was important to support the transition of a participant from their case manager to a SPOC and to promote understanding and facilitate Scheme services through the transition.

Health literacy, an important factor associated with participant control and choice with treatment, rehabilitation and care, was a focus of 2022 Survey. All respondents indicated that they knew how to get the right help when they need assistance with health or injury management; and that they have enough control of the types of services and equipment and how the supports are provided. Participants spoke positively about their involvement in their goal development and in choosing or planning the services they need that considerably contributed to meeting their recovery goals.

¹ SPOCs are allied health professionals employed by NSW LTCS to support participants and their case managers in coordinating and approving the treatment and care services required by a participant to meet their recovery and rehabilitation goals.

Overall, participants were very satisfied with the recovery and wellbeing that could be achieved and maintained through Scheme-funded supports and services. Most respondents felt there were no improvements or greater understanding required. When asked whether there were areas for improvements or concerns they want to raise, participants offered the following comments:

“The Scheme is good, beyond what I was expecting. Very smooth. Money is not the issue for Lifetime Care, it is whether [Participant] needs it. And if [Participant] needs it, why not?”

“I can’t think of anything. Everything [participant] needs is getting met. There is nothing [participant] needs that [they are] not getting. They [the Scheme] look to the future all the time to make sure [Participant] continues to progress”

“That’s difficult to answer because they are excellent, very supportive”

“Nothing, all good”

While there was very positive feedback on the Scheme, the report noted some areas for attention – in particular, delays in repair and equipment supplies affecting wheelchairs and home modifications; and difficulties with sourcing specific service providers or medical specialists. The report also provided some suggested improvements and recommendations for consideration – such as the importance of ongoing SPOC-initiated communications and strategies to maintain supportive relationships with participants and their family carers; and exploring how knowledge of expert providers of services, equipment provision and repairs may be shared and used to improve ACT participant access to those services.

Outlook

Strategic priorities for the LTCS Commissioner in 2022-23 include:

- administering the LTCS Scheme in accordance with the requirements of the LTCS Act and Guidelines;
- issuing / amending guidelines and determinations under the LTCS Act when required;
- collecting annual feedback from participants on their expectations and experience with the LTCS Scheme and in consultation with our service partner, the NSW LTCSA, implementing improvements when required to the way LTCS Scheme benefits are delivered to ACT participants;
- continue implementing the framework developed by the Scheme actuary for future funding decisions of the Fund;
- undertaking investments in accordance with the Fund’s investment strategy; and

- progressing the Memorandum of Understanding between the LTCS Commissioner and the National Disability Insurance Agency for the exchange of Information regarding mutual participants of both the LTCS and the National Disability Insurance Schemes.

Performance analysis

The LTCS Scheme's 2021-22 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.

Explanation of Performance Indicators

a. LTCS Levies determined during the fourth quarter

The LTCS levies are the key funding source for the Scheme, with a levy applying to all Motor Accident Injuries insurance policies payable at the time of vehicle registration and a levy applying 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 provide sufficient funds to meet the costs of all estimated present and future liabilities of new participants of the LTCS Scheme in that year. The LTCS levies are for a financial year and are set in May before the commencement of a financial year on 1 July.

In accordance with section 83 of the LTCS Act, before the beginning of the contribution period the LTCS Commission obtained 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 2022-23 contribution period were provided by the Scheme Actuary, Finity Consulting Pty Ltd, for the purposes of setting the 2022-23 LTCS levy for motor vehicle injuries and the LTCS levy for work injuries.

The Acting LTCS Commissioner determined that the LTCS levy for a twelve-month Motor Accident Injuries insurance policy would increase to \$60.40 in 2022-23 for all motor vehicles except those that are part of the ACT's Veteran, Vintage and Historic Registration Scheme (VVHR). The LTCS levy determined for the VVHR Scheme was set at \$12.10 in 2022-23 for a twelve-month MAI policy.

The Acting LTCS Commissioner determined the total LTCS levy payable by private sector workers' compensation insurers and self-insurers at \$5.4 million.

The Levy determinations for the 2022-23 contribution period for motor vehicles and private sector workers' compensation insurers and self-insurers, were notified on the Legislation Register on 19 May 2022 and 28 June 2022 respectively.

The Acting LTCS Commissioner determined these LTCS levies based on the best available data. As the Scheme will only be in its ninth year of operation for motor vehicle accidents and in its seventh year of operation for work accidents, a high degree of uncertainty 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 costs of the scheme 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.

b. Undertake an annual client feedback process

A survey of the LTCS Scheme participants was conducted by MODD Research + Evaluation, a social research consultancy that specialises in undertaking research of services in the disability and health sectors, in May 2022 with a report provided in June 2022.

The overall purpose of this year's survey was to gain feedback to understand participant perceptions of, and experience with, the Scheme and associated services and supports, and to understand the effectiveness and efficiency of the Scheme in meeting participants' recovery and rehabilitation needs. Qualitative feedback was sought on these key outcome areas for the Scheme.

The survey results indicate a high level of overall satisfaction with how the Scheme meets participant needs and is providing scheme-funded services, equipment and supports effectively and efficiently. Within this positive context, concerns were raised around equipment supplies and repair delays affecting mobility equipment (such as wheelchairs) and home modifications; with a difficulty sourcing specialist services in the ACT being a key factor limiting choice in services.

As the survey recommendations touched on aspects of the service delivery processes of the NSW LTCSA, a copy of the report has been provided to the NSW LTCSA and the key learnings discussed with them. The Acting LTCS Commissioner thanks the participants for contributing to the survey and notes the findings of the report will inform consideration of improvements to the ACT LTCS Scheme.

Further information

Nicola Clark, Acting Executive Branch Manager, Insurance, Economic and Financial Group

(02) 6207 1189 Nicola.Clark@act.gov.au

Motor Accident Injuries Commission

Transmittal certificate



Mr Chris Steel MLA
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2021-22 Motor Accident Injuries Commission 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 Motor Accident Injuries Commission.

I certify that information in the following 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 Motor Accident Injuries Commission has been included for the period 1 July 2021 to 30 June 2022.

I hereby certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006 (repealed)*, Part 2.3 (see section 113, *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. This report will be annexed to the 2021-22 Chief Minister, Treasury and Economic Development Annual Report.

Yours sincerely

A handwritten signature in black ink, appearing to read "Lisa Holmes".

Lisa Holmes
Acting Motor Accident Injuries Commissioner

24 August 2022

Compliance Statement

The 2021-22 Motor Accident Injuries Commission (MAI Commission) Annual Report must comply with the Annual Reports (Government Agencies) Directions 2022 (the Directions) made under section 8 of the Annual Reports (Government Agencies) Act 2004. The Directions are found at the [ACT Legislation Register](#).

The Compliance Statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the MAI Commission 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 record keeping of annual reports. The 2021-22 MAI Commission Annual Report complies with all subsections of Part 1 under the Directions.

To meet Section 15 Feedback, Part 1 of the Directions, contact details for the MAI Commission are provided within the 2021-22 MAI Commission Annual Report to provide readers with the opportunity to provide feedback.

Part 2 Reporting entity Annual Report Requirements

The requirements within Part 2 of the Directions are mandatory for all reporting entities and the MAI Commission Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the MAI Commission Annual Report as follows:

- A. Transmittal Certificate, see previous page.
- B. Organisational Overview and Performance Analysis, see Organisational Overview and Performance. The following subsections, contained within the CMTEDD Annual Report, apply to the MAI Commission:
 - Scrutiny
 - Internal Audit
 - Fraud Prevention
 - Freedom of Information
 - Community Engagement and Support
 - Aboriginal and Torres Strait Islander Reporting
 - Work Health and Safety
 - Human Resources Management
 - Ecologically Sustainable Development
- C. Financial Management Reporting, all subsections, see Volume 2.2 of the CMTEDD Annual report. MAI Commission reporting on Government Contracting is included in the CMTEDD Government Contracting section.

Part 3 Reporting by Exception

The MAI Commission has no information to report by exception under Part 3 of the Directions for the 2021-22 reporting year.

Part 4 Directorate and Public Sector Body Specific Annual Report Requirements

Part 4 of the 2021 Directions is not applicable to the MAI Commission.

Part 5 Whole of Government Annual Reporting

Consistent with the Directions, in particular all subsections of Part 5, the information satisfying these requirements is reported in the one place for all reporting entities as follows:

- Bushfire Risk Management, see the annual report of the Justice and Community Safety Directorate
- Human Rights, see the annual report of the Justice and Community Safety Directorate
- Legal Services Directions, see the annual report of the Justice and Community Safety Directorate
- Public Sector Standards and Workforce Profile, see the annual State of the Service Report
- Territory Records, see the CMTEDD Annual Report.

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

Organisational Overview and Performance

Organisational Overview

The Motor Accident Injuries (MAI) Commission is a Territory authority established under the *Motor Accident Injuries Act 2019* (MAI Act). The MAI Commission started operations on the commencement of the MAI Act on 1 February 2020.

The MAI Commission replaced the ACT Compulsory Third-party Insurance (CTP) Regulator. The CTP Regulator's obligations for motor accidents that occurred before the MAI Scheme commenced are the responsibility of the MAI Commission. These obligations include overseeing and monitoring the CTP regulation and procedures, as well as compliance with the *Road Transport (Third-Party Insurance) Act 2008* (CTP Act) until all remaining claims are finalised.

The Executive Branch Manager of the Insurance Branch, Economic and Financial Group, Chief Minister, Treasury and Economic Development Directorate (CMTEDD) was appointed by the Minister as the MAI Commissioner for a period of 5 years commencing from 17 September 2019. The Executive Group Manager of the Economic and Financial Group, CMTEDD was appointed by the Minister as the Acting MAI Commissioner when the MAI

Commissioner is unavailable. During the reporting period, the acting arrangements were activated between July 2021 to June 2022. Further, an acting Executive Branch Manager was appointed to assist the acting MAI Commissioner in the daily operations of the MAI Commission. The functions of the MAI Commission are supported by the Insurance Branch, Economic and Financial Group, CMTEDD.

Principal objectives

The objectives of the MAI Act are specified in section 6 of the Act. The objectives include:

- Ensuring benefits are available to support all people injured in motor accidents on a no-fault basis, subject to some exclusions and limitations.
- Encouraging early and appropriate treatment and care of people injured in motor accidents to achieve optimum recovery and return to pre-accident levels of activity and work.
- Supporting people injured in motor accidents to access defined benefits.
- Promoting and encouraging the early, quick, cost-effective and just resolution of disputes.
- Keeping the costs of motor accident injury insurance at an affordable level.
- Providing for the licensing and supervision of insurers providing motor accident injury insurance.

Functions

The functions of the MAI Commission are extensive with functions such as providing information and assistance on the MAI Scheme. The MAI Commission has a strong monitoring and regulatory role in relation to the provision of defined benefits by insurers. The MAI Commission's functions are detailed in section 25 of the MAI Act. Its responsibilities include:

- Regulating the licensing of insurers under the MAI Scheme.
- Reviewing premiums to ensure they fully fund the present and likely future costs of the Scheme but are not excessive.
- Monitoring insurers' compliance with their obligations under the Act.
- Providing information to the public about the MAI Scheme.
- Managing complaints about the market practices of licensed insurers and the handling practices of insurers under the MAI Scheme.
- Issuing, monitoring and reviewing the MAI guidelines and other statutory instruments under the Act.
- Monitoring and advising the Minister about the administration, efficiency and effectiveness of the MAI Scheme.

Highlights

Operation of the MAI Scheme

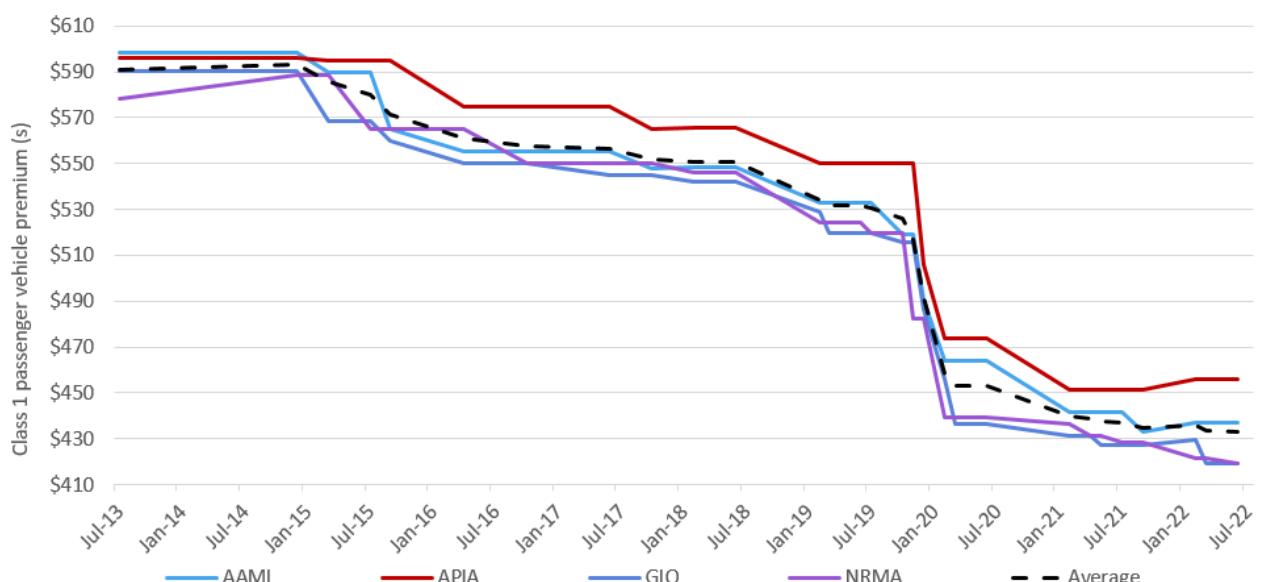
The MAI Scheme has now been in effect for over two years. During the reporting year the MAI Commission continued to refine the legislative framework for the MAI Scheme by reviewing core guidelines made in 2019 ahead of the commencement of the Act. As a result, updates to the guidelines were made to ensure operations of the scheme remain optimal. In addition, following a consultation process with the legal profession about the development of a framework and portal for the collection of information about legal costs under the Scheme, the *Motor Accident Injuries (Lawyer Information Collection) Regulation 2021* commenced.

One of the objectives of the Government was to improve access to the Scheme by supporting injured people in navigating the scheme. The Defined Benefits Information Service (DBIS) was established on 1 February 2020 and was provided initially as a pilot until April 2022 by Care Inc. Following a tender process, CARE Inc was awarded a three-year contract to provide the DBIS from 1 May 2022. The DBIS assists the public with information in relation to available benefits for injured people, the application process and how to navigate processes. During the pilot, the DBIS provided injured people with an average of 8 services per month. An increase in services was observed in the later part of the financial year, with a doubling of services as more people contacted the DBIS. The DBIS has taken proactive steps to ensure community organisations and ACT Policing (through Supportlink) provide the DBIS' contact details to people injured in a motor accident. The MAI Commission's website was refreshed during the reporting year to provide additional step by step information on applying to the MAI Scheme, including providing the contact details of the DBIS in more places on the website. The Personal Injuries Application Form was also recently updated with the DBIS 1300 number.

Competition and premium reductions

Since July 2013 there have been four licenced insurers in the ACT CTP / MAI insurance market, NRMA Insurance and three Suncorp brands being AAMI, APIA and GIO. As shown in Figure 1, premiums reduced marginally in 2021-22. From 1 July 2021 to 30 June 2022, the average private passenger vehicle premium fell further by \$4.02 (0.9 per cent). Since competition commenced in the ACT market in July 2013 until 30 June 2022, the average private passenger vehicle premium has fallen by nearly \$158.00 or over 26.7 per cent. Motorists continue to also benefit from product choice and various offers from the insurers.

Figure 1: Fall in CTP / MAI premium prices since the introduction of competition



Maintaining claims statistics for the MAI Scheme

The MAI Commission maintains an ICT system known as the MAI Register to assist the Commission in monitoring compliance as well as analysing how the MAI Scheme is performing against its objectives. It allows for an enhanced and systematic data capture and reporting, assisting Commission staff and the Scheme's actuary in its functions.

Data are collected from licensed insurers and the ACT Nominal Defendant at regular intervals. The MAI Commission also has an arrangement with the ACT Civil and Administrative Tribunal Registry staff to provide information to the Commission on external reviews of insurers' reviewable decisions and applications for the payment of death benefits. Deidentified information is reported through the MAI Scheme Quarterly reports.

The MAI Commission is now also collecting information about legal fees and related costs from lawyers providing legal representation to injured parties under the Scheme in certain circumstances.

MAI Scheme monitoring and insurer compliance

To monitor the operation of the MAI Scheme, the MAI Commission held regular meetings with MAI insurers and the ACT Nominal Defendant. The MAI Commission also met with the Insurance Council of Australia in February 2022. These meetings focused on:

- Operational aspects of the MAI Scheme including any significant matters arising from applications under the Scheme.
- Insurer compliance and updates on any remediation activities.
- Emerging issues, including operational impacts on insurers' MAI Scheme business due to COVID-19.

Further feedback on the operation of the Scheme was also gathered through periodic discussions with the authorised providers for the DBIS and independent medical

examinations, any complaints and from direct community enquiries regarding the Scheme through the Commission's website link at <http://www.act.gov.au/maic>, telephone calls and correspondence.

The MAI Commission's Compliance Monitoring Framework is available on the Commission's website. As part of the compliance framework, the Commission has continued to review data in the MAI Register for quality and consistency with the MAI Act, regulations and guidelines. Data from the register is also used to identify trends and potential risks in each insurer's systems and processes for administering the Scheme. The MAI Commission has to date continued to take the approach of education and engagement of insurers on issues that have arisen. During the reporting year eight written requests were made to MAI insurers to provide further information about compliance risks identified through the MAI Commission's monitoring activities, including for two matters disclosed in decisions of the ACT Civil and Administrative Tribunal. The MAI Commission actively worked with insurers so all non-compliance identified was appropriately addressed, including through the development of improvement plans.

In addition, a self-assessment tool was made available to insurers in June 2021, with the first questionnaire focusing on the initial handling of defined benefit applications to the Scheme. The questionnaire resulted in all licensed insurers making improvements to their internal processes and compliance monitoring systems to reflect risks they identified through using the tool. A second questionnaire focusing on recovery plans, internal review processes and the handling of quality of life applications was provided to our licensed insurers in June 2022.

Premium Surplus Refund

The MAI Scheme commenced on 1 February 2020 replacing the previous CTP Insurance Scheme. Many motorists paid for CTP insurance policies when they registered their vehicles prior to 1 February 2020, with the policies extending past 1 February 2020. Under legislation, these policies automatically became MAI policies on 1 February 2020. As many motorists paid the higher CTP premium for a period extending into the lower cost MAI Scheme, a refund needs to be returned from insurers to ensure that they do not make additional profits. Section 601 the MAI Act specifies the MAI Commission may make decisions in relation to the premium surplus refund (refund).

Since 2020 the MAI Commission has been working with stakeholders on this major project, which has included:

- Calculating and agreeing with MAI insurers on the total refund, worth \$7.2 million, and the payment arrangements for the refunds.
- Working closely with Access Canberra to progress a rego.act IT solution and overarching arrangements to allow refunds to be made to motorists through the ACT registration process.
- Working on providing clear information to motorists on the refund process, as part of a communications plan with the Access Canberra Call Centre and CMTEDD communications unit.

- Working with the CMTEDD banking team to put in place the various refund payment arrangements.

The majority of vehicle owners that renew their registration with a start date falling between the 30 April 2022 and 29 April 2023, will receive a one-off MAI premium refund that applies to their first renewal. The mail out of registration renewals with the one-off refund commenced on Wednesday, 16 March 2022. Each vehicle in an eligible vehicle class will receive the same average one-off refund, with the one-off reduction for a private car (class 1) being \$19.90, irrespective of which MAI insurer the motorist selects as part of their registration renewal and the period of insurance selected (3, 6 or 12 months).

More information on refunds can be found on the MAI Commission website at:

<https://www.treasury.act.gov.au/maic/your-mai-insurance/premium-surplus-refund>

Autonomous vehicles

The National Transport Commission has been leading a number of workstreams in relation to the legislative, regulatory and policy environment in which autonomous vehicles (AVs) can be safely deployed in Australia. One of these streams includes the potential for using existing motor accident injury insurance (MAII) schemes to cover injuries from motor accidents involving AVs.

As part of this work, the Heads of Motor Accident Injury Schemes commissioned a review of MAII schemes to analyse options for a statutory rights of recovery mechanism. The mechanism is to ensure people who are injured or die as a result of an AV accident will receive appropriate treatment, care, and compensation from at fault parties, such as car manufacturers. Given the need for the recovery mechanism to allow schemes to efficiently claim from at-fault parties as well as minimise litigation costs, a number of options have been recommended. Additional consultation with manufacturers and other parties is required to progress the most suitable approach. This work is ongoing in collaboration with a number of entities including the National Transport Commission.

Road safety initiatives

The MAI Commission provided TCCS with funding of \$100,000 in 2021-22 for phases two to four of the distracted driver campaign, following on from \$120,000 in 2020-21 for phase one, bringing the Commission's total funding contribution for the campaign to \$220,000.

In 2021-22 the MAI Commission's contribution assisted funding a community education campaign (to be delivered in 2021-22) to support the introduction of mobile device detection cameras. The cameras aim to improve road safety by reducing driver distraction and changing community behaviour. These road safety factors align with the core guiding principles of Vision Zero and the Safe Systems approach outlined in the *ACT Road Safety Strategy 2020-2025* and the Government's commitment to addressing driver distraction outlined in the *ACT Road Safety Action Plan 2020-2023*.

The supported community education campaign was designed to increase driver awareness and educate the community of the dangers of using a mobile device while driving. It was intended to highlight the penalties that apply for illegal mobile device use while driving and the use of the detection cameras in the Territory. The campaign commenced on

25 June 2021 targeting social media, newspapers, television, website, road infrastructure, bus backs and radio.

Insurer Market Share

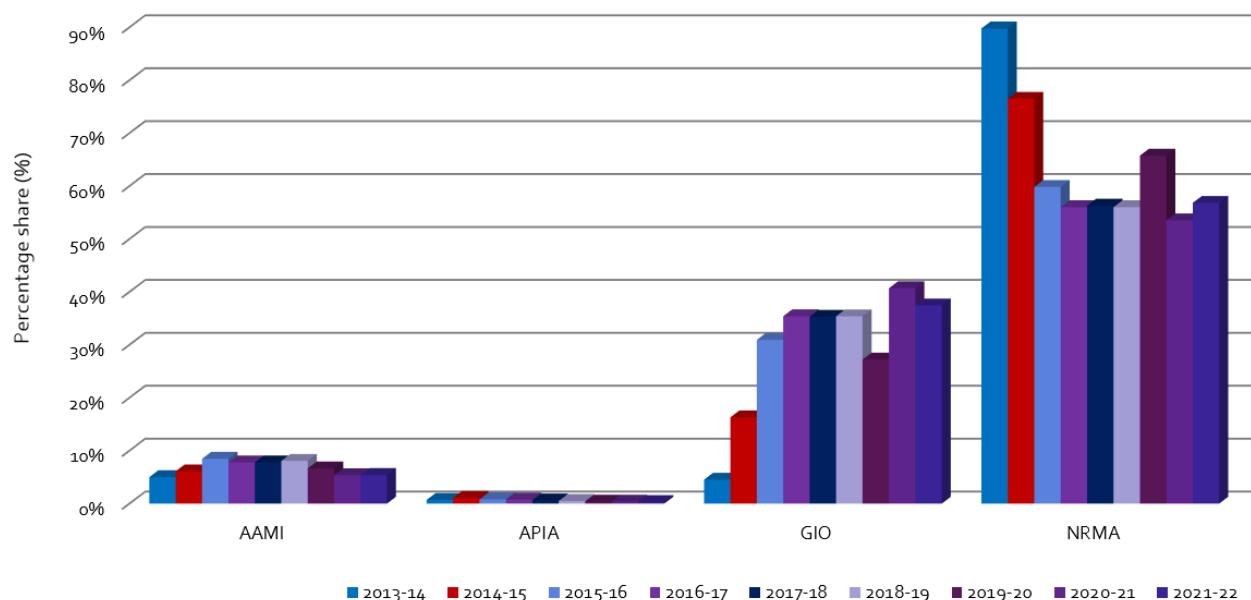
Market share indicates the proportion of the market held by each insurer and provides an indication of how the ACT community is responding to a competitive market. Figure 2 shows the average market share over each of the financial years from 2013-14 when competition began, through to the end of 2021-22. Market share is based on premiums collected by insurers. Between 2013 and 2020, premiums reflected the CTP Scheme design (common law, no caps on compensation). Premiums since 2020 reflect the MAI Scheme, a hybrid defined benefits common law scheme.

Over 2021-22, NRMA and the Suncorp Group held 56.8 per cent and 43.2 per cent of the market respectively. Suncorp's market share reduced in 2021-22 compared to 2020-21 largely due to its higher pricing in the De Novo premium filing effective 1 February 2022 compared to NRMA. GIO subsequently filed a lower passenger premium effective 28 March 2022 and NRMA made a subsequent competitive move in a partial premium filing effective 8 June 2022.

Relative to the 2020-21 market share:

- NRMA's market share increased to 56.8 per cent over 2021-22 (an increase of 3.3 percentage points (pp) compared to 53.5 per cent over 2020-21).
- GIO's market share reduced to 37.5 per cent over 2021-22 (a reduction of 3.2 pp compared to 40.7 per cent over 2020-21).
- AAMI and APIA continue to hold relatively small market shares at 5.4 per cent and 0.3 per cent over 2021-22 respectively.

Figure 2: Movement in insurers' average market share since the introduction of competition



Premiums and scheme affordability

One of the objectives of the MAI 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 insurance scheme. The MAI Scheme design provides fairer, faster and more comprehensive support for Canberrans if they are injured in a motor accident, regardless of whether they were at-fault in an accident or not. Everyone who is injured in a motor vehicle accident is entitled to receive treatment, care, and lost income benefits, for up to five years. People who are more seriously injured and were not at-fault in the accident are able to make a claim for further compensation through common law. Insurers reduced their premiums as a result of the scheme design compared to premiums under the previous CTP Scheme.

As shown in Figure 3, affordability, measured by premiums as a proportion of ACT average weekly earnings (AWE) improved between 2020-21 and 2021-22. Average premiums have fallen as a proportion of AWE by 13.6 percentage points over the period 2013-14 to 2021-22. Affordability has improved despite low wage growth.

Figure 3: Average premiums for private passenger vehicles and as a proportion of ACT average weekly earnings



Note: The average CTP / MAI premium is for a class 1 passenger vehicle based on a 12-month policy.

MAI Scheme Statistics

The MAI Commission publishes scheme statistics quarterly, commencing with the period ending 30 June 2020. The quarterly reports up to and including the 30 June 2022 quarterly

report are available at www.treasury.act.gov.au/maic/scheme-knowledge-centre. Below are some of the key statistics for the period 1 July 2021 to 30 June 2022.

- **311 applications were received**, 269 of which were complete applications and 42 are in progress. A complete application is where the insurer has all the information it needs to assess liability. Further applications will be received for accidents that occurred prior to 30 June 2022 given the time injured people have to make an application to the Scheme. The number of applications received to date is likely to have been affected by lower traffic volumes associated with COVID-19 restrictions. It is expected to take some time for application numbers to reach maturity and for the community to fully engage with the new scheme.
- 98.5 per cent of complete applications have been accepted by insurers in 2021-22.
- One of the key advantages of the Scheme is that everyone injured in a motor accident can receive benefits, including those at-fault. From 1 July 2021 to 30 June 2022, the insurers have assessed that **7.8 per cent of applicants were either at fault in the accident or it was a blameless accident, with the fault status of 18.2 per cent of applications yet to be determined**.
- Another benefit of the Scheme is that injured people can receive timely treatment and care and income replacement assistance. In 2021-22, **the Scheme paid out more than \$11,193,000**, 88.4 per cent of which related to payments for treatment and care, and income replacement.
- Once an insurer received a complete application, **the first treatment and care payment was made on average (median) in 13 days**. 59 per cent of first payments were made within two weeks.
- Once an insurer received a complete application, **the first income replacement payment was made on average (median) in 29 days**. 47 per cent of first payments were made within four weeks. Income replacement payments can be made only after liability has been accepted by the insurer.

Figures 4 to 6 below provide profile information about scheme applicants (with a complete application) from 1 July 2021 to 30 June 2022. Applicants aged 30 to 44 made the highest number of applications to the Scheme. Most applicants (62 per cent) were driving a motor vehicle at the time of the accident. Of those applicants who declared their work status, the majority were earning an income prior to their accident.

Figure 4: Age groups of applicants to the Scheme from 1 July 2021 to 30 June 2022

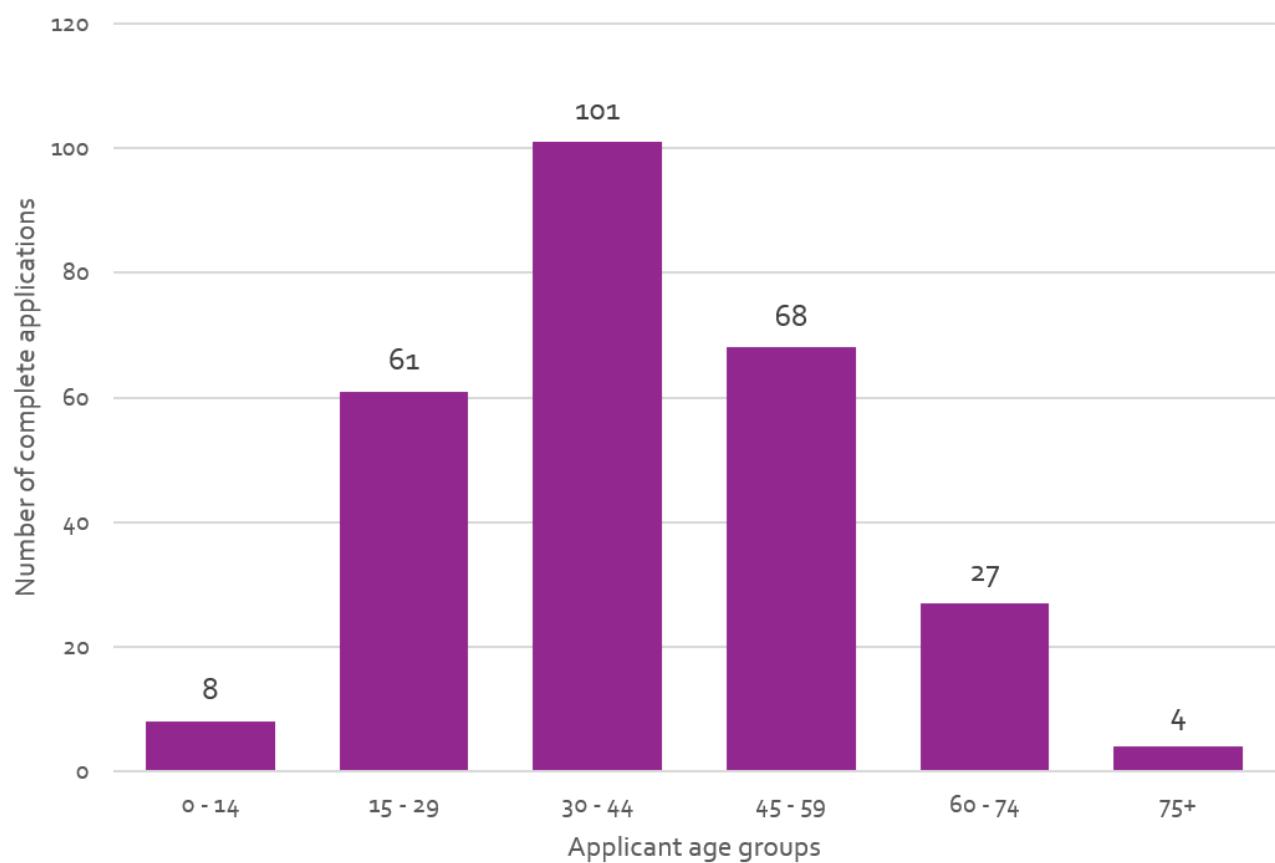


Figure 5: Applicants' role in the accident, for applications to the Scheme from 1 July 2021 to 30 June 2022

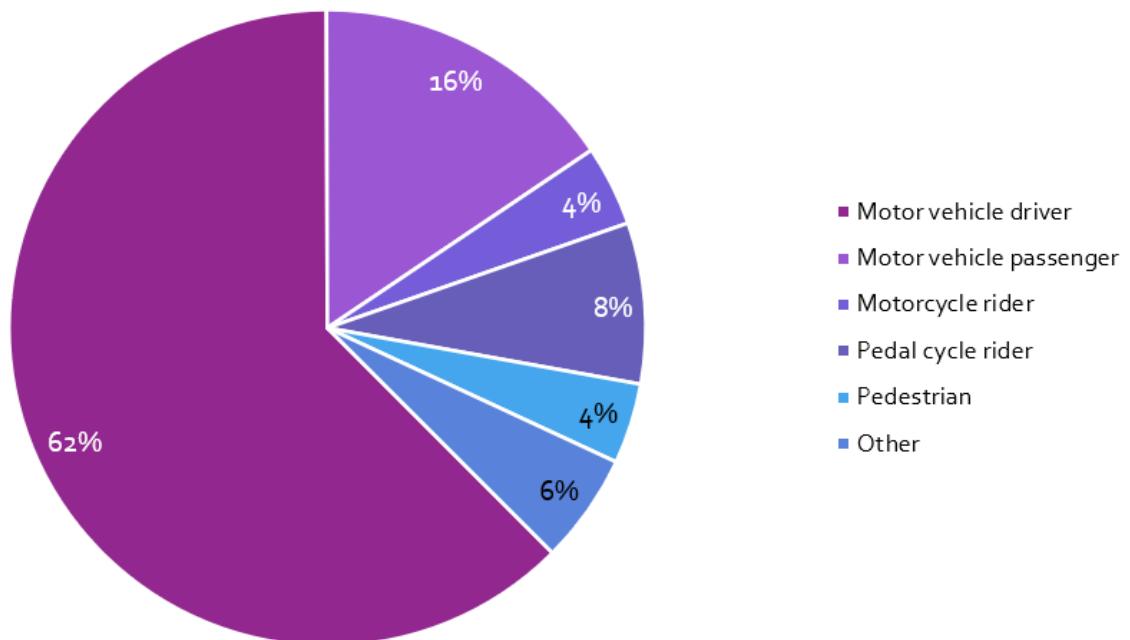
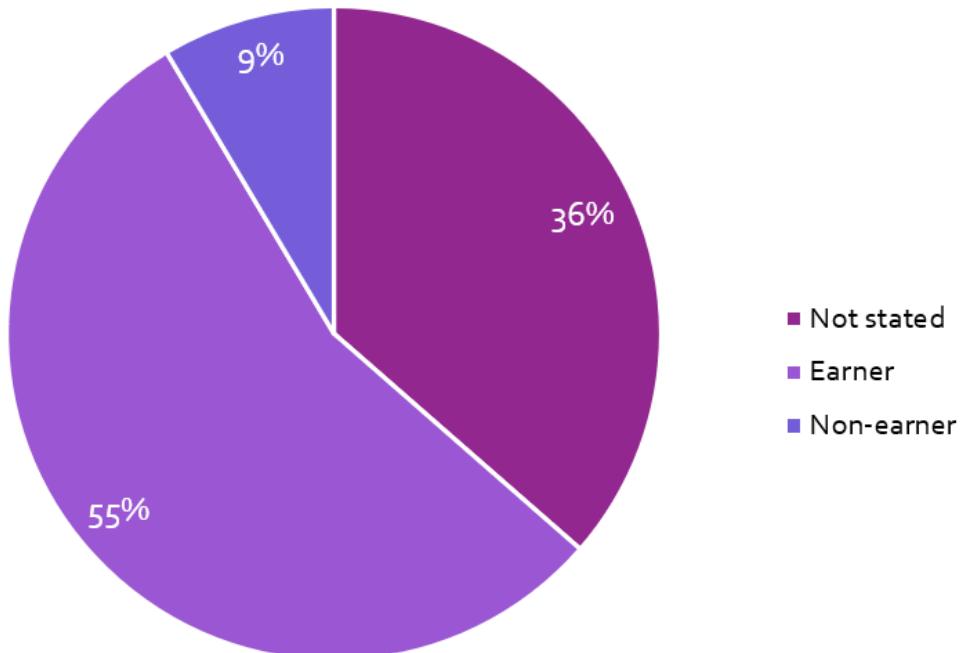


Figure 6: Applicants' pre-accident work status, for applications to the Scheme from 1 July 2021 to 30 June 2022



Premium determinations, loadings and levies

Under section 315 of the MAI Act insurers are only permitted to charge a premium approved by the MAI Commission. The MAI Commission will normally receive a premium filing from each licensed insurer at least annually. The Commission assesses 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 Commission will review and assess the existing premium in accordance with the same criteria.

A premium filing assessment includes consideration of claims frequency, claim size, investment returns, administrative expenses and insurer profit – generally elements that make up the overall cost of service for an insurer participating in the MAI Scheme insurance market.

The role of the Scheme Actuary is to provide expert actuarial advice to the MAI Commission. This role is currently performed under contract by Finity Consulting Pty Limited.

Motorcycle premium support and loading

For motorcyclists, who are expected to have more and higher cost claims under the MAI Scheme, premium affordability has been maintained through a subsidy from other vehicle classes that is reflected in premiums.

The most recent Motorcycle Premium Support and Premium Loading amounts for premiums commencing from 1 February 2022 were communicated to insurers and published in a notifiable instrument on the ACT Legislation Register.

The premium support is the amount that each motorcycle MAI premium is subsidised, while the premium loading is the amount that is included in premiums for most other vehicle classes to fund the motorcycle subsidies.

Nominal Defendant

The Nominal Defendant is liable for claims against uninsured, unidentified motor vehicles for which an MAI or CTP insurer cannot be identified and vehicles with an unregistered vehicle permit. Under section 16 of the MAI Act the Australian Capital Territory Insurance Authority (ACTIA) is the Nominal Defendant.

The Nominal Defendant is largely funded by a Nominal Defendant Loading that is part of the premiums paid by motorists. The MAI Scheme's assessed Nominal Defendant Loading is published in a notifiable instrument on the ACT Legislation Register.

Lost investment income loading

The insurer's lost investment income loading applies to premiums on policies with a duration of less than 12 months ('Short Term Premiums'). The MAI Scheme's lost investment income loading is published in a notifiable instrument on the ACT Legislation Register.

Outlook

Priorities for the MAI Commission in 2022-23 include:

- Completing the premium surplus refund process, which is expected to be finished by 30 June 2023.
- Working with the ACT Taxi industry to further clarify the drivers of the high cost of taxi premiums and implement an ACT Road Safety Taxi Manual to ameliorate the high frequency of accidents.
- Undertaking the first three-year review of the operation of the MAI Act with the terms of reference to be issued in 2022-23 and the report to be issued in 2023-24.
- Issuing additional guidelines and regulations under the MAI Act, as required.
- Updating forms for the MAI Scheme, as required.
- Promoting and distributing information about the MAI Scheme, including via the MAI Commission website.
- Assessing MAI premium filings and monitoring premium processes.
- Maintaining an ICT system for the scheme's data requirements and reporting on the scheme's statistics.
- Monitoring the scheme's performance and undertaking compliance activities.
- Contributing to the Government's road safety initiatives that assist in reducing motor accidents and personal injuries and mitigating their impact.

Performance analysis explanation of performance indicators

The MAI Commission's 2021-22 performance indicators were included in its Statement of Intent and reported as part of the Commission's Statement of Performance. For the 2021-22 financial year, the MAI Commission developed and achieved the following indicators.

a. MAI Premiums are approved in accordance with the MAI Act 2019 (the Act)

The MAI Commissioner is required to approve or reject a premium application under section 319 of the MAI Act. Under section 318, there are two key grounds on which the MAI Commissioner is permitted to reject a premium filing: the premiums applied for by MAI insurers are too low (the fully funded test); or are too high (the excessive premium test). Consistent with premium streamlining arrangements, the MAI Commissioner approved premium partial filings if the change in premiums was within the permitted set bands and above the agreed minimum amount.

Premium filings for the MAI Scheme that were assessed and approved in accordance with the Act, were received from:

- AAMI partial filing (received June 2021) and approved in June 2021 for MAI premiums commencing 1 September 2021.
- AAMI, APIA and GIO full de novo filings (received November 2021) and approved in November 2021 for MAI premiums commencing 1 February 2022.
- NRMA full de novo filing (received November 2021) and approved in November 2021 for MAI premiums commencing 1 February 2022.
- GIO partial filing (received December 2021) and approved in January 2022 for MAI premiums commencing 28 March 2022.
- NRMA partial filing (received March 2022) and approved in April 2022 for MAI premiums commencing 8 June 2022.

b. The scheme is fully funded

All premium filings by licensed MAI insurers were reviewed by the Scheme Actuary to ensure they met the fully funded test. This ensures that the Scheme is able to pay out all present and future liabilities. The Scheme Actuary considered that all insurers' premiums met the fully funded and not excessive test.

c. Promote public awareness of the new MAI Scheme.

The communication campaign pivoted to using social media and associated tools to promote awareness of the scheme. It is intended to continue with this style of communication.

d. Promote public awareness of the causes of motor accidents through funding measures directed at reducing causes of motor vehicle accidents

The MAI Commission contributed \$100,000 in 2021-22 towards campaigns for road safety strategies to support and promote the prevention of motor accidents and the safe use of motor vehicles. The aim is to reduce the number and/or severity of injuries arising from motor accidents (consistent with the relevant MAI Commission's objective under the MAI Act).

The 2021-22 contribution focused on an extensive communication strategy (phases 2 to 4) to expand the broadcast of the distracted driver advertising campaign targeting social media, website, road infrastructure and radio support as part of the implementation of Mobile Device Detection Cameras. The media campaign is designed to increase driver awareness and educate the community of the dangers of using a mobile device while driving, create awareness on the use of the cameras in the Territory and the penalties that apply for illegal mobile device use while driving.

e. Reporting on the Scheme's statistics

Report for each quarter during 2021-22 was published on the MAI Commission website within target timeframes.

f. Queries handling within ten working days of receipt of the query.

All queries received by the MAI Commission were responded to within ten working days of receipt.

g. Complaints handling within 25 working days of receipt of the complaint.

The compliance indicator requires that 85% of complaints be responded to within 25 working days. During 2021-22 the Commission received only one complaint which was received in the later part of the year. As the 25 working day timeframe for this complaint crossed over into 2022-23, it has not been included in the 2021-22 result.

Risk Management

The MAI Commission has a risk management plan. The MAI Commission 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:

- The Commission not meeting stakeholder expectations.
- Insufficient staff and/or resources available to achieve outcomes.
- Failure to meet legislative requirements.
- Failure of the ICT System for the MAI Scheme.

These risks are mitigated through the use of appropriate governance structures, application of risk-based management strategies and financial reporting processes.

Further information

Nicola Clark, Acting Executive Branch Manager, Insurance, Economic and Financial Group

(02) 6207 1189 Nicola.Clark@act.gov.au

Office of the Nominal Defendant of the ACT

Transmittal certificate



Chris Steel MLA
Special Minister of State
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2601

Dear Minister

2021-22 Office of the Nominal Defendant 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 Reports (Government Agencies) Directions 2022*.

It has been prepared in conformity with other legislation applicable to the preparation of the annual report by the Office of the Nominal Defendant (NOD).

I certify that information in the following 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 NOD has been included for the period 1 July 2021 to 30 June 2022.

I hereby certify that fraud prevention has been managed in accordance with the *Public Sector Management Standards 2006 (repealed)*, Part 2.3 (see section 113, *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. This report will be annexed to the 2021-22 Chief Minister, Treasury and Economic Development Annual Report.

Yours sincerely

A handwritten signature in black ink.

Stuart Hocking
Under Treasurer
Chief Minister, Treasury and Economic Development Directorate

29 September 2022

Compliance statement

The 2021-22 Office of the Nominal Defendant of the ACT Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2022* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the Office of the Nominal Defendant of the ACT 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 2021-22 Office of the Nominal Defendant of the ACT Annual Report complies with all subsections of Part 1 under the Directions.

To meet Section 15 Feedback, Part 1 of the Directions, contact details for the Office of the Nominal Defendant of the ACT are provided within the 2021-22 Office of the Nominal Defendant of the ACT Annual Report to provide readers with the opportunity to provide feedback.

Part 2 Reporting entity annual report requirements

The requirements within Part 2 of the Directions are mandatory for all reporting entities and the 2021-22 Office of the Nominal Defendant of the ACT Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the 2021-22 Office of the Nominal Defendant of the ACT Annual Report as follows:

- A. Transmittal Certificate, see the previous page.
- B. Organisational Overview and Performance Analysis, see the Organisational Overview and Performance section. The following subsections, contained within the 2021-22 ACT Insurance Authority Annual Report, apply to the Office of the Nominal Defendant of the ACT:
 - Risk Management
 - Internal Audit
 - Fraud Prevention
 - Community Engagement and Support
 - Aboriginal and Torres Strait Islander Reporting
 - Work Health and Safety
 - Human Resource Management
 - Ecologically Sustainable Development
- C. Financial Management Reporting, see the Financial Management Reporting section.

For the remaining subsections see Volume 2.2 of the 2021-22 CMTEDD Annual Report.

Part 3 Reporting by exception

The Office of the Nominal Defendant of the ACT has no information to report by exception under Part 3 of the Directions for the 2021-22 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the 2022 Directions is not applicable to the Office of the Nominal Defendant of the ACT.

Part 5 Whole of government annual reporting

All subsections of Part 5 of the Directions apply to the Office of the Nominal Defendant of the ACT. Consistent with the Directions, the information satisfying these requirements is reported in one place for all reporting entities as follows:

- Bushfire Risk Management, see the annual report of the Justice and Community Safety Directorate.
- Human Rights, see the annual report of the Justice and Community Safety Directorate.
- Legal Services Directions, see the annual report of the Justice and Community Safety Directorate.
- Public Sector Standards and Workforce Profile, see the annual State of the Service Report.
- Territory Records, see the CMTEDD Annual 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

Organisational overview and performance

Organisational overview

The ACT Insurance Authority is the Nominal Defendant of the ACT as defined under section 16 of the *Motor Accident Injuries Act 2019* (the Act). Under section 330(1) of the Act the MAI Commission (the Commission) established the Nominal Defendant Fund (the Fund).

The purpose of the Fund is to:

- Provide a safety net mechanism to pay defined benefits and motor accident injury claims made by injured parties where:
 - the vehicle involved does not have a motor accident insurance policy; or
 - the injured person is unable to identify the driver and/or vehicle.
- 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 motor accident insurance;
- Collect recoveries from uninsured drivers at fault to the sum paid out by the Fund; and

- Receipt levies collected from licensed insurers in the Territory as well as the Australian and ACT Governments.

Funds required to satisfy the cost of claims and other relevant expenses for the Fund are not guaranteed by the ACT Government; however, Part 6.9 of the Act requires the Commission to collect amounts from licensed insurers and recognised self-insurers to meet the cost of nominal defendant claims.

Functions

The Fund exists to enable anyone who is injured in a motor vehicle accident and where there is no motor accident insurance to be compensated. The Fund meets the costs for individuals for treatment, care and lost income benefits for up to five years. Where possible, the Fund also recovers costs of claims from the at-fault driver of an unregistered vehicle.

The Fund's 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 reporting on these operations is included in the relevant sections of the 2021-22 ACT Insurance Authority Annual Report.

The ACT Insurance Authority also oversees workplace health and safety and associated risk management, accommodation, facilities management and workplace environmental management for the Fund. Reporting on these issues is contained in the 2021-22 ACT Insurance Authority Annual Report.

Internal accountability

As a small reporting entity, the Fund does not have any complex internal accountability structures and processes. As stated above, all administration operations and governance controls of the Fund are overseen by the ACT Insurance Authority.

Performance analysis

Revenue

Total income recognised by the Fund during the year was \$6.609 million.

The Commission imposes a levy on licensed insurers and recognised self-insurers to meet the cost of nominal defendant claims in accordance with the Act.

The funds required to meet the cost of nominal defendant claims are apportioned among the insurers having regard to the amount of motor accident premium income they receive. Funds are transferred from the Commission 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 liability contributions;
- unregistered vehicle fines liability contributions; and
- interest accruing from the investments.

The following table details funds received as other revenue during the period.

Table 1: Other revenue

Source	Amount (\$m)
Unregistered vehicle permits	\$0.498
Unregistered vehicle fines	\$0.195
Insured recoveries	\$0.425
Uninsured owners and drivers	\$0.225
Interstate MAIS Recoveries	\$0.176
Total	\$1.519

There are currently 66 '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/or 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 it is often 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 2.2 of the 2021-22 CMTEDD Annual Report.

Claims

During the reporting period the Fund received 58 applications for defined benefits under the MAI Scheme and 4 claims under the previous Compulsory Third-Party scheme. 39 of the applications for defined benefits are being managed by the Nominal Defendant on behalf of interstate insurers. There are 62 open claims remaining as at 30 June 2022 with a combined total provision for outstanding claims of \$24.914 million.

Table 2: Claim types

	Number	Percentage %
Unregistered and/or uninsured vehicles	9	14
Unidentified vehicles	14	23
Vehicles with unregistered vehicle permits	22	36
Referred to insurer	2	3
Interstate insured vehicles	15	24

Total

62

An estimate of the provision for claims payable is completed annually by an independent actuary. The Fund engages KPMG Actuarial Pty Limited to provide a full assessment of the provision for claims payable at 30 June 2022. The movement in the provision for claims payable can either reduce claims expense in the case of a reduction in liability or increase claims expense in the case of an increase in liability.

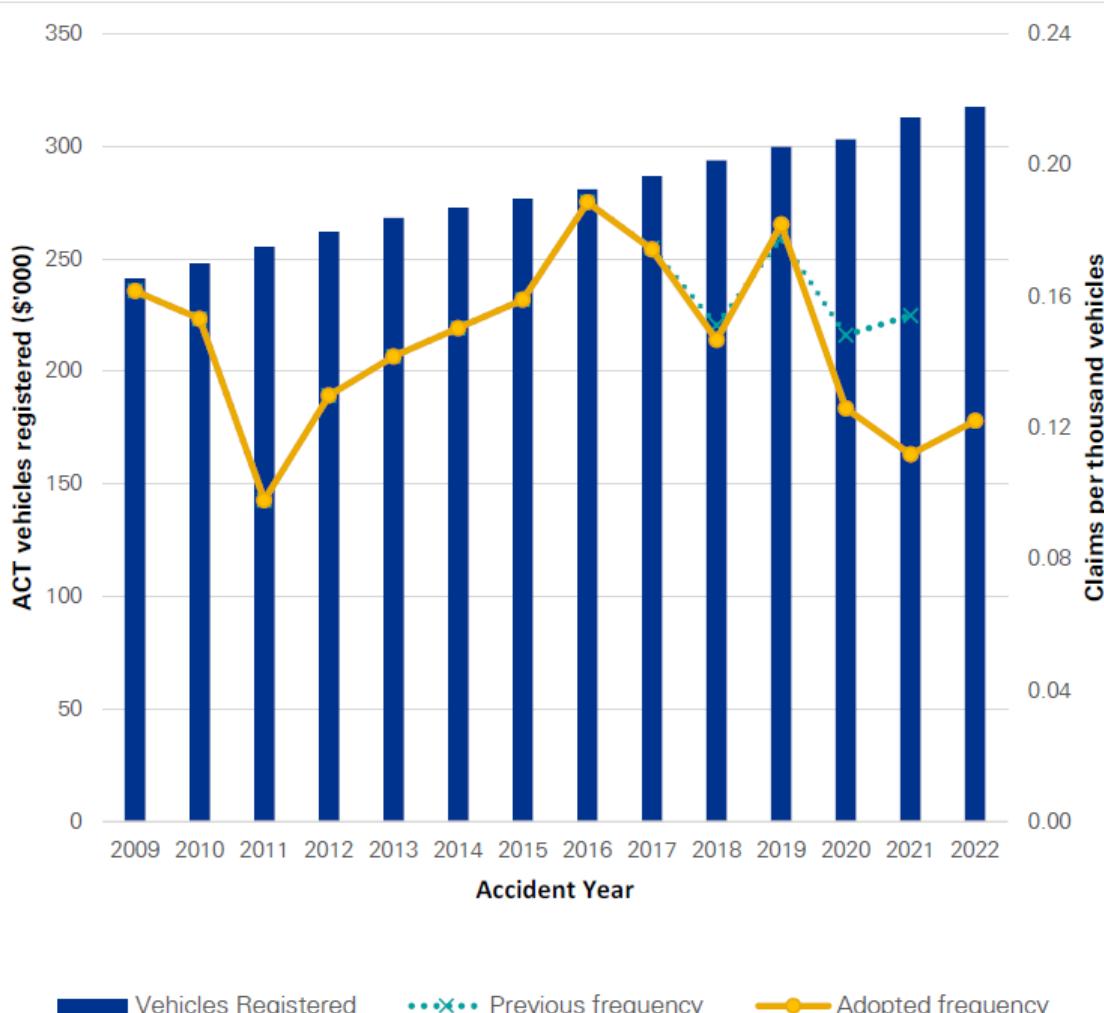
Claims frequency and vehicle registrations

As at 30 June 2021, the Australian Capital Territory has 317,313 registered vehicles.

For the most recent financial year ending 30 June 2022, the ultimate claim frequency is estimated at approximately 0.12 claims per 1,000 vehicles registered.

A comparison between the number of vehicles registered and the number of ultimate claims estimated to be made to the Fund for each accident year is shown in the following chart:

Figure 1: Claim frequency and vehicle registrations



Notes:

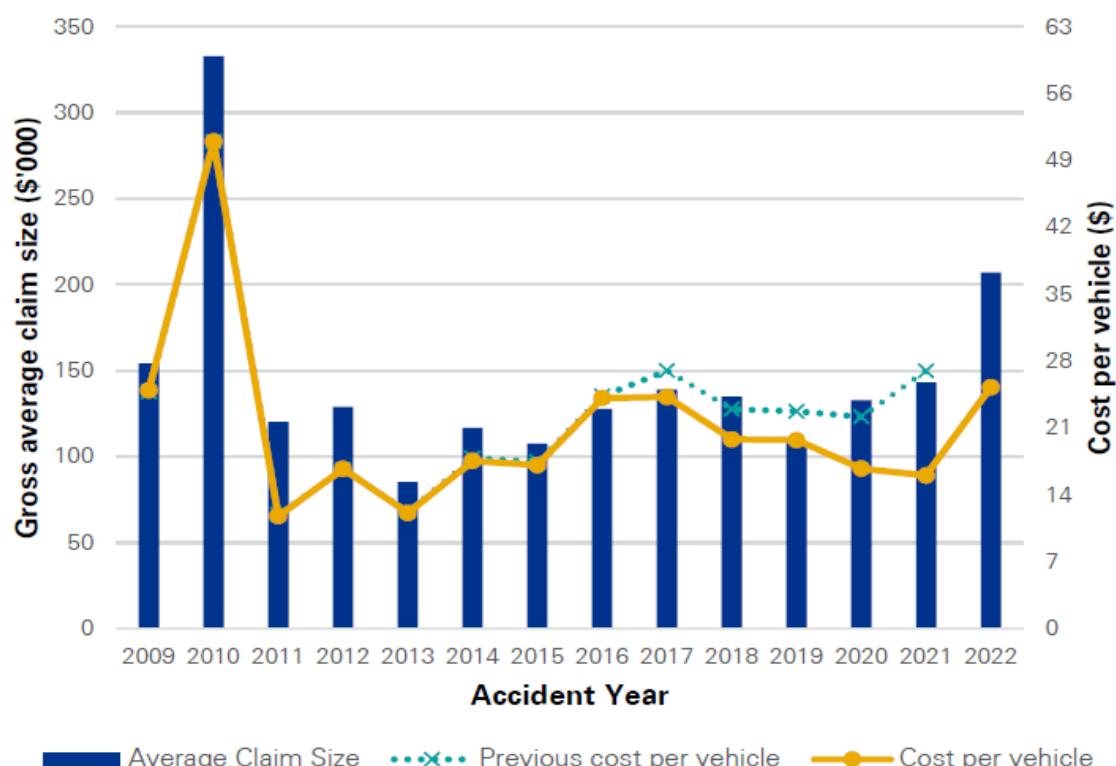
1. **Source:** Nominal Defendant Liability Valuation Report as at 30 June 2022 produced by KPMG Actuarial Pty Limited.

- The vehicle registrations for 2022 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 estimated ultimate average size of a claim and the estimated ultimate cost of a motor accident policy is shown in the following chart for each accident year. For the most recent financial year ending 30 June 2022, the ultimate average claim size is estimated to be \$0.207 million while the ultimate average motor accident claim per policy cost is estimated to be \$25.27.

Figure 2: Average claim size and cost per policy by accident year (inflated and undiscounted)



Notes:

- Source:** Nominal Defendant Liability Valuation Report as at 30 June 2022 produced by KPMG Actuarial Pty Limited.
- 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

Total expenses

The total expenses incurred by the Fund during the year was a credit of \$0.662 million, which includes a credit for claims expense of \$1.422 million and \$0.760 for Supplies and Services.

Balance sheet

The Fund had total assets of \$38.822 million and liabilities of \$25.364 million. As at 30 June 2022 the total equity of the Fund was \$13.458 million.

Scrutiny

There were no inquiries or reviews from the ACT Audit Office, the ACT Ombudsman, or any Legislative Assembly Committees in 2021-22. The only scrutiny from the Audit Office during the reporting year was for the audit of the 2020-21 Financial Statements.

Freedom of information

The *Freedom of Information Act 2016* (FOI Act) gives individuals the legal right to:

- Access government information unless access to the information would, on balance, be contrary to the public interest;
- Ask for personal information to be changed if it is incomplete, out-of-date, incorrect or misleading; and
- Appeal a decision about access to a document, or a decision in relation to a request to amend or annotate a personal record.

In accordance with Section 96 of the FOI Act the Fund is required to report on the operation of the FOI Act in relation to the Fund for the reporting year.

The Fund did not receive any requests for access to any information under the FOI Act during 2021-22.

Further information relating to FOI including how to make an FOI application, what details you need to make an application and contact details for the CMTEDD Information Officer can be found on CMTEDD's website <https://www.cmtedd.act.gov.au/functions/foi>. There are also details of requests received by the directorate listed on the Freedom of Information Disclosure Log for CMTEDD.

Financial management reporting

Government contracting

The Fund engages consultants to perform specialised actuarial and legal services.

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 are reviewed by Procurement ACT, and, if necessary, by the Government Procurement Board consistent with the provisions of the Government Procurement Regulation 2007. The Fund ensures all contractors comply with their employee and industrial relations obligations.

The Fund did not execute any new procurement activities during the reporting period; however, it initiated a process through ACT Government Solicitor to enable it to access the Territory Legal Services Panel.

Penny Shields, General Manager, ACT Insurance Authority

Further information (02) 6207 0268 ACTIAInsuranceAndRiskManagement@act.gov.au

<https://apps.treasury.act.gov.au/insurance-and-risk-management/contacts>

Public Sector Workers Compensation Fund

Transmittal certificate



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

Dear Minister

Public Sector Workers Compensation Fund Annual Report 2021-22

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 Public Sector Workers Compensation Fund.

I certify that the information in the following 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 Public Sector Workers Compensation Fund has been included for the period 1 July 2021 to 30 June 2022.

I hereby certify that fraud prevention has been managed in accordance with Part 2.3 of the *Public Sector Management Standards 2006 (repealed)* (see section 113, *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. This report will be annexed to the 2021-22 Chief Minister, Treasury and Economic Development Annual Report.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Michael Young".

Michael Young
Public Sector Workers Compensation Commissioner

3 August 2022

Compliance statement

The 2021-22 Public Sector Workers Compensation Fund (PSWC Fund) Annual Report must comply with the *Annual Reports (Government Agencies) Directions 2022* (the Directions) made under section 8 of the *Annual Reports (Government Agencies) Act 2004*. The Directions are found at the [ACT Legislation Register](#).

The compliance statement indicates the subsections, under Parts 1 to 5 of the Directions, that are applicable to the PSWC 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 2021-22 PSWC Fund Annual Report complies with all subsections of Part 1 under the Directions.

Contact details for the PSWC Fund are provided within the 2021-22 PSWC Fund Annual Report to provide readers with the opportunity to provide feedback, as per Section 15, Part 1 of the Directions.

Part 2 Reporting entity annual report requirements

The requirements within Part 2 of the Directions are mandatory for all reporting entities and the PSWC Fund Annual Report complies with all subsections. The information that satisfies the requirements of Part 2 is found in the PSWC Fund Annual Report as follows:

- Transmittal Certificate, see the previous page.
- Organisational Overview and Performance Analysis, see the Organisational Overview and Performance section on the next page.
- Financial Management Reporting: Government Contracting, see the Financial Management Reporting section. The remaining subsections are reported in Volume 2 of the CMTEDD Annual Report.

Part 3 Reporting by exception

The PSWC Fund has no information to report by exception under Part 3 of the Directions for the 2021-22 reporting year.

Part 4 Directorate and public sector body specific annual report requirements

Part 4 of the Directions is not applicable to the PSWC Fund.

Part 5 Whole of government annual reporting

All subsections of Part 5 of the Directions apply to the PSWC Fund. Consistent with the Directions, the information satisfying these requirements is reported in one place for all reporting entities as follows:

- Bushfire Risk Management, see the annual report of the Justice and Community Safety Directorate.
- Human Rights, see the annual report of the Justice and Community Safety Directorate.
- Legal Services Directions, see the annual report of the Justice and Community Safety Directorate.
- Public Sector Standards and Workforce Profile, see the annual State of the Service Report.
- Territory Records, see the CMTEDD Annual Report.

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

http://www.cmd.act.gov.au/open_government/report/annual_reports

Organisational overview and performance

Organisational overview

The Public Sector Workers Compensation Fund (PSWC Fund) is established under the *Public Sector Workers Compensation Fund Act 2018* (the PSWCF Act) and commenced operations on 1 March 2019.

The PSWCF Act provides a financial and prudential governance framework to support the Territory's workers' compensation self-insurance arrangements for public sector employees, which are delivered under a licence issued by the Safety Rehabilitation and Compensation Commission in accordance with the *Safety Rehabilitation and Compensation Act 1988* (Cth) (SRC Act).

The PSWCF Act is administered by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD). The functions of the PSWC Fund are supported by the Workplace Safety and Industrial Relations Group, CMTEDD.

Functions

The PSWC Fund was designed to ensure the effective management of the Territory's workers' compensation assets and features governance and management arrangements in relation to those assets. The PSWC Fund is integral to the Territory's compliance with its self-insurance licence.

The PSWC Fund is administered by the Public Sector Workers Compensation Commissioner (PSWC Commissioner) who is responsible for:

- managing the PSWC Fund;
- advising the Minister about the administration, efficiency and effectiveness of the PSWC Fund;
- in relation to a licence granted to the Territory under section 103 of the SRC Act:
 - managing the Territory's liability under the SRC Act; and
 - managing claims under the SRC Act.

The PSWC fund is funded by the Territory, including from annual contributions apportioned by the PSWC Commissioner amongst Territory directorates and agencies. Assets are invested, with earnings retained to help meet workers' compensation costs.

Internal accountability

The appointment of the person occupying the position of Executive Group Manager, Workplace Safety and Industrial Relations, to the role of the PSWC Commissioner, was extended effective from 1 March 2022 for a period of three years. Currently the position is occupied by Mr Michael Young.

Section 24 of the PSWCF Act establishes a PSWC Advisory Committee with the following functions:

- to keep informed of the operations of the PSWC Fund to provide advice to the Minister in relation to the fund; and to assist in meeting the Territory's liabilities under the SRC Act by providing advice about claims management in relation to injured employees of the Territory.

Section 26 of the PSWCF Act stipulates the advisory committee consists of:

- the PSWC Commissioner;
- three members appointed by the Minister to represent the interests of workers; and two members appointed by the Minister to represent the interests of public sector bodies and territory instrumentalities.

The Chair of the advisory committee as at 30 June 2022 was Mr Michael Young, PSWC Commissioner. The PSWC Fund Advisory Committee met four times during 2021–22.

Membership of the PSWC Fund Advisory Committee during the year and the number of meetings each member attended is included in the table below.

Table 1: Membership and attendance of the PSWC Fund Advisory Committee 2021-22

Name	Role	Meetings attended
Michael Young, PSWC Commissioner	Chair	4
Penny Shields	Member	3
Susie Walford	Member	4
Patrick Judge	Member	4
Melissa Payne	Member	4
Matthew Harrison	Member	4

Notes:

1. All meetings of the committee occurred in accordance with s27 of the *Public Sector Workers Compensation Fund Act 2018* and the committee's terms of reference.
2. Penny Shields was unable to attend one meeting of the committee during the reporting period.

Performance analysis

The PSWC Fund's 2021-22 performance indicators are included in the Budget Portfolio Statements for the PSWC Fund and are reported on as part of the PSWC Fund's Statement of Performance.

Explanation of performance indicators

a. Reduce the ACT public sector incidence of serious workplace injury

This accountability indicator is sensitive to public sector injury prevention activities and aligns with targets from the Safe Work Australia Australian WHS Strategy 2012-22. A serious claim is an accepted workers' compensation claim that results in the injured person being unable to perform their usual role for one or more weeks. This accountability indicator measures the number of serious claims, per 1,000 ACT public sector employees.

Improved performance in relation to serious workplace injuries is indicative of improvements in injury prevention and management, for example from programs such as early intervention physiotherapy and safety auditing.

b. Achieve a conformance rating of 85 per cent or higher in the annual audit of the ACT workers' compensation self-insurance rehabilitation management system

It is a requirement of the SRC Act that the Territory maintains a rehabilitation management system that complies with Australian Government guidelines and that conformance is audited annually. The 2021-22 audit was conducted by an independent auditor, Callida Consulting, in February 2022.

c. Maintain a PSWC fund asset to liability ratio greater than or equal to 100 per cent

This accountability indicator aligns with the PSWC Fund requirements under the Public Sector Workers Compensation Fund (Investment and Funding Ratio) Management Guidelines 2019 (No 1).

An asset to liability ratio of 100 per cent or more indicates that the fund contains sufficient assets to meet the expected lifetime cost of public sector workers' compensation claims.

d. Achieve a conformance rating of 85 per cent or higher in the annual audit of the ACT workers' compensation self-insurance claims management system

It is a requirement of the SRC Act that the Territory maintains a claim management system that complies with Australian Government guidelines and that conformance is audited annually. The 2021-22 audit was conducted by an independent auditor, Callida Consulting, in January 2022.

Highlights

The key priorities for the PSWC Fund during the 2021-22 financial year were to:

- Develop and deploy best practice health, wellbeing and return to work strategies, policies and interventions for the ACT public sector.
- Ensure the effective and efficient management of new and existing ACT public sector workers' compensation claims.
- Finalise transitional arrangements with the Australian Government, including the final assessment of transferred claim liabilities and associated transferred assets.
- Review the processes between Shared Services Payroll and Employers Mutual Limited, the claims manager, to ensure that they support the timely resolution of periods of incapacity due to work related injuries, and that the process is as accessible and streamlined as possible for injured workers.
- Conduct ongoing client surveys to ensure injured worker and directorate satisfaction with self-insurance services.

Transition management and activities

On 30 November 2021 the amounts receivable for the liabilities transferred from Comcare were settled in full, concluding the transition.

In its third year the PSWC Fund:

- Finalised 936 claims.
- Received 559 new claims.
- Made all payments to third parties within ten days, and most within five days.

Table 2: ACT public sector workers' compensation claims in 2021-22

	Number
Total claims closed during the reporting period	936
Total claims opened during the reporting period	559
Total reopened claims during the reporting period	198
Current open claims	1,194

Outlook

In 2022-23 the PSWC Fund will pursue strategic and operational priorities in undertaking its functions, including to:

- Develop and deploy best practice health, wellbeing and return to work strategies, policies and interventions for the ACT public sector.
- Ensure the effective and efficient management of new and existing ACT public sector workers' compensation claims.

- Ensure the effective and efficient management of the PSWC Fund assets in line with the PSWC Fund investment guidelines.
- Continuously improve injured worker and directorate satisfaction with workers' compensation insurance and rehabilitation services.

Scrutiny

Scrutiny of the PSWC Fund's activities is undertaken by a number of bodies including Committees of the ACT Legislative Assembly, the ACT Auditor-General and the ACT Ombudsman.

The Auditor-General's *Report No. 6 of 2020 – Transfer of workers' compensation arrangements from Comcare* was provided on 30 June 2020. This report made a number of findings and no recommendations.

In 2020-21, the PSWC Fund participated in a Legislative Assembly Standing Committee on Public Accounts inquiry related to its activities. The committee made one recommendation in relation to the Auditor-General's *Report No. 6 of 2020 – Transfer of workers' compensation arrangements from Comcare*.

During the reporting period, the PSWC Fund provided a response to a recommendation made by the Legislative Assembly Standing Committee on Public Account relation to the Auditor-General's *Report No. 6 of 2020 – Transfer of workers' compensation arrangements from Comcare* and the inquiry closed.

There were no Ombudsman reports in 2021-22 in relation to the Fund.

Financial management reporting

Government contracting

The Territory, and, pursuant to section 30 of the PSWCF Act, the PSWC Fund is taken to have engaged for the purposes of that Act a claims manager responsible under section 23 for the following:

- investigating claims;
- assessing the Territory's liability in relation to claims under the SRC Act, including initial liability and ongoing liability;
- calculating benefits and authorising payments under the SRC Act;
- paying an amount in relation to a provisional liability medical cost;
- paying an amount in relation to a workers' compensation claim;
- managing claims data;
- managing disputes in relation to claims made against the Territory under the SRC Act; and anything else prescribed by regulation under the PSWCF Act; and
- Employers Mutual Limited continued to be engaged as the claims manager in the 2021-22 financial year. The value of this contract was reported in the 2018-19 Annual Report for the PSWC Fund.

Michael Young, Public Sector Workers Compensation Commissioner

Further information

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Chief Minister, Treasury and Economic Development Directorate